

West and South Twickenham Community Conversation

Date: 5/10/21

Time: 6.30-8.00pm

Venue: Zoom

AGENDA:

Agenda Item One: Update from Councillors

Agenda Item Two: Presentation on Local Plan/High Streets

Agenda Item Three: Key theme – Rebuilding the High Street breakout discussion groups

Agenda Item Four: Open floor questions to Ward Councillors

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: Paul Clement, independent Chair

Agenda Item One: Update from Councillors

Headline Topic: Ward Achievements	
Councillor	Update
Cllr Juriansz (West Twickenham Ward)	<ul style="list-style-type: none"> Supported application to the Community Fund for the renovation of the Kneller Gardens Pavilion to provide an indoor learning classroom and covered area for the park café to allow it to operate in all weathers A full renovation of the tennis courts and basketball court has taken place in Kneller Gardens. Please to see all age groups using the new provision. The Local Area Fund has been used for the Briar Rd Allotments to provide raised beds for inclusive horticulture space. A pedestrian crossing from the Kneller Gardens entrance to the Crane Park entrance is being worked on.

<p>Cllr Mansfield (South Twickenham Ward)</p>	<ul style="list-style-type: none"> • Strawberry Vale cycling/pedestrian facilities consultation is now completed with an good level of feedback • Strawberry Hill Residents Association and local residents have worked on the reopening of the Radnor Gardens café under new management. • Local Area Fund has been used for improvements at Strawberry Hill Station. • Cross Deep still has parking issues near the two independent schools. Traffic monitoring is due to take place around the Autumn half term when traffic flow will have 'normalised'. • Twickenham Green had portable toilets over the Summer period. The Friends of Twickenham Green are now looking at long term solutions, including better signage for the Community Toilet Scheme available in the locality. • Greggs Bakery planning permission was turned down. Councillors keeping a close eye on future applications. • School streets introduction has generally had good feedback, but there is a need for better signage and more advanced notice of the school street area. A specific consultation is being carried out for Sir Richard Reynolds School.
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Agenda Item two: presentation on High Streets and Local Plan

<p>High Street Rejuvenation</p>	<p>Paul Clement:</p> <ul style="list-style-type: none"> • The development of High Streets has had its ups and downs, but current changes are unique due to the Covid 19 pandemic. • The pandemic has had a devastating impact on business and sped up the evolution of the High St. • In the last 18 months there has been an opening up of the local neighbourhood and reconnection with the values of local community. • People have been travelling less and appreciating their local services. • People's lifestyles have changed with hybrid working and thereby spending more time in the local area moving away for out-of-town retail options. • The Homogeneous High Street is breaking down. • Points of difference have become more important appreciating independents and living/working closer to their local offer. • The Council's part is to provide leadership and a plan of action for business, but they cannot solve all the problems. <p>The Council Partnership Conference in May 2021 came away with 5 key themes for the development of the High St:</p> <ol style="list-style-type: none"> 1. People wanted town centres to be a destination point 2. People wanted walkable/pedestrianised, green spaces in their High Streets. 3. People wanted a more balanced usage in town centres – including civic uses
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	<p>4. The local authority needs to have a creative approach to town planning and repurposing spaces</p> <p>5. Need for digital offer on the High St – embracing mobile revolution</p>
Local Plan Presentation	Grace Crannis talked through the current consultation on the Richmond Local Plan that offers a detailed outline for local development. Presentation is available on the Community Conversation website page of the Richmond Council website. www.richmond.gov.uk

Agenda item three: Key themes arising from discussion groups

Theme Retail / Hospitality	Group’s Key Comments
Suggestions/issues	<ul style="list-style-type: none"> • Swoopveg/cooperative style stores/repair shops/pop ups – business rates prevent this type of innovation • Night time use is important – restaurants are closing due to lack of support • Why so many charity shops? • Teddington more diverse shop offer • Needs to be more allowance for flexibility of use of retails outlets from ‘officials’ • Concern about new Tesco’s on King St – deliveries, too many supermarkets close together • Not many clothes shops, so need to go elsewhere. Twickenham has lost all the classic clothes stores it once had • Need more local produce on offer in retail outlets eg local craft/art/food produce eg honey • Local app to connect with Richmond Card so aware of local stores/new offers etc • Closure of banks and the Post Office being on London Rd, has driven people away from Twickenham to Richmond for banking and shopping • Heath Rd needs a destination shop to encourage more shoppers up Heath Rd • Twickenham High St too long, Twickenham Green misses out from visitors to the Centre not getting to the Green • Heath Rd has many niche services, but people don’t know they are there – need for better publicity, constant reminders of the offer there
Existing positives	<ul style="list-style-type: none"> • Use High Street all the time for fruit and veg, meat and fish – best place to shop without a car • Screwfix very successful in Heath Rd- bucks the trend for neglected Heath Rd shops • Browns the Butcher, Sandy’s and Grocers have been amazing during Covid lockdown, offering deliveries and stringent Covid adherence in store

	<ul style="list-style-type: none"> • Twickenham High street is fantastic, love the river and local shops. Only issue is flytipping around public bins • No empty shops around Twickenham Green which is very positive • Church St. pedestrianisation has led to real café culture and increase in restaurant and café use • Use Strawberry Hill Post Office for many services in South Twickenham • Staines Rd shopping parade is very useful and has an excellent offer for the West Twickenham area • Small shops very important during the pandemic eg Meet and Deep exceptional personal service and home deliveries, the hardware/garden shop on Heath Rd again exceptional service and supplies • Use many cafes as work spaces for hybrid and home workers – plenty of alternatives for this in Twickenham
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Theme Leisure / Arts / Cultural Events	Group's Key Comments
Suggestions/issues	<ul style="list-style-type: none"> • More music and events in King St, like Church St offer • Need for more events by the Riverside on Golden Jubilee Gardens/Church St/outside Civic Centre – family events, animal magic etc like the Landmark in Teddington has riverside events • A community hub for the voluntary sector groups of Twickenham • Need safe entertainment places for young people/reason to go to Twickenham for young people eg Escape Room, Heatham House doesn't really reflect needs of local young people • Treasure hunt around Twickenham to encourage people to get to know stores like Teddington treasure trail. • Clothes market maybe in front of Civic Centre, as no clothes shops in Twickenham • More spaces for local groups to meet, community meeting space in empty shops
Existing positives	<ul style="list-style-type: none"> • The Exchange is wonderful • High Tide Festival very successful and Church St festivals • Cultural offer in Twickenham is great – the Twickenham Museum, Eel Pie Island Museum, Orleans House Gallery, Champions Wharf, Diamond Jubilee Gardens

Theme Transport and Traffic	Group's Key Comments
Suggestions/issues	<ul style="list-style-type: none"> • More Zip cars around the ward (car rental scheme)

	<ul style="list-style-type: none"> • More signage for parking/shops etc • Traffic is unbearable through town, need to enforce 20mph more and parking is becoming increasingly difficult • Delivery lorries are becoming problematic in front of big stores on Staines Rd (Sainsburys) and King St – Tesco’s/Poundland • Traffic flow needs to be considered as a priority to encourage people to stop in Twickenham rather than just pass through. • Cycle path on King St is not wide enough and dangerous for family cycling
Existing positives	

Theme Look and Feel	Group’s Key Comments
Suggestions/issues	<ul style="list-style-type: none"> • Drains are blocked so lots of flooding along the High St, by railway Bridge on Heath Rd. • Front gardens being paved over problematic, need to be permeable and allow for heavy rainfall • Community gardening/allotments • More policing in the evening – Police on the streets
Existing positives	

Agenda item four – Open floor questions

Headline Topic Twickenham Riverside Development	
Question 1	Chair: feedback that the development has become a political issue and there is a lack of strategy
Response	<p>Cllr Butlin: Church St has been described as Twickenham’s ‘West End’. There is a need for more benches on the pavement for residents with heavy shopping especially on Heath Rd and Strawberry Vale. Local interest groups need to work together more.</p> <p>Cllr Mansfield: Emphasize that Twickenham South ward is both Liberal Democrat and The Green Party who work closely together for the ward residents. Twickenham Riverside is politically contentious with a variety of interest groups. It is important to accept the views of different residents. The Pedestrianisation of Church St had a 94% response in a consultation that it has been successful, despite initial reservations by residents.</p> <p>Cllr Bennett: The national planning policy changes in relation to turning retail units to residential spaces was opposed by all three parties in the Borough. But the Councillor’s views were overruled on a London level.</p>

	The third Tesco on King St has already had delivery vehicles blocking the High St. Twickenham Green also suffers from delivery vehicles blocking the road when unloading at Sainsbury's, but despite parking tickets the problem doesn't diminish.
Supplementary response	Hester Huttenbach: Sainsburys lorries out of hours deliveries were successful refused by local residents.
Headline Topic	Street Flooding in South and West Twickenham
Question 2	Charles Owens – there is regular street flooding due to the lack of deep cleaning of street drainage pipes. What is being done about this?
Response	Cllr Juriansz: Flooding issues were raised in the July Policy and Performance Review Board meeting. There has been a lot of flash flooding and gully cleaning has been increased. Blockages need to be reported. The flash flooding has become less about the gully debris and more about the water levels in the Thames which allow no exit point for the rainwater. Thames Water advised that the current structure of the drains outflow into the river and rising water levels are causing the drains to back up. Cllr Butlin: Tennyson Avenue had gully cleaning, but there was a blockage in the pipe that Thames Water need to clear. Twickenham Green also needs pipework cleaning.
Supplementary point	Charles Owens: Drain covers are blocked with debris. In the past the Fortescue Road Residents Association privately contracted Hammersmith Council to carry out gully cleaning. This was about 11 years ago.
Headline Topic	Fly tipping
Response	Cllr. Butlin: The causes of flytipping need to be dealt with. Even when there are cameras at flytipping hot spots it doesn't seem to solve the problem. Cllr Mansfield: Townmead recycling Centre has had issues due to the fire and lockdown causing an increase in cardboard recycling. Flytipping is unacceptable and the Heath Road recycling site is often overflowing. The Council can identify people from tipped materials and will be pursued by officers. The reopening of Townmead and improved streetside collections improving are some of the ways to deter fly tipping which Cllr Neden-Watts as our Environment lead is pursuing. Cllr. Lee-Parsons; Cameras have shown the registration plates of those flytipping, but not always clear picture. Need for more recycling centres in the Borough as flytipping can occur due to the distance to Townmead. Cllr Bennett: The Council responds well to reported flytipping in terms of clearing the rubbish, but they are then exploited for doing a good job by further flytipping. During lockdown there has been a huge increase in deliveries that has meant a huge increase in cardboard recycling which has created issues at Townmead. The CCTV in Twickenham is limited and does not always have good quality pictures. There is also not the manpower in the Police to check cameras. Also issue with underage teenagers being sold alcohol from off licenses.