

## Leader's Question Time – Kew

Date: Thursday 30 November 2017

Time: 6pm – 8.45pm

Venue: Our Lady of Loreto and St Winefride

### Panel members:

- Professor Roger Mason (Chair)
- Cllr Paul Hodgins (Leader of the Council)
- Cllr Pamela Fleming (Deputy Leader – Cabinet Member for Environment, Business and Community)
- Cllr Martin Seymour (Cabinet Member for Planning and Strategic Development)
- Cllr Peter Buckwell (Cabinet Member for Highways and Streetscene)
- Cllr David Linnette (Cabinet Member for Culture, Sport and the Voluntary Sector / Kew Ward)

### Councillors also in attendance:

- Cllr Meena Bond (Kew Ward / Mental Health Champion)
- Cllr Monica Horner (Kew Ward)
- Cllr Stephen Speak (Strategic Cabinet Member for Finance and Performance)
- Cllr Gareth Elliott (Cabinet Member for Digital Technology)

### Council Officers in attendance:

- Steve Diamond (Economic Development)
- Ishbel Murray (Environment and Community Services)
- David Noakes (Community Safety)
- Lynette Lawson-Tyers (Community Links)
- Harriet Steele (Village Planning)

**Pre-submitted Questions:**

<b>Question 1</b>	Claudine McCreadie - In the light of the recent report for Richmond Parish Lands Charity 'On the Edge', what action is taking place in Kew to promote more effective collaboration between funders, local residents, businesses and statutory, voluntary and community sectors to address increasing need, particularly among older people, carers, people with mental health issues and children with special needs?
<b>Response</b>	Response and supplementary questions from 00:15:02 to 00:28:03.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Linnette offered the resident a meeting with the voluntary sector support team to discuss this further if that would be helpful.</li> </ul>
<b>Question 2</b>	Derek Stanton - Pavement and inconsiderate parking is causing restricted road width in Broomfield Road. Recently a fire engine could barely squeeze through to visit one of the houses. What does a single yellow line mean?
<b>Response</b>	Response from 00:29:51 to 00:32:12.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• The Council will look at what more we can be done to improve access.</li> </ul>
<b>Question 3</b>	John O'Sullivan - Station Avenue, which includes the Kew Scout Group where we have been located since 1928, appears to have been omitted from the Kew Gardens (Station) Conservation Area map. Could you rectify this omission? Station Avenue serves as a pedestrian access to Blake Mews (included in the plan) from the station. It has four businesses accessing into it, two residential apartments and the scout hall all of which serves to enhance the Kew Scout Group's claim to be marked and included.
<b>Response</b>	Response and supplementary comment from 00:34:13 to 00:36:00.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Fleming will check the plans again to ensure they are correct.</li> </ul>
<b>Question 4</b>	<p>Kew is a triangle bound by three main arterial roads to two bridge pinch points. The options for residents are very limited and bridge traffic impacts us enormously, in particular Kew Bridge.</p> <p>Given that TFL and Hounslow council are making decisions which arguably have a greater impact on Kew and South West London than the residents north of Kew Bridge, shouldn't we be strongly represented by Richmond Council?</p> <p>I am talking in particular about the decision to allow Brentford Football Club to develop a site between Kew Bridge and Chiswick</p>

	<p>roundabout plus the new plan for Super cycle highway no 9 which is routed through Wellesley Rd (which means we lose an important way home) into the north circular on the other side of the bridge and across to Brentford. This will make Kew bridge to the roundabout even more congested. The consequences will be felt not only by Kew but a huge area of Surrey.</p> <p>I am especially concerned for games, conferences and concerts at the new stadium. We have the example of Twickenham Rugby events to show how traffic is affected.</p>
<b>Response</b>	Response and supplementary questions from 00:37:25 to 00:51:17.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Fleming will find out who from the council will be attending the new planning application meeting in Hounslow on 8 December. The Council will continue to push against this.</li> </ul>
<b>Question 5</b>	Jack Andrews - Can we assume that tonight's panel have had the opportunity to read all the comments submitted by residents and tradesmen in response to the proposed improvements to the station forecourt at Kew Gardens?
<b>Response</b>	Response from 00:51:52 to 00:53:17.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• The plan appears to omit Leighton Park entirely - Cllr Buckwell will take the details of the resident and will respond to him directly.</li> </ul>
<b>Question 6</b>	Richard Ward - Is the Council currently looking at better signage to Kew Gardens in the Kew Plaza (East) side of the Station; together with better parking provision for cyclists who currently lock bicycles on many items of street furniture here? Which local groups are involved?
<b>Response</b>	Response from 00:54:23 to 00:56:40.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Buckwell asked for people to let Councillors know if there are any areas around Kew Gardens station where they would like cycle parking to be installed and we can look into implementing this.</li> </ul>
<b>Question 7</b>	Robert Guy - In some parts of Kew, mobile phone reception is very poor or even non-existent. What steps could the Council take to help overcome this problem?
<b>Response</b>	Response from 00:57:57 to 01:03:23.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Elliot will look to try and compare coverage from providers with residents' experience and then discuss this with mobile operators. He will also look at how the digital strategy can enable this.</li> </ul>
<b>Question 8</b>	Sarah Hird - As you know from a recent petition calling for a 20mph limit of West Park Rd, Beechwood Ave, Burlington Ave, and

	North Rd around the station, was submitted to our local councillors and the relevant council officers. Overwhelmingly 80% of total households felt that the traffic speed in these roads was unacceptable and dangerous. The response from the council after their week long traffic survey felt there was no problem as there had only been one accident in the last five years. We would like to ask how many accidents or fatalities before the views and feelings of the 80% would be taken into consideration?
<b>Response</b>	Response from 01:05:09 to 01:10:24.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• Councillors are looking at whether a 20pmh Borough wide speed limit could be introduced.</li> </ul>
<b>Question 9</b>	Brain Staveley - When is Kew Gardens station, which serves a World Heritage site, going to get a lift for wheelchair users and parents with prams? No one concerned between TfL, Richmond Council and other stakeholders, seem to have any interest or resolve to tackle this issue.
<b>Response</b>	Response and supplementary questions from 01:11:50 to 01:16:41.
<b>Actions to be taken</b>	<ul style="list-style-type: none"> <li>• The Council will liaise with TfL and Network Rail to remove the step-free access label and will also look into the possibility of adding lifts.</li> </ul>

#### Open Questions from the floor:

<b>Question 10</b>	Brendon Corfield - Building control & Kew Peninsula – the Mayor is relaxing building plans, at the moment we have no control over basement buildings, yet it is dangerous for this to happen in Kew due to the very soft, silt land.
<b>Response</b>	Response from 01:18:58 to 01:20:47.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>• No action to be taken.</li> </ul>
<b>Question 11</b>	Caroline Bronfield - We have a very small Tesco's and the sizes of their vehicles are massive! (18 wheels)
<b>Response</b>	Response and supplementary questions and comments from 01:21:30 to 01:30:42.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>• Councillors will take a look at this case.</li> </ul>
<b>Question 12</b>	Robin Jarrett - We currently have excellent once a week rubbish collections – will you introduce plans for fortnightly collections?
<b>Response</b>	Response from 01:30:54 to 01:31:16.

<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>No action to be taken.</li> </ul>
<b>Question 13</b>	Steve Archer from Royston Court - Traffic management at Victoria Gate Kew Gardens: there are a considerable number of taxis who stop on double yellows etc. waiting to collect Kew Gardens visitors, keeping engines running, it was very bad this summer. Coaches stop in the bus stop causing the bus drivers to hoot horns all day long etc.
<b>Response</b>	Response and supplementary comments/question from 01:34:37 to 01:39:00.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>The Council are engaging in discussions with Kew Gardens concerning this issue.</li> </ul>
<b>Question 14</b>	Charles Dixon - Will BT provide a better broadband service in Kew?
<b>Response</b>	Response and supplementary comments from 01:39:19 to 01:41:27.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Cllr Elliot will look into this.</li> </ul>
<b>Question 15</b>	Terry Neary – Cllr Speak, you say that you will be receiving parking improvement funding from Hounslow? Will this Section 106 funding towards the CPZ include Gloucester Road?
<b>Response</b>	Response from 01:42:07 to 01:42:46.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Cllr Buckwell will get an update from officers on whether Gloucester Road is to be included in the CPZ.</li> </ul>
<b>Question 16</b>	Vivian Ward - Kids have to take the 65 bus to school, they have to cross the Avenue in the afternoon (only), it is impossible. The pedestrian crossing is not safe.
<b>Response</b>	Response and supplementary comments from 01:44:10 to 01:47:00.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Cllr Buckwell will investigate this further and review with Council officers.</li> </ul>
<b>Question 17</b>	Malcolm Churchill from Gloucester Court. I am suffering from light pollution from the new floodlights from Queen's school. Do floodlights need planning permission and how do I oppose these lights?
<b>Response</b>	Response and supplementary comments from 01:48:06 to 01:49:50. Additional point from 01:51:53 to 01:52:54.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Cllr Seymour will look into this.</li> <li>Cllr Horner will also look into this and will raise this with the Head of the school.</li> </ul>

<b>Question 18</b>	Street lamp outside my house hasn't worked since April, but Council won't allow light to be changed due to concrete posts. It's behind the Greyhound Pub, on Thetis Terrace.
<b>Response</b>	Response from 01:50:37 to 01:51:49.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Councillors will look into why this light bulb hasn't been replaced and will arrange for a new bulb to be installed.</li> </ul>
<b>Question 19</b>	Nigel Wright - launched a petition that Kew Green should not be used as a car park. When Brentford & London Irish start playing they should not be able to park anywhere in Kew!
<b>Response</b>	Response from 01:54:23 to 01:55:41.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Councillors will look at the CPZ around Kew green, in relation to Brentford and match days.</li> </ul>
<b>Question 20</b>	There are two nasty shrubs that ruin the view of the river by Kew tow path on the way to Kew Gardens.
<b>Response</b>	Response from 01:56:29 to 01:56:41.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Cllr Fleming will liaise with the resident on this issue.</li> </ul>
<b>Question 21</b>	Regarding Gloucester Road – If you drive around the South Circular, we have a recent problem, we have four access roads from the South Circular: we have Gloucester Road, Cambridge Road, Kent Road and Kew Green, and what's happened in the last couple of years is that the Sat Navs are now directing people off the South Circular down Gloucester Road, round the Green and then turning right by the zebra crossing at the bridge. I just wondered how the Council have thought about giving any protection to roads that feed off the South Circular.
<b>Response</b>	Response and supplementary question from 01:57:38 to 02:01:27.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>A scheme is being looked at across London to map suitable lorry and HGV routes for the Sat Nav companies. Scheme must be self-managing and can be problematic for refuse collection and other large vehicles.</li> </ul>
<b>Question 22</b>	Andrew Brown, Forest Road – We have voted twice against a CPZ in our area, the problem is they are all our own cars and they're getting bigger! Can we have a 6.6ft vehicle restriction – self-enforcing? On the plus side, congested roads slow people down!
<b>Response</b>	Supplementary comments from 02:03:43 to 02:05:22.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>Councillors will look into this further.</li> </ul>

<b>Question 23</b>	Ian Mulligan – this question is for Councillor Fleming. Can you renegotiate the paper and cardboard refuse box collection, so that they cardboard boxes that don't fit in the blue boxes? Because on Monday afternoons, east of the railway, and Tuesday afternoons, west of the railway, we see the upturned blue boxes being emptied and the cardboard cartons that haven't been collected.
<b>Response</b>	Response from 02:05:55 to 02:06:12.
<b>Action to be taken</b>	<ul style="list-style-type: none"> <li>• Cllr Fleming will take this up with our contractors.</li> </ul>