

Community Conversation Twickenham South and Twickenham West Wards

Date: 18th Aug 2020 **Time:** 6.30pm - 8.00pm **Venue:** Zoom

Ward members in attendance:

- Cllr. Piers Allen (West Twickenham) *Chair of the Adult Social Services, Health and Housing Services Committee and Chair of the Health and Wellbeing Board*
- Cllr. Alan Juriansz (West Twickenham) *Vice-chair, Policy and Performance Review Board*
- Cllr. Helen Lee-Parsons (West Twickenham) *Chair of the Regulatory Committee*
- Cllr. Richard Bennett (South Twickenham) *Leader of the Opposition Minority Group and Green Party Group*
- Cllr. Michael Butlin (South Twickenham) *Armed Forces Champion*
- Cllr. Katie Mansfield (South Twickenham) *Vice-chair, Transport and Air Quality Service committee*

Chair: Councillor Roberts, Leader of the Council

Council officers in attendance: Paul Chadwick, Director of Environment and Community Services

Police Officer: Sgt Rumi Miah

Agenda Item One: Ward Achievements

Headline Topic: Ward Achievements	
Councillor	Achievements
Cllr Bennett – South Twickenham Ward	<ul style="list-style-type: none"> Dealing with issues of anti-social behaviour on Twickenham Green. Issues with number of Police available to attend incidents. Park Guard limited in number and covering over 134 open spaces/parks in the Borough. Installation of public toilets still to be decided. The Green is heavily used and need for respite on grass – Zippo's circus decision to be made late Sept. Lidl South Road residents is not being a good neighbour – generators, early morning deliveries and light pollution from the Fulwell site.

<p>Cllr. Mansfield</p>	<ul style="list-style-type: none"> • Supporting Twickenham Green and South Road resident’s issues • CPZ consultation in Strawberry Hill now closed, but open to review after 6 months • School streets for Sir Richard Reynolds and Gem Academy to be implemented • Bid made for cycle lanes on Staines Rod and Strawberry Vale to TFL • Greggs factory planning consent has been refused • No particular issues from St Mary’s University or Strawberry Hill House during lockdown
<p>Cllr Juriansz</p>	<ul style="list-style-type: none"> • Local bus route 110 now going to west Middlesex Hospital, 490 service increased service at peak times • Staines Road segregated cycle lane on the pavement part of TFL bid application • First Cross Road cycling contraflow has been opposed by residents • Trafalgar School has a school street scheme for the Junior site on Endsleigh Road • Possibly Jack and Jill School may also have a school street scheme • Grass verges – litter collecting in longer grass which has been left uncut due to biodiversity attraction of long grass • Waste collection service overloaded in both parks and domestic collection due to lockdown • 2nd and 3rd Cross Road and Chestnut Road CPZ – 6 month review due • Kneller Gardens – Fun Fair not happening this year • Ward surgeries being held at Glebe Gardens Community Centre • Pre-planning proposal for 5G phone mast at Meadway/Crane park entrance junction

Agenda Item Two – open questions

<p>Headline Topic 20 MPH for Cross Deep</p>	
<p>Question 1</p>	<p>Request for update on Cross Deep becoming 20mph. Currently 30mph retained yet there are 2 schools and park to be considered. (Mar 2019 30 mph retained) Zone D parking in Cross Deep.</p>
<p>Response</p>	<p>Cllr. Mansfield: LIP funding removed from Cross deep/Staines Road. Need to gauge support from residents. CPZ parking on Cross deep part of Strawberry Hill CPZ review. Clive Road want to be included and change of hours for the CPZ requested. Please put forward recommendations at the CPZ review.</p>
<p>Supplementary comment</p>	<p>The impact on Cross Deep Gardens and Poulett Gardens with the Riverside Development has not been considered.</p>

ACTION	Cllr Mansfield to pursue with the Twickenham Riverside team
Headline Topic	More Social housing on the Meadway
Question 2	The borough needs to support more social housing. Although there is limited land for housebuilding
Response	Cllr. Allen: There is limited land for house building in the Borough, but the Planning Committee did refuse the Greggs Bakery development on the basis that there was not enough affordable housing. Current administration is aiming for 40% of new developments to be affordable housing. In Fourth Cross Road the Pines factory has been converted to 100% affordable housing with 60 new units.
ACTION	
Headline Topic	Licensing restrictions during Covid 19 for Public Houses
Question 3	Helen Williams: neighbour of the Prince Bulcher have issues with noise levels from the pub garden. The Albert Pub has many customers staying outside the pub after closing at 11pm.
Response	Cllr. Lee Parsons: Need to complain to licensing and then brought to the Licensing Committee. The Committee can shorten the hours of the venue if necessary. Residents need to keep a diary of issues for the Licensing team.
ACTION	
Headline Topic:	5G Mast Meadway/Crane Park entrance
Question 4	What are the details of the proposed 5G mast on the Meadway?
Response	Cllr. Allen: This is a pre- planning application which has just started. It would be a high- level mast above tree level. Ward Councillors have recently been notified of this pre-planning application.
ACTION	
Headline Topic:	Issues on Twickenham Green
Question 5	Need for deep cleaning of alleyways and buildings around the Green as public health risk.
Response	Cllr. Bennett: Anti-social behaviour continues to be an issue and disruptive. Policing is not proving to be effective. The Council cleaning teams are going out around the Green including the benches
Further Response	Rumi: Current response team based at Teddington serving both Kingston and Richmond Borough. Anti-social behaviour is being dealt with. Ongoing demands of mental health crisis, domestic abuse, safeguarding and unauthorised music events. Larger crowds of people are being dispersed by the Police. There have been additional hours of work from the Park Guards, especially around issues at Teddington Lock. The Police have been working closely with the park Guard on late evening shifts.
ACTION	Paul Chadwick to check with Continental on levels of cleaning on Twickenham Green – including jet washing benches.
Headline Topic:	Cross Deep being used as a cut through from King Street
Question 6	Cross deep is being used as a rat run to avoid the King Street traffic lights. Lorries are turning up Cross Deep and cutting through Tennyson Avenue and Radnor Road. The larger vehicles are not keeping to 20mph on side roads. Also, with the D parking zone, there is less parking for parents dropping off at schools, so more cars idling while waiting to pick up.
Response	Cllr Mansfield: Appreciates school drop off issues and working on encouraging schools to have an active travel programme. There is a need to investigate the cut through problems, although traffic calming measures have previously been dismissed. School streets are also being promoted, but with the current issues on using public transport during Covid 19, car use has increased for

	school runs. Need for cycle lanes and potentially bike hangers to enable cycle parking. Neighbours need to bid for a bike hanger on their street, unfortunately South Twickenham rejected the offer of a bike hanger
ACTION	Cllr. Mansfield to follow up on cut through issues of larger vehicles/vans/lorries

Headline Topic	Replacement of Trees
Question 7	Michelle Wheeler: In Michelham Gardens has had quite a few trees cut down due to disease and also Strawberry Vale has lost a number of grass verges due to dropped kerbs being installed. Will they be replaced?
Response	Cllr. Bennett: to check loss of trees
Supplementary Question	Cllr. Neden-Watts: the paving over of front gardens has increased the chances of flash flooding. With the Council declaring a climate change emergency, trees have gained more significance, residents can use grey water to keep trees watered. The Council Tree Officers are carrying out a rigorous tree planting programme and felling trees in poor condition. Tree Officers inform ward councillors of tree removal. Cllr. Juriansz: Extensive tree planting taking place in Kneller gardens and local residents have been watering the saplings during the hot weather.
ACTION	Cllr. Bennett: to check whether felled trees are to be replaced.
Headline Topic	Drug dealing on Twickenham Green
Question 8	Maria Seale: Observed drug dealing on Twickenham Green and news of a local Twickenham person overdosing.
Response	Srgt. Miah: Police need this intelligence. Please report on Crimestoppers 0800 555 111 number. A CCTV camera has been installed and there are ongoing investigations. There has not been a huge increase, but Police need residents to report what they observe. Want to reassure residents that the Police review intelligence gathered every morning.
ACTION	
Headline Topic:	Promotion of car clubs by the Council
Question 9	Maria Seale: The Council should encourage more car clubs eg Zip Cars.
Response	Cllr.Mansfield: Electric car charging points have been installed and parking spaces for car clubs
ACTION	Cllr. Mansfield: Further promote car clubs
Headline Topic:	Park Guard on Twickenham Green
Question 10	Berkeley Driscoll: What exactly is the role of the Park Guard? See them litter picking and patrolling the sides of the Green, but urination issues continue on adjacent properties and at the Holy Trinity Church.

Response	Paul Chadwick: Park guard are employed to both be visible and trouble shoot on the parks/open spaces of the Borough. Have full training and are quite often ex Police Officers. The Park Guard are in high demand across the Borough.
Supplementary question	Although CCTV camera installed, drug dealing has been missed due to the angle of the camera. Gifford Lodge and the family Assessment centre cul-de-sac is becoming a drug dealing 'hot spot'
ACTION	Rumi: Police to adjust CCTV camera
Headline Topic	Radnor Gardens Café future?
Question 11	Resident Paul Hancock interested in managing café and need for community toilet provision to be opened
Response	Cllr. Bennett/Cllr. Mansfield: support Paul's interest as an interim solution whilst seeking a new catering company. Parks department and Avison Young (Council Property management company) have been informed about opening up the toilet to the public.
ACTION	

Headline Topic:	Litter problem in Radnor Gardens
Question 12	Michelle Wheeler: there is a litter problem in Radnor Gardens, especially at the back of the café. Council needs to work with local businesses to campaign against litter dropping eg KFC. Need for respect of open spaces and get Twickenham Town businesses to support the campaign.
Response	Cllr. Piers: Aware of the Green Team in Trafalgar School who raise awareness of green issues. Issues of litter dropping at Apex Corner as well. Possibility of recycling provision in parks. Cllr. Neden-Watts: aware of increase in littering during lockdown. The Council Communications team are producing new signage and a hard-hitting social media campaign. There are fines for littering. Would be helpful if the Twickenham Business Improvement District got involved in littering in open spaces. There has also been an increase in deliveries to open spaces which has increased littering. Aware that the Sussex Arms staff did do several litter picks on Twickenham Green. Residents need to report when bins are overflowing on the Council website.
ACTION	