



Kew Ward Community Conversation Notes

Date: Mon 19th Nov

Time: 6.30 – 9.00pm

Venue: The Avenue Club, St Lukes. Kew

Ward members:

- Cllr J F Burford: Liberal Democrat Party. Assistant Cabinet Member for Arts, Culture and Sport
- Cllr Lotte Campanale: Liberal Democrat Party
- Cllr Ian Craigie: Liberal Democrat Party. Assistant Cabinet Member for Finance and Performance

Local Questions

Headline Topic: Road accidents attributing to 20mph – 30mph		
Question 1	How many significant road accidents have there been in the Borough, which have been attributed to a vehicle travelling between 20 mph and 30 mph, in the last few years?	
Response	We currently don't have that data. I will say that the faster a vehicle is going the more impact and severity of the accident.	
Actions to be taken	Details on data to be found on accidents that have been attributed to a vehicle travelling between 20 mph and 30 mph in the last few years across the borough.	By whom: Cllr Ehmann
Headline Topic: Village Planning		
Question 2	I would be interested to find out why the Council is scrapping Village Planning as this seems to have been a very positive thing. What is intended to replace it? Why? How much money was spent consulting on and implementing the Village Planning	

	schemes and Supplementary Planning Documents, will this now be wasted? Please explain what the benefits of the new scheme will be.	
Response	Cllr Burford: With these Community Conversations we are looking at asking the community what they would like to see happen in their own wards.	
	Resident: What are you proposing that is different to the Village plans? You are going back to Wards - part of Kew SPD includes North Richmond – how are you going to marry these two different areas up? How will Ward based conversations work when part of North Richmond SPD is in Kew?	
	Cllr Burford: Yes, we are going back to Ward based discussions. Every Ward will have its own separate conversation. I'm not too sure how the Kew SPD links up with North Richmond.	
Actions to be taken	Look into the ward boundaries and SPD for Kew relating to North Richmond.	By whom: Cllr Burford
Headline Topic: Waste collection noise		
Question 3	I applaud the Council's support for the campaign against the disturbance caused by Heathrow and especially night flights. However, the other main source of early morning disturbance is caused by the Council itself, whose dustcarts wake us up every Tuesday morning at around 6.30am. When are the waste collection arrangements next due to be retendered and when they are will some consideration be given to a later start? I would like to see more doorstep recycling as well, and more plastic recycled.	
Response	Cllr Craigie: The Council is currently in the process of preparing tender documentation for a new waste and recycling collection contract to commence in April 2020. I understand the complaint around early morning collections which happen to avoid traffic congestion on the road network. Currently the collections are set to happen before the morning rush hour period. Whilst there are no plans to change the commencement time for such operations, the contract will focus on asking how the contractor will mitigate noise generation resulting from unnecessary activities such as loud verbal discussion and the collections operations. This will include consideration of available vehicle technology to reduce engine and operational noise. We are aware of insufficient boxes and labelling and are working on a communication strategy for this.	
Headline Topic: Sandycombe Road proposal		
Question 4	What is the outcome of the proposed scheme that was presented by the Council to create new a layout for cars, lorries and pedestrians to Kew Gardens station forecourt and the area leading down to the pedestrian crossing on Sandycombe Road? Not forgetting the problem to solve the excessive water settling in the station forecourt after a downpour.	
Response	Cllr Burford: It was a very small consultation; the Traders Association were not consulted, and Kew Society and the Royal Botanical Gardens were not in support of the proposals. We need to re-consult Kew as a whole. 100 people responded to the	

	<p>consultation – 51 yes and 49 no. We know about the puddle and are in discussions with officers about how to deal with this in both the short term and long term.</p> <p>Cllr Campanale: There was no consideration given to the school buses that use the area for turning. The issue of land ownership has now been solved regarding the puddle, so we can now look at getting this sorted. We are working with the Royal Botanical Gardens on better and more appropriate signage around the station.</p>	
Headline Topic: Air pollution		
Question 5	<p>Are any surveys being done concerning air pollution around the main roads in Kew - e.g. the South Circular and Kew Road. If levels are unacceptably high, is anything being done about it? I know this is not a new concern but would like to know the most recent information.</p>	
Response	<p>Cllr Campanale: The data is on our annual reports on the council website. We are currently re-writing the Air Quality Action plan as we didn't feel it was robust enough. I am promoting green walls and I have attended a scrutiny day with other London Boroughs and have learnt what they are doing. A lot is about reducing vehicles to 20 mph. It's important that we all play our part in tackling air pollution through the way in which we travel, the deliveries to our homes and the vehicles that we use.</p>	
Headline Topic: Mobile phone reception		
Question 6	<p>Mobile reception in some parts of Kew is very poor or even non-existent. How is the Council reacting to the suggestion (made by the Kew Society) that it might take "a more proactive planning stance" to rectify the situation?</p>	
Response	<p>Cllr Burford: Yes, it is a nightmare, including Wi-Fi and broadband etc. EE masts have had a lot of negative feedback from residents regarding their placement. We need to work with officers and suppliers to find the best area to place these masts.</p>	
Actions to be taken	<p>Resident: But when are you going to solve this problem, what are the timescales?</p>	
Response	<p>Cllr Campanale: Each application is looked at by planning officers but residents object to them. We have embraced Kew Societies advice on where best to place these masts.</p> <p>Cllr Burford: Suppliers put in applications all the time. In the last 3 years there have been 4 planning applications for masts in Kew.</p>	
	<p>Resident: What targets have the council set on the amount of masts and what are the timescales for this?</p>	
	<p>Cllr Burford: Those targets have not been set.</p>	
Actions to be taken	<p>Check with Cabinet Members to see if any targets have been set.</p>	<p>By whom: Cllr Burford</p>

Headline Topic: Kew Green parking re: Brentford development	
Question 7	We understand that Officers are working on a parking consultation around Kew Green and the surrounding area due to the Brentford development. Please could you let us know the roads which will be included in this consultation and the time frame for completion and implementation of any CPZ
Response	<p>CLlr Cragie: We are aware of the issues with parking and that some roads do not have CPZs. We have provisionally agreed with the London Borough of Hounslow for a proportion (£50,000) of the Section 106 agreement in respect of the Brentford Football Club development. This payment is expected to be received in early April 2019. We have no firm dates yet for the commencement / completion of a study in this area. Once payment is received, we will look to programme the work for 2019/20 financial year.</p> <p>Residents: Which roads are involved? Do households need to go to the council to request the CPZs</p> <p>CLlr Craigie: We need to look at this as a whole and see where the main problems lie.</p> <p>CLlr Burford: Councillors are aware of the roads that need to be featured in the consultation for CPZs</p>
Headline Topic: Notices pinned to trees	
Question 8	<p>We have a subject which we hope might be discussed at the Kew Community Conversation on 19th, November. This is the proliferation of notices, announcements and commercial advertisements that are being pinned to the trees in Kew Village and the surrounding area. We sometimes remove out-of-date announcements and blatantly commercial posters from the trees and dig out drawing pins which are often rusty and damage the bark. Some posters are stuck to lamp posts making them extremely difficult to remove. Four things seem to us to be necessary:</p> <ol style="list-style-type: none"> 1. Organisations should be made aware that they are responsible for removing out-of-date announcements that they have displayed in public areas. 2. People should be encouraged to be aware that these attachments are unattractive and do not enhance the pleasant village atmosphere (and the trees do not like it). 3. Commercial interests should be encouraged to use paid for announcements in shop windows. 4 More strategically placed public notice boards should be installed.
Response	<p>CLlr Campanale: Ideally posters go onto the council community notice board via the library. Kew Society have got the funding for a community notice board which will hopefully help to alleviate this problem.</p> <p>CLlr Burford: Kew is a very small place, most of us know who puts these notices up – we need to encourage people to be more organic, using string etc and we also need to self-police this.</p>
Headline Topic: Road safety on Mortlake Road	

Question 9	Road safety on Mortlake Road - large lorries have hit the bridge. LBRuT have given extensions to two schools in this area, it is not safe.	
Response	<p>CLlr Campanale: We have inherited this problem, Sat Navs were giving wrong information and signage was incorrect. We have fast tracked this.</p> <p>Resident: Signage for lorries regarding height restrictions are in the wrong place, they are at the point of no return. They need to be placed earlier on the road.</p> <p>CLlr Campanale: I agree.</p> <p>Resident: I brought this up with last administration</p> <p>CLlr Burford: We will take this up with TfL</p> <p>Resident: TfL have no budget</p>	
Actions to be Taken	Look into moving the signage	By whom: CLlr Ehmann / CLlr Burford
Headline Topic: Road surface repairs		
Question 10	The road surface repairs are very poor. The £700,000 for 20mph should be spent on road repairs and junction improvements.	
Response	<p>CLlr Ehmann: Funding for 20mph is through LIP funding so we can't use it for road resurfacing. Funding has not been scrapped for road repairs.</p> <p>CLlr Campanale: We submitted the top 3 roads in each ward to have repairs carried out on them within a week of being in administration. The Roads and Pavement Fund has now been scrapped and repairs will be prioritised by need now.</p>	
Actions to be Taken	Roads in each Ward to be publicised	By whom: CLlr Campanale
Headline Topic: A316 road safety		
Question 11	A316 road safety – there has been an increase in people crossing the roads and not using bridges. This is very unsafe.	
Response	CLlr Campanale: TfL are looking at this bridge as there is a construction issues with it.	
Headline Topic: Recycling		
Question 12	Recycling – in the last 3 months I have taken bins to the refuge centre to get them emptied as they have not been emptied. RHP have direct communication with their residents but not with the other Resident Associations in the area - this is breaking down the community operation.	
Response	CLlr Campanale: You can report a missed recycling collection by via email or phone. I can help you out with this.	

	There is a Tenants Champion at the council who can liaise with RHP.	
Headline Question: Kew Gardens Station		
Question 13	Kew gardens station: TfL are unresponsive – we need step-free access and the under-pass is not fit for purpose as it floods and is very slippery.	
Response	Cllr Craigie: The station is a listed building in a conservation area. We can and will lobby TfL.	
Actions to be Taken	Discuss issues with TfL around Kew Gardens Station	By whom: Cllr Craigie

20 mph consultation Questions from the floor

Headline Topic: Enforcement of 20mph		
Question 1	I haven't seen police enforcing speed limits in the borough for a long time. The issues are that there are too many cars and not enough space on the road – speed of vehicles doesn't make it safer. We need more quiet ways and a better cycle network.	
Response	Cllr Ehmann: We will look broadly at cycle infrastructure. Both Richmond and London cycling campaign have said that 20mph will make the road environment less hostile and therefore make a difference. If anyone moves from driving to public transport or cycling that is a success. Enforcement is down to the police.	
Headline Topic: Co2 emissions		
Question 2	Co2 emissions – my understanding is that these increase for petrol cars if you decrease from 30 – 20mph.	
Response	Cllr Ehmann: The pollution caused by acceleration and deceleration makes up for this in air pollution. We will be recording figures on speed and air quality as well if we implement this.	
Action to be taken	Record figures on speed and air quality if 20mph implemented	By whom: Cllr Ehmann
Headline Topic: Cyclists overtaking cars		
Question 4	Make Air Safe and Clean group (MASC) – we have discussed this and on balance we support this. The speed limit in Richmond Park is 20mph and I'm permanently being over taken by cyclist – surely this will make our roads more dangerous?	

Response	Cllr Ehmann: I expect all roads users to observe the speed limits. When cyclists hit people, it has less impact than if a car hits someone at speed. I want to create an environment where all people are confident in cycling on the roads and 20mph will support this.
Headline Topic: Air quality and idling in their vehicles	
Question 5	Air quality and safety are related to people idling in their vehicles. What is being done about this?
Response	Cllr Campanale: We are re-writing our Air quality action plan. We are very shortly going to be acting on vehicles idling.