

Community Conversation

Richmond South, Richmond North and Kew Wards

Date: 21st Nov 2023

Time: 7.00pm – 9:00pm

Venue: Richmond and Hillcroft Adult Community College

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. Nancy Baldwin (North Richmond) *Vice-chair of the Finance, Policy and Resources Committee (Spokesperson for Communities, Equalities & the Voluntary Sector)*

Cllr. Richard Pyne (North Richmond)

Cllr. Richard Warren (North Richmond) *Chair, Policy and Performance Review Board*

Cllr. Chris Varley (South Richmond)

Cllr. Paulina Vassileva (South Richmond) *Tenants' Champion*

Cllr. Chas Warlow (South Richmond)

Cllr. Alice Bridges-Westcott (Kew)

Cllr. Claire Vollum (Kew) *Dementia Champion*

Apologies

Cllr. Ian Craigie (Kew)

Agenda Item One: Update from Councillors

Ward Achievements	
Councillor	Achievements
South Richmond	<p>Cllr Warlow (Green Party)</p> <ul style="list-style-type: none"> • Involved in planning decisions and scrutiny for the House of Fraser and Richmond Hill Hotel developments. • Giving views on Telecoms mast applications. Objected to by Friends of Richmond Green. • Traffic and transport; pedestrian safety measures introduced for the junction of Alton Rd/Sheen Rd as residents concerned about parking on the curbs and idling. • Kings Rd traffic scheme to be reconsulted on and Friar Stile Road traffic scheme to be consulted on. • Advised council officers on installation of new bike hanger positioning. • Repainting pedestrian crossing on Eton Street. • WH Smith, refused alcohol sales at Richmond Station. • Richmond Harbour Hotel - objected to extension of license. • Noise nuisance and anti-social behaviour from Viva night club on Hill Rise, Councillors have been supporting objections from residents. • Councillors supporting affordable, social housing being built in the Borough. • Thames Water situation continues to be scrutinised by Councillors. <p>Cllr. Varley (Lib Dem)</p> <ul style="list-style-type: none"> • The wider borough considers South Richmond to belong to the whole borough, supporting tourism and trade for businesses. • Growing presence of the Police: Safe Space at Richmond station on Friday and Saturday nights at Richmond station. Bigger, better presence giving the message that it is safe to visit South Richmond for tourism. • Public toilets for Richmond town centre are on the agenda and we are currently looking at possible locations. Hope to be delivered in the next 2 years.

	<ul style="list-style-type: none"> • Consultation on the future of Richmond Town Centre; currently collecting views and will involve stakeholders in the community. Full consultation to follow. • Dealing with resident issues, in particular potholes being dealt with by thermal repairs on the road. This has greatly improved the road surface.
North Richmond	<p>Cllr. Pyne (Lib Dem)</p> <ul style="list-style-type: none"> • Homebase: we need the current consultation by the Mayor to be responded to effectively as a community, by the Council and by North Richmond Councillor. 2000 residents have responded to GLA consultation. It is important that the London Mayor is fully aware of the community view. We anticipate that we could get a decision in the next 2-3 months. • Manor Circus: thousands have been disrupted and Councillors are very critical of TFL. We did a walkabout with TFL to show the level of distress that was being imposed. There has been poor planning by TFL especially in relation to Thames Water works on Clifford Ave Thames Water which TFL were unaware of. • Councillors pressed TFL to close Sandycombe Road and Castle Gate, with signage along Kew Rd stating that there is no access to the A316 through this route. Introduced passing places in Manor Grove. • Very unhappy with TFL planning. They are most difficult public sector organisation to influence and are only accountable to the Major of London. • The development of Richmond Royal Hospital on Kew Foot Rd into private flats has had persistent breaches of planning conditions and were fined £15k and then went into administration. (Henry Construction) There was a blatant disregard of dust, noise and traffic management. • Councillors have a good relationship with the three local Police in North Richmond. We share sources of information. It is a low crime area, but there is theft from vehicles and some drug dealing. Action has been taken against properties housing drug dealers.
Kew	<p>Cllr. Vollum (Lib Dem)</p> <ul style="list-style-type: none"> • Working on Kew to Chelsea river strategy for tree planting and management plan along the tow path and the river. The land ownership is varied along the river, but this plan now brings the various parties together. • Lichfield Rd, Kew has trees being removed, but the arboriculturist came out to show the level of disease. • In relation to the travellers on Kew Green, residents have requested fencing installed around the Green as a deterrent. • Traffic in the Kew Conservation area is heavy near the river and South Circular. There has been a petition submitted to make it an access only area.

	<ul style="list-style-type: none"> • Sandycombe Rd traffic suffers from heavy traffic and difficult for pedestrians, plans to look at these problems. • Voluntary Funding for local improvements. The Active Richmond Fund has been used for Kew Livewell Couch to 5k scheme, which many residents have completed. • Kew Parade is well used for tourism and local people. The Council’s business and enterprise department have budget to further improve the area. Some of it owned by Network Rail and TFL which may limit certain developments.
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Agenda item two:

Theme 1	Discussion
Homebase	<p>Cllr. Warren: The current situation is that the GLA has just held the third public consultation which closed on the 26th Oct 2023. There were 40 pages of objections from the Council’s Planning Department and the North Richmond Councillors provided 10 pages of objections. Hundreds of residents also objected. The MP also objected.</p> <p>Unhappy with the first and second consultation as there were procedural errors and the consultations had to be restarted. We feel this is there is also issues with the third consultation and Councillors have written to the Maor to restart this consultation. Residents were trying to submit objections online, but their comments were not being uploaded. At one-point GLA website stated that the decision had been granted, when it hadn’t. We are currently waiting to hear back from the GLA on their next steps.</p> <p>The new Local Plan for the Borough is about to be approved which follows the themes and policies of the London Plan. Within the Local Plan councils decide which areas have tall buildings and how tall. It is stated in the Local Plan that the tallest buildings should be 7-8 stories. Currently the Homebase developer is proposing 11 storeys and high surrounding buildings. The Council have said the surrounding buildings can only be a maximum of 6 stories. The developer as said that the Richmond Local Plan has not yet been approved, but Richmond Planning Department insists that it still has legal standing.</p> <p>Waiting to see if GLA will restart the consultation or to make a decision. If there is a decision will need to be an addendum on the decision.</p> <p>With the GLA elections in May preventing any political contentious decisions in the lead up to the election, there is only a limited amount of time to make a decision.</p>

	<p>The last public hearing on the development was in Oct 2020 with the Mayor. The Council has asked for another public hearing as there has been so many procedural problems, so that views are properly heard. The GLA planning officers have made many mistakes in their reports to the Mayor. But the Mayor is not obliged to offer another meeting.</p> <p>Angie: Richmond North The works on the roundabout at the top will see the narrowing of the road from the A316 to Manor Road to allow for the widening of the pavements. (Will change from 3 lanes to 2 lanes) This will add to further congestion on top of the Homebase development. Has the major taken this into consideration?</p> <p>Cllr. Warren: Ironically, the GLA has said the roadworks are necessary at the roundabout for the development at Homebase. Also, the developer has said that public transport is excellent in North Richmond, even though public transport has had services cut and there is no step free access in North Sheen Station. The Council expects 200 extra cars to come in to the area as part of the development, which will cause further congestion.</p> <p>Robert Smith: Kew There are many negative comments about the Homebase development, but is there any vision from the Council for the site? With the accessibility issues for North Sheen Station is there any discussion between the Council and TFL chance of relocating the station in order to access mainline, underground and overground on the Homebase site.</p> <p>Cllr. Warren: North Sheen doesn't have its own centre. Homebase could be that opportunity to provide community friendly facilities, a community centre, NHS, retail, Police site, need a mix of commercial, residential and community. Currently the plan is a large dormitory. Social Housing has been included more recently, but there needs to be more facilities.</p> <p>Cllr. Baldwin: North Sheen Station has now made the 'Access for All' list and Councillors are working on raising its priority on the list. TFL and Network Rail are now working together on this in light of the new development. There is a hope to get help from developer of Homebase to make a better station. At present there has been repairs to the footbridge. <i>(Post meeting note: The 'Access for All' Scheme is managed by Network Rail on behalf of the Department of Transport to create an obstacle free, accessible route from the station entrance to the platform. This generally includes providing lifts or ramps, as well as associated works and refurbishment along the route)</i></p>
<p>Theme 2</p>	<p>Discussion</p>
<p>Future of High St and public spaces</p>	<p>Cllr. Varley: The Future of the High Street is in the hands of residents. The Council is currently seeking views and will be bringing in stakeholders. In the first quarter of 2024 there will be the first phase of the consultation, leading up until late Summer in 3 phases. The early results from the engagement will be released in the Summer.</p>

	<p>In relation to Street clutter, electric bikes to some are beneficial and to others street clutter. Need to discuss further with residents.</p> <p>Karima - Richmond: Though there is the riverside and many trees, there are not a lot of playgrounds and sports grounds. Need safe and good playgrounds.</p> <p>Cllr. Baldwin: Indeed, in South Richmond there is only one playground in the Alberts which is looking rather tired. Would like residents to come forwards with suggestions. On the website there is a list of playgrounds, such as Pools on The Park, North Sheen Recreation Ground</p> <p>Cllr. Vollum: There is Westerly Way and there is capital funding for playgrounds available.</p> <p>Cheryl - North Richmond: Currently working on a proposal to develop a playground on Compass Hill. Are there any plans to celebrate music heritage in the Borough?</p> <p>Cllr. Bridges-Westcott: What specifically were you wanting to celebrate in relation to music heritage?</p> <p>Cheryl – North Richmond: There are a lot of assets in the borough for music heritage, but there is no real integrated plan or strategy to invest in them. There has been investment in other boroughs, but Richmond has not invested in its vast music heritage such as the Crawdaddy Club and other notable venues in the Borough, beyond the Eel Pie Island. Many music legends started in these venues. It is a wasted opportunity.</p> <p>Cllr. Varley: Open to listen to plans and would like Cheryl to contribute to the plans on Richmond Town Centre. Your drive would be appreciated and your proven success in seeing plans through, such as the Virginia Woolfe statue on the riverside.</p> <p>Cllr. Baldwin: There is a Visit Richmond officer, Angela Ivey who works on music tours.</p> <p>Lorinda Friend: Head of High Streets and Local Growth (Richmond Council) The Arts Department has music as a central theme in its strategy and Visit Richmond is creating a strategy for tourism in Richmond for the next 5 years. The Visit Richmond partners had identified music as a key theme. Particularly music heritage and bringing together the various aspects. The draft strategy will be considered in the Jan/Feb 2024 committee cycle and then it will be shared with the public for further discussion.</p> <p>Cllr Vassileva: Please bring your expertise to the Richmond Town Centre consultation. Noticed that more pubs and bars are offering live music, so there is an appetite and need for this.</p> <p>Peter - South Richmond (Chair Music Hub): Worked on a joint venture with the Arts Council and 6 other boroughs with 500 schools and 1 million children involved. Richmond needs more facilities and venues for performance. Would like to be involved in the development of the strategy.</p>
<p>Theme 3</p>	<p>Discussion</p>

<p>Highway improvements</p>	<p>Stephen Speak: Richmond What is the Council doing to plan for the transport requirements arising from the proposed developments at Kew Retail Park, Stag Brewery and Homebase?</p> <p>Cllr Baldwin: On the Council website the highway improvement schedule is shown so you can check when works are being done in your local area. You can self-report potholes, trip hazards on the pavements online. If you are not getting response, then contact your councillors.</p> <p>Working on improvements to North Sheen Station to allow step free access. There is poor safety on the staircase, which is currently being repaired. It is on list for Access for All a programme paid by Southwest Rail for improvements to stations for step free access for those in wheelchairs, prams and passengers with heavy luggage. North Sheen Station is a Zone 3 station and is therefore a cheaper zone to commute from.</p> <p>There are quarterly meetings with our transport partners – Bus companies, TFL, Network Rail and Southwest Trains – where representations are made from councillors. A success from these meetings has been the use of electric buses in Richmond Town Centre.</p> <p>Southwest Rail has set up a Community Rail Partnership initiative to encourage residents to adopt their local station to improve the look of the station with flowers/pictures. Looking at this initiative for North Sheen Station.</p> <p>We are rolling out lamppost EV chargers.</p> <p>The A316 works is an old plan which has now come to fruition. The integrity of the railway bridge running beneath Manor Circus roundabout was under threat. Cllr Mansfield, Vice Chair of the Transport Committee, and the Leader held an online public consultation on Manor Circus on the 28th Oct 2023 and there were 800 people on the call. Representatives from TFL, the railway and the Council were on the call. But hard to get traction with TFL as are only answerable to the mayor. One of the wins were that TFL are now working longer hours to try to complete the works sooner. The recent mains water burst on the site had a slow response from Thames Water.</p> <p>Cllr. Pyne: With the Homebase, Mortlake Brewery and Barnes Hospital site potentially being approved at a similar time this will have a huge impact on transport. The Richmond Royal site on Kew Foot Road only had access by narrow streets and construction traffic caused major problems. There has to be a construction management plan between the Council and the developer in relation to lorry access/dust/water/working hours. High priority for the Council. There is a complexity for the construction on the Homebase site as access can probably only be from the A316. Manor Rd/Manor Grove are completely unsuitable for construction vehicles. Planning enforcement will take action if infringements occur and can stop construction if necessary. Local Councillors will keep residents informed and TFL will need to be more responsive to the impact on local residents.</p>
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Cllr Bridges-Westcott: With the Mortlake Brewery development Councillors looked at other ways to bring construction in and out, with the potential to use the river for construction transport to ease congestion. But not sure if the GLA would consider this.

Adrian – North Richmond: Lived in East London near the Super Sewer where it was insisted that the river was used for construction as there was a school near the site. There is a precedent that can be used with the GLA for using the river for construction materials.

Cllr Bridges-Westcott: One of the responses from the GLA was that there would be tidal issues at Mortlake.

Isabel – Kew: Astounded that the developer was not required to have more construction material on site in storage on the derelict Homebase site. This would have made a huge difference. It was asked for by the Council but refused.

In relation to 'Access for All' at North Sheen, any improvement would be welcome. Appalled at the thought of an 11 storey development. But there is also no lift at Kew. It is a World Heritage Centre yet has no lift! Passengers are asked to stay on until Richmond and come back to Kew for the other platform.

Cllr. Bridge-Westcott: The Kew Society and the Councillors have pursued this, but it will cost £10m to put in a lift and funding is the issue.

Cllr Vollum: Attended last two transport committees and money has been set aside to renovate Hennebique bridge, but Network Rail is charging the Council to renovate their bridge and the cost is beyond the Council budget. The Leader of the Council will raise at a higher level. The state of the underpass in Kew Garden Station is also poor.

Stephen Speak - Richmond: What about the construction management for Kew Retail Park, Stag Brewery, Barnes Hospital and Homebase? What is the Council doing to plan for that for transport management? Not good enough to say that we need to wait for planning permission. We need to know now what the situation is now.

Cllr. Vollum: Involved in the independent scrutiny committee for Kew Retail Park and understand that each planning application has to be dealt with in isolation, not considering other developments. This is therefore a legal structural planning issue. Developers have to present traffic plans including walking and cycling routes. We need to encourage people out of cars by improving public transport and cycling.

Cllr. Varley: In relation to lamppost charging there are 500 more to be implemented in current financial year. There has been some frustration with the use of lamppost chargers due to awkward positioning and the fact that you can't have a dedicated parking bay. **Will pursue with Transport Committee. ACTION**

Cllr Warlow: There will be a huge impact on transport and there is a need for higher degree of thinking at a strategic level.

Cllr. Baldwin: Residents are welcome to speak at the transport meetings, Cllr Ehmann and Cllr Mansfield welcome public commentary on plans. In relation to Homebase developers plan to come off M3/M4 and along the A316, but very problematic.

Martin – South Richmond: There has been an improvement in Sandycombe Rd at the South end as a result of the reduced traffic from the temporary closure from the A316. How can this improvement be made permanent?

	<p>Cllr.Vollum: Already meeting with Sandycombe Rd Residents Association and looking at proposals for the road. The transport officers will need to assess the impact on other road's circulation and the bus route also needs to be considered.</p>
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Theme 4	Discussion
<p>Waste, recycling and street cleanliness</p>	<p>Cllr Warlow: Recycling levels are high in the borough. The target of 50% recycling of domestic waste has not quite been reached yet. There have been improvements in food waste collection, but there needs to be further improvements in the provision for flats. The Council need the managing agent or landlord to agree to this service and they are not always willing. Often needs tenants in flats to persuade landlords to agree to recycling. Serco contract is improving. Garden waste collection is now a booked collection.</p> <p>Isabel – Kew: With the new developments how can we a pre-empt recycling regime in the flats, if there are issues currently with landlords and managing agents refusing? How can we enforce this from the start.</p> <p>Cllr Pyne: (Deputy Chair of Planning Committee) New developments have to provide recycling receptacles. This has to be built into the design. But previously at Sheen Court where there are 200 flats, the management had said there was no need for recycling, so the Councillors petitioned tenants to show there was demand for recycling. Often we need tenants to shame their landlords into agreeing to the service.</p> <p>In my road of 180 properties, 178 recycle but only about ¼ do food waste. Put off by rodents attacking the food recycling bins. The Council needs to provide rodent resistant food boxes.</p> <p>Cllr Bridges-Westcott: We need to make recycling as easy as possible. There is a mega skip tour around the borough for larger items to be recycled.</p> <p>Cllr Varley: We need to know the correct process of recycling different items so that we do not contaminate collections, especially for hard to recycle items. ACTION Poster of procedure for recycling difficult items to be circulated with minutes.</p> <p>Cllr Baldwin: Richmond Furniture Scheme will collect items and repurpose or sell on furniture at a low price to families in need.</p> <p>Resident: Some of the major store's products you can only recycle part of the item and they request to return the other part to the store. Is there any interaction from major stores to promote what they can recycle and make this scheme more obvious?</p> <p>Cllr Varley: Stores do not obviously advertise this service. Amazon Fresh in Richmond had a recycling provision for difficult items, but because it was overused, they stopped offering the service. But major</p>

supermarkets will accept more difficult to recycle items. But also have a look at the poster. [Waste and recycling - London Borough of Richmond upon Thames](#)

Cllr Bridges-Westcott: There does need to be a public awareness campaign around other ways to recycle eg for clothing Vinted online is great for recycling. We need to promote easier ways to recycle including online.

Cllr. Warlow: Would be useful on the Council website to show recycling options for different items.

Cllr. Roberts: (Leader of the Council) **We will take this away as an action.** [Where to recycle your items - London Borough of Richmond upon Thames](#)

Chair, Rev. Roest: In the church parent and toddler group we have swop mornings of baby clothes, books etc between parents. An easy way of recycling.

Resident: Also need to state on the website that nothing should go into landfill. Rags can be reused for emergency blankets and great need in the World. Charity shops get paid per kilo for rags.

Resident: Can the recycling box system be changed to bags, like Wandsworth and Kensington and Chelsea? Currently boxes create street clutter and causes an obstruction.

Cllr Baldwin: Previously had bags, but they blew around once emptied. The Environment Committee constantly review the process. There are such things as fox proof bags and seagull proof. Send in suggestions and we will look at them.

Cllr. Warren: Previously bags ripped easily and quickly fell into disrepair.

Martin, Richmond: There are weekly doorstep collections for glass and plastic, but there are no skips for them at Townmead recycling, where they are treated as landfill. Why is it inconsistent?

Cllr Bridges-Westcott: need to take the question away to check the situation.

Cllr Pyne: There is provision for plastic and glass at the Townmead site, although Townmead is mostly used for garden waste, wood and metal. Also, the move to a booked slot for Townmead is working better, less queues and the recycling efficiency is improving slightly.

Agenda Item three: open floor questions

Headline Topic: Heathrow night flights	
Question 1	<p>Peter – Richmond Heathrow Campaign: On the 31st July, Heathrow submitted 200 new options for flight paths, including take-off from the East from the Northern runway. What is the Councillor’s opinion on that.</p> <p>Secondly, what are your views on night flights? Due to give presentation to the Department of Transport and Heathrow on night flights and would welcome any comments to feed back.</p>
Response	<p>Cllr. Vassileva: Residents need to log complaints with Heathrow to help demonstrate the level of opposition. In relation to night flights Heathrow is not abiding by their current rules, which leads you to lose confidence in their plans.</p> <p>Cllr Bridges-Westcott: Councillors have opposed the third runway for many over 40 years and taken to the Court of Appeal. Working against extended night flights, but night flights are already beyond their designated times. We need residents to log infringements to give further evidence. Copy in Councillors with complaint in help us follow up.</p> <p>Cllr Vassileva: Precision based flights reduce fuel consumption but impacts greatly in terms of noise. Needs to be fed back.</p> <p>Cllr. Pyne: Told you’ll get used to the planes, but still disturbed by early morning flights. Flights coming over at 4am in the morning disturb residents every day. Please feedback to the Department that morning flights should start at 6am.</p> <p>Cllr Vassileva: Aeroplanes may be getting quieter, but getting bigger, flying lower and creating more pollution.</p> <p>Cllr. Baldwin: The Council has Cllr Giesler representing them on the third runway debate. Talk to Cllr. Giesler on these issues as well.</p>
Headline Topic: Communication of council consultation/events	
Question 2	<p>Martin – South Richmond: The Community Conversation is held once a year and there is only a third of the capacity of the venue filled, this is due to the lack of promotion of the event by the Council. It was not in Sarah Olney’s newsletter or on the neighbourhood noticeboard.</p> <p>The Town centre consultation has had £43k spent on phase one, yet there was nothing on the Richmond neighbourhood noticeboard, no leafleting. It was purely online with minimal advertising. Two Zoom calls only 10 residents online. There is £135k budget for phase 2, will there be better communication?</p>
Response	<p>Cllr Mansfield: (Leading on Town Centre Improvement project)The first phase was targeted communication. The aim was to collect qualitative information from those we don’t normally reach. Schools, social housing, community fairs, Richmond Green on Saturdays and Richmond station were surveyed and direct conversations were held in places that people spend time. Stakeholders have been involved. The website survey still open to give feedback. A vision for Richmond town centre - London Borough of Richmond upon Thames</p> <p>The primary way that we are collecting feedback is from people in-person in the places they like to spend time. This allows for a greater amount of detail than an online survey.</p>

	<p>Kiran Vagarwal - Head of Community and Partnership Communities (Richmond Council): This has been a relaunch of the Community Conversation across the borough. Aiming to get across the Borough as quickly as possible. 79 residents registered on Eventbrite. 53 from Kew, 26 from South and North Richmond There have been posters and leaflets in the libraries. As we roll out the programme, we can improve communications. We are constantly looking at ways to improve the event.</p> <p>Olivia Mune – Community Engagement Officer: Would be happy for residents to identify areas that are missing out in promotions.</p> <p>Cllr. Baldwin: This is just one form of community engagement, Councillors also offer surgeries, borough wide Community Conversations, topic based conversations and you can talk directly to councillors.</p> <p>Cllr Bridges-Westcott: There is a need to advertise more. The noticeboards were not covered.</p> <p>Resident: On the High Street, would it be possible to use an empty building on the High St to repurpose for engagement during the consultation on Richmond town centre, a more central hub to give a greater presence.</p>
Headline Topic:	Waste collection for flats above shops
Question 3	<p>Steve-Richmond South: Street lights broken that need fixing by the Dukes Pub for 2 years.</p> <p>Has commercial premises in Hill Rise and use a private collection service for waste, but the flats above the shops have nowhere to put their rubbish out. The black bags get wrecked on the pavement. There are no dustbins for the flats above the shops.</p>
	<p>Cllr Warlow: Will personally look at streetlamp issue and rubbish issue with the Council. ACTION</p> <p>Cllr Varley: There is a reporting system via the Council phone app – My Richmond. Residents are empowered to report directly. Once you have a reference number if you do not get a resolution, then Councillors can get involved.</p> <p>Chair, Rev. Roest: Has seen this in action for lights around the church that were not working and once reported were repaired within a week.</p> <p>Cllr Vassileva: Helps officers to locate issues by reporting directly. You can then get in touch with councillors if reporting not picked up. Can check with officers on the current position for more details if necessary.</p> <p>Cllr. Bridges-Westcott: Currently trialling lockable street bins for flats above shops on Heath Road, Twickenham.</p>
Headline Topic:	Tenants Champion – Cllr. Vassileva
	<p>The Borough-wide Tenants Champion offers a serious escalation service for social housing tenant where issues are unresolved by providers for over 6 months. This has been pioneered in Richmond and is now in its second year. It provides an extra layer of scrutiny of social housing providers in how they provide services and how they treat residents. We are now in a good position with the strengthening role of the social regulator in terms of scrutiny. We do not have much land to develop in South Richmond, but Councillors support the building of social housing in the Borough. We are very aware of the issues in the borough around housing and are working on more housing being delivered.</p> <p>Also belong to the MARAC (Multi-Agency Risk Assessment Conference) which has a multi-agency approach to complex cases working with partners in the Police, NHS, mental health and community safety. Totally confidential</p>

	<p>conference but looks at issues across the Borough and looks at multi agency solutions. At the last planning committee, it was agreed that a derelict industrial site be used for affordable housing. Get a lot of insight into issues across the Borough and it helps to develop an agile and adaptive strategy that works across various departments.</p>
Headline Topic:	White Ribbon Campaign, 16 days of action – Cllr. Baldwin
	<p>Richmond is an accredited Council for White Ribbon which promotes allyship to prevent violence against women and girls. North Richmond will be holding a White Ribbon walk led by the Mayor and London Welsh will be joining the march. The event is on Sat Dec 9th starting at 12.45pm ending at London Welsh with a talk to their members.</p>
Headline Topic:	Pools on the Park – need for refurbishment
Question 4	<p>Jack – North Richmond: Are there any plans to upgrade the Pools in the Park facility? There is a low level of hygiene in the changing rooms and gym, and we have recently lost our sauna and steam room. There has been limited improvements even though Full Membership is £750 a year!</p>
Response	<p>Cllr Warlow: This issue came to the recent Environment Committee and the current plan is to refurbish the health suite and change to a flexible space with gym equipment. The Environment Committee decided that the health suite would not be reinstated. Cllr. Warlow personally disagreed with this decision.</p> <p>Jack: But this is the only health suite in the Borough sports facilities, shame to be stopped. Can't the decision be changed?</p> <p>Cllr Warren: The Environment Committee will be looking at where else in the borough a health suite could be introduced. It is a shame to see Pools in the Park provision go, but there are large costs involved in renovating it and an energy issue. We are trying to make the Borough a greener Borough, by reducing CO2 omissions. We want the facility, but with fewer omissions. Unfortunately, as it is a listed building it is restricted by planning law, which means we can't make the changes needed to install greener energy sources.</p> <p>Cllr Juriansz: (Spokesman for sports)</p> <p>There is a plan for a complete refurbishment of Pools in the Park. Capital has been allocated. The Leisure Strategy is currently being reviewed by the new Assistant Director of Leisure. In January 2024 there will be an option paper at committee with the aim to finalise by Spring. The investment will then be put in place.</p> <p>The decision on the health suite was considered at the Environment Committee and it was decided to invest in a group exercise studio in place of the health suite. It was discussed in detail, with resident representation. But the decision was taken that the studio facility would serve more residents and there was a need for more active leisure facilities.</p>

Close of Meeting