

<b>Question</b>	<b>Answer</b>
<p><b>I wish to discuss the prospects of initiating a 'community knowledge transfer hub'.</b></p>	<p>"This sounds like a very interesting idea and from what you have written, this appears to be tailor made for a collaboration/conversation with the Richmond CVS.</p> <p>Generally speaking, the RCVS, which receives funding from the Council for this purpose, functions very much like the knowledge hub you describe. You may wish to look at the <a href="#">RCVS website</a> and if you would like, I am happy to make an introduction between you and the RCVS director, Kathryn Williamson."</p> <p><a href="#">[Cllr Nancy Baldwin, Spokesperson for Communities, Equalities and the Voluntary Sector]</a></p>
<p><b>Proposed 15-minute cities. Will there be more information about this to the public need to give their consent.</b></p>	<p>The 20-minute neighbourhood concept is the basis of our emerging new Local Plan. In the preparation of this Plan, we have engaged and consulted with residents on many occasions, both formal and informal. The Council's final version of the Plan will be going to a final round of public consultation later this spring, subject to Committee and Full Council approval next week.</p> <p>In preparation of the Local Plan to date, members of the public were invited to contribute their views and comments, and they will be able to do so again during the next public consultation round - this is a statutory process that has been followed for the development of this draft.</p> <p>An initial consultation, called 'Direction of Travel', took place between March and April 2020. This phase engaged with residents, stakeholders and businesses to comment on the scope and vision for the new Local Plan. There were also informal engagement sessions during the summer of 2021 which included 'Community Conversations' and school workshops. Following this, a draft version of the plan was prepared, and this included a round of public consultation between December 2021 and January 2022. Following this consultation, appropriate amendments to improve the policy position were written in the next version of the plan, which will be consulted next month. We will</p>

	<p>be running a communications campaign in line with the consultation to bring the plan to life for those wishing to understand it and comment during the consultation.</p> <p>The policy does not restrict movement or form any kind of traffic management plan, but focuses on promoting walking, cycling, and public transport, which is also contained within the current adopted (2018) version of the Local Plan. It promotes vibrant centres and the provision of essential social and community infrastructure. The 'Living Locally' concept underpins the Plan by tying these policies together and creating a cohesive framework to ensure policies in the Plan work together not just at the site level but for the wider community and contribute to the realisation of the Plan's vision and strategic objectives.</p>
<p><b>Are there any plans that help to foster the growth/support the night-time economy within the Borough and how can traders add value to these endeavours?</b></p>	<p>We are at the early stages of producing a night time strategy for the borough. It will be a comprehensive document that provides recommendations on improving a range of aspects of the night – from women's safety, conditions for night workers, to helping high streets thrive post Covid. The document will be informed by the public and we will begin consulting soon, this is when input from residents, traders and visitors will be sought to help shape the strategy.</p>
<p><b>What is being done to enforce 20mph/dangerous driving? Signs are not visible, and cars travel at high speed, around schools on roads near Fairfax Road and Cromwell Road.</b></p>	<p>The 20mph speed limit is enforced by speed cameras. With regards to signage, all signage adheres to regulations, but we have and continue to review certain locations where residents think more signage would be helpful. If you have a specific location in mind, you can let your ward councillor know or email <a href="mailto:trafficandengineering@richmondandwandsworth.gov.uk">trafficandengineering@richmondandwandsworth.gov.uk</a>.</p> <p>With regards to the specific area by Collis School at Fairfax Road, this is on the list for consideration for a school street this year.</p>
<p><b>How are decisions made about which roads to resurface and what is being</b></p>	<p>The decision-making process for the selection of roads to resurface is covered in paragraph 3.1 of the <a href="#">"Programme of Planned Highways Works 2023/24" report</a> to the Transport &amp; Air Quality Committee in February 2023.</p>

<p><b>done about potholes? What more can be done to improve road surfaces?</b></p>	<p>The Council's Street Scene Inspectorate carry out pothole repairs and these are identified through their own inspections as well as through the <a href="#">online reporting service</a>.</p> <p>The Council has recently committed to extra funding to intensify further pothole repairs over the summer period and invested two years ago in a Thermal Road Repair (TRR) machine which heats up the existing road surface and allows us to rejuvenate the existing materials, cutting down on our carbon footprint, material excavation/disposal and vehicle movement costs. This method of repair has proved to be extremely popular and is working 7 days a week to permanently repair the potholed areas which the Street Scene Inspectorate have previously made safe.</p>
<p><b>What is the Council doing about conflicts between planning and building regulations for energy efficiency benefits?</b></p>	<p>Planning regulations and building regulations are two different regulatory frameworks with different requirements, but they are not in conflict.</p> <p>Planning policies currently require a greater reduction in CO2 than building regulations, which it is entitled to do and will have been through an independent examination by a planning inspector to assess that it is a sound approach and lawful.</p>
<p><b>Can we use Teddington Lock to generate renewable energy for use by the local community?</b></p>	<p>There was a scheme put forward in 2016 for a small hydropower project which could have powered about 600 homes. This was run by a local cooperative and was given planning permission by the Council at the time but an appeal against the plans was granted.</p> <p>Currently there are no known plans, but the Environment Agency's Thames Strategy scheme will involve works to Teddington Lock, and the latest proposals by Thames Water envisage some abstraction work in that area.</p>
<p><b>What will the Council do to expand and support residents to transition to</b></p>	<p>A retrofit tool is being developed alongside the South London Partnership and project managed by Richmond to provide a platform and guide outlining the step-by-step process for residents who wish to retrofit their homes. Aimed towards those 'able to</p>

<p><b>heat exchange units and move away from gas boilers?</b></p>	<p>pay' retrofitters, the information provided will inform residents on all stages of the retrofit process and elements (including boilers) and the concept being to take people from start to finish (from research to delivery).</p> <p>In addition, the Council are actively engaging with companies around schemes and grants available to residents specifically around the transition of energy source, for example, ECO4 funding, which could support both social housing and private rented homes.</p> <p>Additionally, the Council is currently developing a Residents Action Pack. This will provide residents with information on what action they can take on climate change – including adaptation and mitigation. In terms of mitigation, information will be given on a range of measures residents can take to reduce their greenhouse gas emissions, including the implementation of heat exchange units. The Pack will signpost clear information on the steps to transitioning to heat exchange units and government funding available for residents to do so (along with other energy efficiency and low-carbon measures).</p> <p>Furthermore, the Council is undertaking an emissions pathways analysis, which will detail how we can meet the target for the borough to be net zero by 2043. This analysis will provide roadmaps for how we can reach the net zero target, including the role of retrofitting houses in the borough. Once complete, this analysis will be used to inform policies and programmes, including the installation of heat exchange units to help residents move away from gas boilers.</p>
<p><b>What can be done to reduce traffic on match days?</b></p>	<p>Unfortunately, extra traffic on match days is a side effect of Twickenham being the home of the national rugby stadium. The Council works closely with the Rugby Football Union and other local partners like the police and South Western Railway, as part of a Safety Advisory Group to make sure measures are in place to mitigate disruption to local residents as far as possible. We also work with the RFU and the Metropolitan Police to reduce the road closure times where possible but public safety is still the key</p>

	<p>priority for all stakeholders. The message from the RFU is to always use public transport where possible.</p>
<p><b>What is being done to take care of parks?</b></p>	<p>We maintain our open spaces in terms of grass maintenance, shrub and hedge maintenance, trees, ecology, cleansing and play provision.</p> <p>We deliver a programme of park and play improvements throughout the year to ensure our parks and equipment are maintained to a high standard – a list of current projects and completed projects from last financial year are available online.  <a href="https://www.richmond.gov.uk/latest_parks_updates">https://www.richmond.gov.uk/latest_parks_updates</a></p> <p>We endeavour to increase biodiversity and ecology in our parks. From Spring 2022, the Parks Team introduced 'Pollination Stations' in the form of natural grass areas in various Parks and Open Spaces. The Pollination Stations will receive 2-3 cuts per year (cut and collect where necessary). You can find the pollination stations online. This is the only area we have reduced our activity (leaving natural grasses for longer) - but this is a biodiversity management approach – not a cut in services.</p> <p>Our tree management policy recognises the benefits of trees and outlines a responsible management approach towards trees in our parks. It was formally adopted in February 2023.</p> <p>The Parks team have implemented the management policy below regarding pest management in Parks and Open Spaces.</p>
<p><b>What is being done to address the increase in dog fouling as a result of an increase in dog ownership over lockdown?</b></p>	<p>It is illegal to allow any dog you are in control of to foul on footpaths or any other land open to the public. All our parks and open spaces are controlled by Public Space Protection Orders (PSPOs). Failure to clean up after a dog you are in control of will lead to a Fixed Penalty Notice of £80, or prosecution, which may lead to a fine of £1,000 plus costs.</p>

**What steps are you taking towards getting to net zero in carbon emissions and meet its Climate Emergency Commitments? And how is the Council communicating the urgency to residents?**

The Council has set a target for Richmond borough to reach net zero by 2043, this target was set following analysis on what would be a fair contribution from Richmond to meet the targets of the United Nations Paris Agreement (which sets a goal of global temperatures not rising more than 2°C above pre-industrial levels). The council has several initiatives underway to support the achievement of its 2043 net zero target. It is analysing the borough's current greenhouse gas emissions and setting out different options for how these emissions can be reduced to net zero by 2043. Low-income households are being supported to access funding from the Green Homes Grant to improve the energy efficiency of their homes, and residents are being supported to install solar panels on their homes through the Solar Together scheme (commissioned by the Mayor of London).

A step-by-step 'retrofit' tool is also being developed for residents who want reduce greenhouse gas emissions from their houses (for example, by making them more energy efficient or installing solar panels). More electric vehicle charging points are being installed across the borough, including both lamppost charge points and fast charge points, to support and encourage the uptake of electric vehicles. The Council has also developed a decarbonisation resource hub to provide guidance for schools on how to reduce their energy use, through energy efficiency measures and decarbonisation strategies. A new Local Plan is in its final stages, which places climate change at its heart and raises the level of ambition, to help reduce greenhouse gas emissions associated with developments in the borough. Additionally, the council is leading on the plastics workstream of the One World Living programme, which is working to reduce London's consumption-based emissions and promote a circular economy.

The Council has also set a target to be carbon neutral as an organisation by 2030 to contribute to the borough-wide net zero target. As part of this work, the council is analysing its' current greenhouse gas emissions and setting out different options for how these emissions can be reduced to ensure the council is carbon neutral by 2030. Work is also underway to decarbonise the council's buildings, including improving their energy efficiency, installing renewable energy, and the electrification of heating. The

	<p>Council’s vehicle fleet is also being decarbonised. Work is being undertaken to understand the current requirements of the vehicle fleet to put in place a plan to replace petrol and diesel vehicles with electric vehicles and install enough electric vehicle charging points to support this transition. Furthermore, the Council is working to reduce its indirect (scope 3) emissions associated with supply chains from everything the council purchases. By measuring these supply chain emissions, the council will be able to identify how these emissions can be reduced. A Low Carbon Procurement Policy and Toolkit is already in place and being used to reduce emissions from the council’s supply chains. Engaging and communicating with residents, communities, businesses and partners is a key part of our climate work.</p> <p>We put out regular communications highlighting what we are doing as a Council and what residents can do. We have information available on the Council website and put out regular climate newsletters to share information. We also carry out regular engagement events to highlight what the community is doing and to showcase these brilliant examples of climate action. Last year, we ran ‘Clean and Green Week’ in September, which was delivered in partnership with community groups. This year we will be running ‘Great Big Green Week’, again, delivered alongside the community, which will publicise climate action across the borough and encourage local residents and communities to get involved. Alongside this, we also run engagement events on climate issues.</p>
<p><b>Why is the Council not doing more to resist the ULEZ expansion?</b></p>	<p>Richmond upon Thames has a cross-party consensus that the ULEZ should cover the whole of Greater London and is critical to addressing air quality issues. However, the Council believes the speed at which the Mayor of London has sought to introduce the extension and the lack of financial support afforded to residents remains unacceptable. Richmond Council has called upon the Mayor to improve his offer to residents, but so far, he has not heeded this call.</p>

	The Council has announced the <a href="#">Good Move</a> scheme for Richmond residents, which offers support to residents who are willing to try alternative modes of transport (including bikes and car clubs) instead of replacing their car.
<b>What consideration is given to the impact of CPZs on neighbouring areas, businesses and shoppers?</b>	The Council usually consults a wider area to take into account any vehicle displacement that could be caused by the implementation of a CPZ. When a CPZ is implemented, the Council will review this after six months to see if any changes are warranted. Such changes could involve extending the CPZ or looking at measures such as double yellow lines at junctions outside its boundary.
<b>What are plans to increase EV charging points provision in all areas?</b>	Currently there are 420 on-street EV charging points, with 525 to be added this summer. We also then have approximately 700 in the pipeline, subject to funding. Residents can request lamppost charging points outside their home. Find out more <a href="#">here</a> .
<b>What can Council do about excessive estate agents' board in High Street Teddington? There needs to be legislation in place and fines given.</b>	There is specific legislation in place which allows estate agent boards to be erected without prior consent from the Council. This is, however, subject to certain criteria and conditions. Wherever anybody is concerned that a board is not a 'legitimate' advertisement or is in breach of the conditions within the relevant legislation, they can report this directly to the Planning Enforcement Team through our website and we will investigate it, in accordance with our policies and procedures'.
<b>What is the Council doing to encourage our housing stock is well insulated, and new homes are fully insulated?</b>	<p>The Council has used funding from central government under the Green Homes Grant Local Authority Delivery Scheme to improve those properties that have poor energy efficiency and where household incomes are under £30k. Phase 1b of Green Homes Grant completed in June 2022, with installations completed at 61 homes. Phase 2 launched at the start of 2022 and completed in September 2022, with installations completed for 69 homes. Phase 3 is underway, with installation due to be completed at the end of June 2023.</p> <p>Richmond has also been part of a London-wide bid for funding led by the GLA as part of Home Upgrade Grant Phase 2, the successor to Green Homes Grant. This work has</p>



	<p>targeted housing and households that are most in need of improvement and those households that are most impacted by the Cost-of-Living Crisis. While not targeting insulation, additional support has been put in place to improve energy efficiency of homes. The Council has created the Warm Homes workstream within its Cost-of-Living Crisis response, which is focused on ensuring more Richmond residents live in energy efficient and affordably warm homes.</p> <p>So far, £21k has been allocated to additional capacity in South-West London Energy Advice Partnership (SWLEAP) to respond to demand for energy efficiency advice, support and outreach. This will enable 200 extra home visits including minor energy efficiency improvements, plus energy advice via outreach and telephone. Additional funding of £34k has been provided to Thinking Works, who run Richmond's Winter Warmth service to improve capacity and expand the interventions that they can make.</p> <p>In terms of future homes, the draft version of the Local Plan includes policies which set a threshold for minimum on-site carbon reduction thresholds far exceeding the London Plan targets, it raises the carbon offsetting price significantly as well. This will encourage new homes to be better insulated and have low carbon emissions.</p>
<p><b>What is the current situation with the Mortlake Brewery redevelopment?</b></p>	<p>Officers are currently in the process of addressing outstanding matters and drafting the report to be heard by the Planning Committee. A date for such Committee has yet to be set, however, all those who have made representation will be notified in advance of the date.</p>
<p><b>What is being done about accessibility in the borough?</b></p>	<p>The Council continued to support businesses to promote Purple Tuesday which is about creating a step change improvement in the awareness of the value and needs of disabled customers and making the customer experience accessible. Participating organisations make public commitments (a minimum of one new activity or initiative) to ensure sustainable changes are made. For organisations, this will result in the opening of products and services to the disability market. The Enterprise &amp; Business Growth Team advertised the availability of free disability ramps to businesses in the borough</p>

	<p>through their E-business newsletters in November and used social media to promote this offer. This year no businesses which applied were appropriate to have one fitted.</p> <p>The Council began a 'Friendly Parks for All' project in 2019 and details on facilities and activities in parks and open spaces are uploaded regularly on the Council webpages. This project has continued into 2022 and accessible 'Friendly Parks for All' are established in five parks including Barnes Green, Heathfield Recreation Ground, Ham Village Green, Carlisle Park and Kneller Gardens in consultation with local charities. The parks include features such as additional seating, improved paths and signage and parking for blue badge holders. Accessibility guides are available for all five parks and three parks have a Sensory Trail and Tree Trail. There are free activities on offer in the parks including monthly accessible wellbeing walks held in association with local charities RUILS and Richmond Borough Mind</p> <p>Richmond Council completed its review of its partnership with AccessAble in early 2022. AccessAble create access guides for residents and visitors in Richmond who have a disability and the Richmond Accessibility Guides consists of 128 Detailed Access Guides, 113 Summary Access Guides and 8 Shopping Areas. The Council has worked with AccessAble to develop an option to continue the relationship for further three years and the new contract builds on the existing online resource, with AccessAble reviewing sites each year to ensure that the guides are current and replacing closed venues with new sites</p> <p>AccessAble can be accessed here - <a href="#">AccessAble - London Borough of Richmond upon Thames</a></p>
<p><b>What is being done about the cost-of-living crisis?</b></p>	<p>Using data and insights and working with partner organisations to understand the need from communities and understand what issues are the most pressing and what support will make the most difference.</p> <ul style="list-style-type: none"> <li>• Allocate £3m to the cost-of-living crisis</li> </ul>

	<ul style="list-style-type: none"> <li>• warm spaces in libraries and childrens centres</li> <li>• Online hub bringing together information from council services and partners</li> <li>• Warm homes initiative, to help residents with their energy efficiency</li> <li>• Expansion of general advice through Citizens Advice</li> <li>• Expansion of Benefits Advice</li> <li>• Money Management Training through our Work Match service</li> <li>• A careers fair</li> <li>• Funding for voluntary organisations supporting food provision</li> </ul> <p>We are also delivering a communications campaign to signpost residents to support which includes videos and podcast series highlighting local support and sharing advice around things such as energy saving.</p>
<p><b>Could we plant green walls to absorb carbon monoxide and noise on the borough’s busiest roads?</b></p>	<p>The pollutants of main concern close to traffic are nitrogen dioxide and particulate matter. Trees and plants help to absorb and buffer these pollutants and could to a certain extent reduce noise. Richmond is one of the greenest boroughs in London and the Council regularly considers the use of planting for the many health and wellbeing benefits this brings. Issues such as lines of sight for safety must also be considered.</p> <p>Richmond takes the topic of air quality very seriously and monitors 24/7 at approximately 120 sites borough wide, alongside 20 x real time air quality sensors and 2 x automatic monitoring stations. Monitoring commenced over 20 years ago, so we have a good idea of levels and trends of pollution. We are pleased to say that since 2016 levels of nitrogen dioxide have generally significantly reduced in Richmond borough and continue to do so today but further reductions are sought.</p>
<p><b>How is the Council working with the Met Police to ensure greater street presence on our streets (particular concern around reckless delivery riders)</b></p>	<p>The allocation of police resources across the four boroughs South West Basic Command Unit (BCU), including Richmond, is a policing matter. At a ward level, the day-to-day activities and tasking of the Safer Neighbourhood Team (SNT) officers is managed by the cluster sergeants and overseen by the Neighbourhoods Inspector in response to ward priorities, crime trends and other policing priorities.</p>

	<p>At a borough level, the Council works in close partnership with the police, including on multi-agency action plans on Richmond Green &amp; Riverside, Mortlake, Teddington Lock and Hounslow Heath and joint initiatives around the Safe Space Richmond, bike marking and catalytic converter marking. The Safer Neighbourhoods team will tackle motor vehicle offences when observed and carry out operations around speeding.</p>
<p><b>Why has money been spent on expanding large areas of pavements that are not heavily used like the junction of Wensleydale, Nightingale Roads, and Broad Lane?</b></p>	<p>This scheme was in response to a petition requesting a controlled crossing point across Broad Lane in the vicinity of the two junctions. This road is crossed by many school children to and from school and the location was considered hazardous for crossing due to the road alignment. By realigning the junctions, we have managed to introduce a zebra crossing which complies with design standards. Without the changes which have been made, a crossing would not have been possible as it would have been positioned too close to either bend and also away from the main crossing desire line. We recognise that the footway on one corner is now very wide, and we will be adding a planter in the coming weeks to create additional greening in this area.</p>
<p><b>If an area votes for CPZ, shouldn't consideration be given to the impact on neighbouring areas? N Church Rd will be a small island of free parking after May</b></p>	<p>The Council will normally only implement a CPZ in areas where it is supported by the majority of respondents to the consultation. When a CPZ is implemented, the Council will review this after six months to see if any changes are warranted. Such changes could involve extending the CPZ or looking at measures such as double yellow lines at junctions outside its boundary.</p>
<p><b>What are the rules to restrict roads to residential parking only? Explained reasons are not accepted by Council</b></p>	<p>The Council will only consult a road on a scheme where at least two connecting roads are in support. The only exception is where a road is immediately outside an existing CPZ/parking scheme where a consultation could be carried out to join that scheme. More information is found online:  <a href="https://www.richmond.gov.uk/services/parking/cpz/cpz_consultation">https://www.richmond.gov.uk/services/parking/cpz/cpz_consultation</a></p>
<p><b>We are concerned about the loss of all shops at Kew Retail Park in favor of</b></p>	<p>No planning application has been received for the redevelopment of the Kew Retail Park site. As such, the Local Planning Authority cannot comment upon any loss of</p>

<p><b>1200 units, 7 storey high flats, and loss of the local amenities.</b></p>	<p>shops on the site or other planning merits of any future planning application at this time. However, should any planning application be submitted a consultation exercise would be undertaken and all representations fully considered as part of the planning assessment of the submission.</p>
<p><b>What is the planned Teddington High Street improvements?</b></p>	<p>A public consultation on improvements to Broad Street is about to take place and will be advertised on all Council channels, where residents will be able to contribute to the developments in the Broad Street area.</p>
<p><b>There has been a spate of break-ins - has community policing been improved &amp; could there be a group deal on security: Ring style video doorbells &amp; cameras etc?</b></p>	<p>Over the last twelve months there have been spikes in both residential and non-residential burglaries in different areas of the borough. When these spikes occur the Safer Neighbourhood Teams will change their shift patterns and seek additional policing resources when required from the burglary squad.</p> <p>Earlier this year, a spate of commercial burglaries in and around Barnes, Mortlake &amp; East Sheen led to a suspect being arrested and pro-active policing has also apprehended and arrested a team of residential burglars who were going equipped. Although Richmond Community Safety Partnership are not in a position to offer Ring style doorbells and cameras, the partnership can provide home security checks and actively promotes and supports Neighbourhood Watch schemes, including putting up Neighbourhood Watch signs.</p>
<p><b>How are you ensuring community conversations are engaging communities outside the predominantly white, middle class, male, English speaking demographic?</b></p>	<p>The Council conducts community outreach through the engagement programme to reach audiences who do not interact with the Council through traditional mechanisms. The community engagement programme is in place to have dialogue underrepresented groups using a range of bespoke methods which works for the community group.</p>
<p><b>Any chance of lowering the fee for the use of the swimming pool, gym, etc, so</b></p>	<p>The fees and charges for our leisure facilities are set each year as part of the annual review of fees and charges for the authority and approved by Councillors. Part of the</p>

<b>that it could encourage more exercise habits in the community.</b>	process includes benchmarking to ensure we are in line with other local providers of similar services
<b>Why are the CPZ timings in Whitton 1000-1400? Most other places in the borough are 1000-1200, makes no sense at all, streets are empty as all houses have drives</b>	The hours/days of operation of a scheme depend on factors such as the parking problems in the area, that is, whether there are commuters, shoppers, and/or other non-residents – all of which have implications for parking at various times of the day. These are taken into account but also the views of the residents during a consultation - a two- or four-hour zone are amongst the shortest duration in the borough. The support for the longer 4-hour period in Whitton is likely to be due to the parking demand for the shops in the High Street.
<b>There is a fly-tipping problem at the recycling hub on Kneller Rd. Stickers say the area is covered by CCTV, but no cameras are visible. Please advise?</b>	It is intentional that cameras are not immediately visible, but there has been a camera at the Public Recycling Site in Kneller Road since October 2022. The camera was removed a few weeks ago for repair but will be returned imminently.