

Community Conversation

Whitton, Heathfield and West Twickenham Ward

Date: 10th Nov 2023

Time: 7.00pm – 9:00pm

Venue: Whiitton Community Centre

AGENDA:

6.30pm – 7.00pm:	Refreshments and Council departmental stall on local issues eg Civic Pride/Community Fund, Community Safety, Police
7.00pm – 7.10pm:	Chairman to give short introduction
7.10pm – 7.20pm:	Review of achievements - Councillors
7.20pm – 8.10pm:	Priority themes discussion ('Question Time' style with questions from the audience)
8.10pm – 8.50pm:	Open questions
8.50pm - 9.00pm:	Event close

Ward members in attendance:

Cllr. John Coombs: (Heathfield) *Vice-chair of the Planning Committee, Spokesperson for Arts*

Cllr. Lesley Pollesche: (Heathfield)

Cllr. Michael Wilson: (Heathfield) *Vice Chair of the Education and Children's Services Committee*

Cllr. Jo Humphreys: (Whitton)

Cllr. Rob O'Carroll: (Whitton) *Disability Champion*

Cllr. Kuldev Sehra (Whitton)

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) *Lead member for sport*

Cllr. Laura O'Brien (West Twickenham)

Chair:

Ravi Arora, Director - Multicultural Richmond

Agenda Item One: Update from Councillors

One minute silence – devoted councillors, Cllr. Elengorn and Cllr. Samuel

Ward Achievements	
Councillor	Achievements
Whitton	<p>Cllr Sehra</p> <ul style="list-style-type: none"> • Whitton area is split into two wards, but the 6 councillors work together. • Saving Whitton Station ticket office from closure. Reduction of 90 to 20 hours was proposed, with no staffing on Fri and Sat. Councillor’s campaigning contributed to the Government u turn with the withdrawal of ticket office closures. • Whitton Walk as part of White Ribbon awareness was a high-profile event including the Leader and the MP. • Ward surgeries are the last Saturday of every month at Whitton Library where Councillors offer regular personal support. • Speeding at the Nelson Rd junction with Hospital Bridge Rd has been addressed with a community road watch scheme. 38 speeders have been sent notices of speeding. • Stevenson Bridge, leading to the Feltham Triangle Estate, has been resurfaced providing a safer bridge for the winter. • The Safer Neighbourhood Team re-opened Murray Park Hall as their local base. The Police Liaison Group continues to welcome feedback on crime issues. • Whitton High Street: the Whitton Business Association is working to improve the parking situation in the High Street to encourage local shopping. • Project with Tesco, Sainsbury’s, Superdrug, Lidl and Iceland for security wardens in the High Street. • Improved recycling at Nelson Rd car park. A mega skip will be available for bulky items in the near future.
Heathfield	<p>Cllr Coombs</p> <ul style="list-style-type: none"> • 2023-4 resurfacing of Gostling Rd, Millfield Road, Mill Farm Crescent, Nelson Road/Warren Road (Redway to The Ridge) Crane Park Road slip road a barrier has been put in to stop rat running. • Mega skip in big green week. • Hounslow Heath Park – outdoor gym installed. • Heathfield Recreation Ground - working with the Friends of Heathfield Recreation Ground and Environs on Jubilee Meadow development as part of the arrangement with Turing House School. .

	<ul style="list-style-type: none"> • Worked with Hounslow Council on fencing of cemetery, including hedgehog holes in the fencing. • Engagement on Hospital Bridge Road speeding issues. Number of proposals put forward to the traffic engineers who are due to respond on a final scheme. • The Wykeham Estate, in Heathfield school area, is currently going through a consultation on the introduction of a school street. • Powder Mill Lane and Hanworth Road shopping parades are currently being consulted on with a budget of £1/2 m to be spent on the area.
West Twickenham	<p>Cllr. O'Brien</p> <ul style="list-style-type: none"> - Kneller Gardens Pavilion upgraded, tennis court upgraded, and more trees planted. - Police Liaison Group meet regularly, aware of anti-social behaviour on Kneller Road green space and the Safer Neighbourhood Team is following this up. - Community ambassador scheme gaining momentum, hope to recruit volunteers for Glebe Gardens. - Mega skip day in the New Year for collecting larger items. - Bike hangers, there has been 41 requests for street bike hangers. - Strong interest in vehicle crossovers in relation to creating a fairer system. - Localised flooding due to blocked drains and gullies. There has been an increased cleaning regime, but there are still blockages. Request to residents to report any blockages they see. <p>Cllr. Allen: Twickenham Riverside: The Council's Compulsory Purchase Order of Golden Jubilee Gardens has been successful. The planning inspectorate gave approval on Thursday, so the development can now go ahead.</p>

Agenda item two:

Theme 1	Discussion
<p>Future of High streets/shopping parades</p>	<p>Cllr. Sehra: Great pride in Whitton High Street's success. One of the lowest shop vacancy rates in the Borough and now working with the Civic Pride Fund to improve shop fronts. Working with Whitton Business Association, Love Whitton, to keep engaged with business views and local shop owners. Working together on Whitton High Street to improve parking/traffic flow.</p> <p>George, Heathfield: Question in relation to parking. Whitton High Street is one of the few original 1930's style High Streets. The support from Council has been great including the York Stone pavements. But in relation to parking, the shop keepers are parking in the High St, blocking resident use of the High Street. The York Stone paving has only patches that have been cleaned.</p> <p>Cllr. Sehra: In relation to parking issues, there are many different parking restrictions – 30min parking, 1 hour, 2 hours variations. Shop owners using the High Street is a topic that has been discussed with businesses. The</p>

	<p>parking enforcement team is patrolling the High Street to prevent abuse of car parking availability. Traffic flow is key, but it also needs to be easy to stop off to use local services. There will be improvements in due course.</p> <p>Cllr Humprey: There has been challenges for businesses since the CPZ was brought in. Businesses could not apply for permits in the CPZ which limited their parking even further. Need to request business parking in the future when the CPZ is reviewed. Cypress Avenue is dealing with displacement parking from the existing CPZ which may make them want to be included in future CPZ's.</p> <p>We are supportive of active travel and the 110 Bus coming via the High St is always busy and has further opened up the High Street. Safety for cyclist, and safe bike parking is equally important.</p> <p>Cllr Wilson: In relation to the York Stone cleaning, we need to have a regular schedule of when cleaning will take place so that Councillors can monitor the service level. Cllrs. To action</p> <p>Deborah, Montrose Ave, Whitton Who would sign off the cleaning of the pavement? The Waste and Recycling Department? the Director of Environment? They need to follow up on why the job was not completed.</p>
<p>Theme 2</p>	<p>Discussion</p>
<p>Speeding/rat running</p>	<p>Cllr. Juriansz: On the Staines Rd there has been several accidents from the side roads into the Staines Rd. The recent corridor study on the speeds on the road has shown clear support to bring the Staines Rd in line with the borough 20mph. This is likely to be implemented in the New Year.</p> <p>The traffic jams in surrounding roads will be monitored by Roadwatch schemes to report speeding/rat running.</p> <p>Brian, Rivermeads Avenue: Untenable situation, it took 25 minutes to get out of the estate. The road was blocked back from Hospital Bridge Road to Staines Road. This has been a long-standing issue for Rivermeads.</p> <p>Cllr Juriansz: Traffic calming could be considered for Rivermeads, but a scheme like the Burtons Rd traffic scheme has proved to be controversial. The Transport Committee would be the ultimate decision-making body on any scheme.</p> <p>Cllr Allen: As part of the Staines Rd consultation in relation to speed reduction measures, it would be useful to have Rivermeads resident's view as well.</p> <p>Brian: Reduced speed on Staines Road will increase Rivermeads traffic.</p> <p>Cllr Juriansz: To introduce a Burtons Rd type scheme we would need the support of all the estate, but not all of the estate is impacted.</p> <p>Resident: Is there a policy for ensuring that electric bikes are returned to designated spaces?</p>

	<p>Cllr Pollesche: Have met with Lime Bikes who stated that if their bikes are not responsibly parked, they will pick them up. On the Woodlawn Estate currently monitoring situation closely and reporting on Lime’s website. Lime has an over 18 usage policy, but the school age use of Lime Bikes proves this rule is not being adhered to. Lime Bikes say they are addressing this in terms of the age limit.</p> <p>Cllr. Wilson: Hounslow now has designated areas for Lime Bikes, so we will monitor how that works. Lime bikes can be easily hacked. The company needs to be more responsive to remove bikes when reported.</p> <p>Cllr Sehra: We want to encourage active travel, but bay to bay parking has the knock-on effect of reducing car parking spaces.</p> <p>Cllr O’Carroll: Students from Turing House School have their student number on their back packs. So you can use this to report them to the school if they are using Lime bikes.</p> <p>Resident: It is the Council’s responsibility to manage the Lime Bikes/e-scooter contract.</p> <p>Cllr Humphreys: This is a London wide scheme, and it is the council’s responsibility to run the scheme effectively to help increase active travel. The bike hire scheme must not be detrimental to residents/pedestrians. Cllr Pollesche is monitoring the situation closely. Changes need to be made and we are working on these. We are also working with all partners, including schools/college/rugby clubs, to control using bikes illegally.</p> <p>Resident - Belmont Rd: There needs to be better resurfacing on roads in order to support active travel. The Twickenham to Richmond connection on Richmond Rd has a very poor surface.</p> <p>Cllr Coombs: There is an annual programme for resurfacing which is on the Council website. The Transport Committee makes the final decision on the roads designated for resurfacing. https://www.richmond.gov.uk/services/roads_and_transport/road_and_pathway_maintenance/road_works For potholes, fill in the online form for requests for the thermal system to fill potholes. We rely on residents informing the council of the location. https://www.richmond.gov.uk/services/roads_and_transport/streets_fault_reporting/report_potholes</p>
<p>Theme 3</p>	<p>Discussion</p>

<p>Vehicle crossovers</p>	<p>Cllr Juriansz: This is a particular issue in West Twickenham. Guidelines were increased on crossovers to avoid the concreting of front gardens. Residents have complained that the new guidelines are too onerous and discourage legal crossovers. There is a review in progress which is going to committee next week. The guidelines will be amended to be fairer for crossovers, but still require permeable surfaces in gardens to avoid flash flooding.</p> <p>Paul Tanner, Twinning Estate: Residents have made their own form of slopes which have blocked gutters.</p> <p>Cllr Juriansz: This is an example of illegal crossovers which the new policy plans to discourage. The pavement is not part of their property, or the road space.</p>
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Theme 4	Discussion
<p>Waste, recycling and street cleanliness</p>	<p>Cllr O’Carroll: Fly tipping is a particular issue in the alley behind the High Street. Constantly reporting fly tipping on Feltham Triangle and High Street. But it is a complicated problem as ¾ of the alleys are private land which the Council has less enforcement rights over. CCTV has been put in to catch fly tippers. Recommend that residents take pictures of the fly tipping and send to Twitter LBRuT_help.</p> <p>Cllr Allen: The new Richmond app enables you to report easily via your phone, including fly tipping. (‘Richmond Council’ in app store – ‘My Richmond’ app)</p> <p>Simon, Heathfield, Nelson Rd What can the Council do in private areas in relation to fly tipping?</p> <p>Cllr O’Carroll: The Council is responsible for the pavement, but not private land, so their contractors cannot clear private areas. It is often businesses that are fly tipping and the council depot does investigate fly tipping collections to pursue prosecutions.</p> <p>Mike: There was an increase in fly tipping in the ‘no mow’ period of grass verges.</p> <p>Cllr Coombs: The plan is to create wildflower meadows on the verges, but this may take 2/3 years. Meanwhile the litter accumulated in the grass verges. Fortnightly street cleaners were tasked to clean verges.</p> <p>Steve, Nelson Rd: Street cleaning for Nelson Rd cleans outside the shops but not the service road/main road where rubbish/fly tipping has accumulated.</p> <p>Cllr Humphreys: After the date on the collection schedule, if the rubbish is not cleared report to the councillors. In relation to cars/vans dumping rubbish then report on the website any incidents. https://www.richmond.gov.uk/services/environment/street_cleaning/fly-tipping</p> <p>The contracted refuse company has service levels to adhere to and officers will use resident reporting to monitor the contract.</p> <p>Cllr Sehra: In relation to Nelson Rd, will pursue personally. ACTION</p> <p>George, Jubilee Ave: To turn the verges into wildlife meadows, it will take some time. The verges attract rubbish. Jubilee Avenue green has become a dumping ground. Would it be possible to have extra support for dumping? Could traffic wardens report dumping?.</p> <p>Cllr Coombs: The traffic contract is currently being reviewed to see if the team could do additional duties.</p>

	<p>Jon Evans, Police Liaison Group Chair: The Council needs to publicise that residents must use a licensed waste carrier, as it is illegal to hand rubbish to non-licensed carriers. With non-licensed carriers resident's items may be illegally dumped and resident will remain liable for this.</p> <p>Simon, Heathfield: On the railway footbridge the leaves are not swept, and the trees create a lot of mulch.</p> <p>Cllr Coombs: Need to ensure Nelson Rd footbridge is included in the contract, as it is often missed.</p>
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Agenda Item three: open floor questions

Headline Topic: EV Charging Points	
Question 1	<p>George: Question in relation to electric charging points. What is the roll out of chargers? Is there the possibility of a fast charger in the Whitton Library car park. Heard about trial run of gullies in the pavement to allow for cables from home chargers to the street for those without off street parking.</p>
Response	<p>Cllr Coombs: Trial of gullies in street of terraced houses. In relation to electric charging points, residents were asked where they wanted EV points. They are being rolled out in these streets and in lampposts.</p> <p>Cllr Humphreys: There has been a rollout of reserved bays and charging machines in identified sites. Residents did identify library car park so potentially installed in next round. The lamppost chargers have been put in, but there have been many complaints about these and resistance from residents. The implementation of chargers is led by data of where electric car owners live; therefore, we need residents to register ownership of electric cars. https://www.richmond.gov.uk/services/roads_and_transport/vehicles/electric_vehicles</p> <p>George: We need to support electric cars. Lampposts are slow chargers, so that is why they are less popular.</p> <p>Cllr Humphreys: If there are high parking stresses in a street it is difficult to allocate an exclusive bay to an EV charger, which is the reason for lamppost chargers.</p> <p>George: It would be good to have communal chargers in Whitton Library car park, with maybe 3 fast chargers.</p> <p>Cllr Coombs: There are currently 420 charging points in the borough, and there are 524 new EV points planned.</p> <p>George: The quality of the catch up is significant, we need more fast chargers.</p>
Headline Topic: Toilet facilities	
Question 2	<p>Resident: In relation to the question about how to improve high streets and hygiene, the Whitton High Street toilet facilities are continually under maintenance. We need proper toilet facilities across the borough and washing facilities.</p>
Response	<p>Cllr Coombs: The public toilets in Whitton are constantly vandalised, therefore need constant maintenance. We no longer have attendants. We are relaunching the Community Toilet Scheme with traders and there will be labels in window for the scheme, so that residents can use the toilets without having to buy something. This is a common issue across the UK, but it is not a statutory requirement for a local authority. It is difficult to keep the hygiene standard that is required and avoid vandalism. The Community Toilet Scheme ensures the cleanliness of toilets.</p> <p>Cllr Juriansz: The review of the Community Toilet Scheme was approved at the Environment Committee. There will be an interactive map on the website and community toilets will also be in certain libraries and parks. We will ensure new businesses are brought into the scheme to cover all of borough. The scheme is being invested in with a dedicated officer.</p> <p>Cllr Sehra: Has been speaking to restaurants in Whitton about the Community Toilet Scheme. In relation to Whitton Library toilets, Continental Landscape has stated that they are instantly vandalised after they are repaired.</p>

	Mark, Whitton Community Centre: Whitton Community Centre is part of the Community Toilet Scheme.
Headline Topic: Leaf Clearance	
Question 3	Resident: Do the council street cleaning contractors have an obligation to clear leaves?
	Cllr Coombs: The contractors do wait until a reasonable amount of leaves have fallen to clear up on mass. The leaf fall has been later this year. A dedicated team will be going out after a heavy fall of leaves. Resident: In Staines Rd piles of leaves are left in the road which jams the drains and causes flooding. The contractors are not doing the task. Cllr Coombs: Extra staff are employed during the leaf fall season. Cllr Wilson: Although using 'Fix My Street' app is helpful, Councillors are not notified directly, so please inform them as well of any missed street cleaning.
Response	

Close of Meeting