



## St Margarets and North Twickenham, Twickenham Riverside Community Conversation



**Date:** Tues 30th April 2019

**Time:** 6.30 – 9.00pm

**Venue:** Clarendon Hall, Twickenham

### Ward members in attendance:

- Cllr. Alexander Ehmann – (St Margarets and North Twickenham) *Joint Deputy Leader and Cabinet Member for Transport, Streetscene and Air Quality*
- Cllr. Geoff Acton (St Margarets and North Twickenham) *Cabinet Member for Business, Economy and Employment (including property)* APOLOGIES SENT
- Cllr. Ben Khosa – (St Margarets and North Twickenham) *Mayor*
- Cllr. James Chard – (Twickenham Riverside)
- Cllr. Roger Crouch – (Twickenham Riverside) *Assistant Cabinet Member (Adult Social Services and Health)*
- Cllr Julia Neden-Watts – (Twickenham Riverside) *Assistant Cabinet Member (Environment)*

**Chair:** Elaine Ball, Headteacher of Orleans Park School

Achievements and Actions in the Wards		
<b>Cllr. Neden Watts</b>	Follow up on street scene plans produced by East Twickenham Village Group	Located plans in Council, scheme would have cost £¼m. Recognised need for better pavements for East Twickenham shopping area, junction with Richmond Rd from the chemist to corner, serious danger for pedestrians.
<b>Cllr. Neden Watts</b>	Lidl development/ Old Deer Park School - worried about parking and traffic flows. During CPZ consultation for East Twickenham residents should also feed into streets and pavements maintenance for the area.	
<b>Cllr. Ehmann</b>	<b>20 MPH consultation results:</b> Consultation result split views, only 171 responses between for and against, recognised drawback of certain areas, resulted in concerns being accommodated in amended proposal. 3 major arterial routes now been excluded from the	

	<p>20mph limit, and commitment to independent air quality assessment on these routes. Council will proceed with amended 20mph proposal.</p> <p>Update: <b>improved access to St Margaret station</b> – in several months' time there will be a side gate access to the platform for country bound services to have direct access on to the platform and able to interchange with Twickenham and lift. Will be implemented in the Summer.</p>
Cllr Chard	<b>BPAS Rosslyn road buffer zone</b> Concern for staff and users of GP service, nursery in ETNA. Cross party working to make this happen, Cllr, Chappell, Cllr Hill initiated process and carried on by Liberal Democrats to institute PSPO.
Cllr Crouch	<b>Marble Hill House</b> Application from recent consultation for renovation of garden, application supported by Cllr. Crouch and Cllr. Neden-Watts. Planning committee voted in favour of plans, Heritage Lottery Fund to confirm investment. House will be closed for improvements.
Cllr. Khosa	<p><b>Mayoral role</b> Raised money for Refuge, visiting groups and residents to fundraise</p> <p><b>Peace and Unity event 12<sup>th</sup> May</b> West London Dialogue group – residents event, open free event residents – on website for more information</p>
<b>Pre-submitted Questions</b>	
<b>Headline topic – Highway maintenance programme (Anne Hardwick)</b>	
<b>Question 1.</b>	Does the Richmond council have a schedule for examining the state of the roads and pavements (perhaps on a twenty year cycle) and repairing them as necessary? If so, how long will it be before Heathfield South's turn comes round, as the pavements there are very broken and uneven? If you have no such plan running, may I suggest you start one.
<b>Response</b>	<b>Cllr. Ehmann:</b> there is a 5 year schedule of repairs, the determination of money is condition indexed; evaluation by officer of the pavements and roads to concentrate on those most damaged. Heathfield South (within 5 year programme) at the end of the five year programme. Next 3 years pavement to be worked on. There will be a routine inspection of Heathfield South– May 2019, for the road.
<b>Supplementary question</b>	Pavements in Heathfield South are very neglected, grass is growing through the cracks.

<b>Response</b>	<b>Cllr. Ehmann:</b> objectively assessed by officers within this period. Moved away from public competition system. Full stretch of pavement would be repaired as part of works schedule, road resurfacing may also be part of the full repair.
<b>Headline topic – Village Planning (Rob Gray)</b>	
<b>Question 2.</b>	An enormous amount of effort, from the council and the local community, went into the Village Plans. What does the council propose to do with these plans?
<b>Response</b>	<b>Cllr. Neden-Watts:</b> Recognised work that has been done. Planning officers have said that the Local Plan covers most of the materials of the SPD. Village plan discussion still ongoing through Community Conversations. Lessons learnt will be carried over.
<b>Supplementary question</b>	If planning officers felt that there was nothing to add to Local Plan details, they should have said at the beginning of the process.
<b>Response</b>	<b>Cllr. Neden-Watts:</b> Effort not lost, conservation areas and the Local Plan will still allow for planning discussion to take place with residents.

<b>Open Questions</b>	
<b>Headline topic - Converting front gardens into parking</b>	
<b>Question 1</b>	Twickenham Society- concerned about number of people turning their front gardens into car parks. Would like council to look into this.
<b>Response</b>	<b>Cllr. Ehmann:</b> rules exist to guide size of the garden and the location of trees, legal crossover regulations to have off street parking. Residents have criticised stringency of these rules. (Off street EV charging would be catered for with crossover part of planning policy.)  Many illegal cross overs with no dropped kerb, but you have to witness the traversing of the non-dropped kerb to enforce rules.
<b>Headline topic- More details on the 20mph implementation</b>	
<b>Question 2</b>	Further details on implementation of 20mph speed limit.
	<b>Cllr. Ehmann:</b> 20mph going ahead in essence, though a few roads have been removed from the scheme. With these removed roads there will be a corridor study – will have separate officer evaluation and wider consultation with residents on and around those roads

	ie Cross Deep, Hampton Road and Staines Rd to consult if additional engineering works required, or even a move to 20mph at a later date.	
<b>Headline Topic –East Twickenham road conditions and utility companies</b>		
<b>Question 3.</b>	<b>Park Rd, East Twickenham resident:</b> Park Road is divided into parts, modern part going on to Richmond Rd, and the Victorian end. 10 years ago the pavement was installed, but recent works by Thames water engineering caused more destruction of the road and pavement.	
<b>Response</b>	<b>Cllr. Ehmann:</b> RHP resident also raised this issue. Officers have inspected pavement and the level of disrepair by utility companies. Utility companies need to make good their works.	
<b>Supplementary question</b>	Main sewerage pipe in the road, very patchy surface from utility companies, will it be replaced?	
<b>Actions to be taken</b>	Cllr. Ehmann	Speak with officers to see plan for road maintenance in relation to utilities work
<b>Headline Topic – Heathrow expansion</b>		
<b>Question 4.</b>	Heathrow runway consultation – need update on pollution, runway development.	
<b>Response</b>	<b>Cllr. Ehmann:</b> absolutely opposed to further expansion. Richmond is with a number of local authorities opposing the third runway. <b>Cllr. Roberts:</b> Judicial review judgement tomorrow. TAG, and Councils – awaiting result, 1/5/19.	
<b>Headline Topic – Twickenham Riverside development</b>		
<b>Question 5.</b>	Development of the Riverside – update?	
<b>Response</b>	<p><b>Cllr Chard:</b> design brief published at the end of March. We are seeking expressions of interest which will then be shortlisted to 5 architect firms. The expressions of interest stage closes in one week’s time. The design brief is on the RIBA website.</p> <p>There will be public engagement on the 5 designs put forward in Sept.</p> <p>Key features of design brief – high quality design, appropriate level of buildings, removing parking from Embankment, access and servicing for Eel Pie Island, hoping for varied set of designs. Twickenham Riverside Trust to allow for whole site approach thanks to their involvement, this will allow the architects to enhance and enlarge the public space available.</p>	

<b>Additional question</b>	3 comprehensive designs were put forward before – why revisiting?
<b>Response</b>	<b>Cllr.Ehmann:</b> Proposal went through the planning process. But the problem was that it did not have strong community support and did not remove carparking from the riverfront. The Environment Agency stated they would ‘call it in’ in relation to underfloor parking and flood risk. A new architect competition was promised in the Liberal Democrat’s manifesto.
<b>Additional question</b>	<b>Water Lane and car parking :</b> there are 34 business car parking spaces on Water Lane which are currently closed and thereby the Embankment parking is now crowded. The road is full of potholes, the pavement is in very poor condition on the right-hand side towards the river. Why not open up the car park again for business users?
<b>Response</b>	<b>Cllr. Chard:</b> for archaeological purposes the car park was dug up. Concerned about opening up carpark and thereby encourage more parking as sets a precedent for future development without parking.  <b>Cllr. Crouch:</b> although it will be at least 4 years time before completion of any development and it may seem sensible to use existing car parking space during any development, that area would be fenced off from potentially next year as a building site.  <b>Cllr Ehmann</b> – cost associated with making good for the short time of opening the car park, before development.
<b>Supplementary question</b>	In relation to the Riverside can you explain the Council’s philosophy for financing of Riverside – neutral development? Guiding principles?  In what way is different from previous administration?
<b>Response</b>	<b>Cllr. Chard:</b> scheme does not need to be cost neutral, instead social gains created in terms of public housing, community space will be considered. Investment in community of the riverside, not as a profit-making scheme.  <b>Cllr Ehmann:</b> Conservative proposal – ‘washed its face’ with no financial support from the Council (cost neutral). This administration is not following on this policy, but instead social gain and a competitive design process.
<b>Headline topic - Impact of CPZ in Cambridge Park</b>	
<b>Question 6.</b>	Cambridge Park CPZ consultation needs to take into account the excess parking from the Bridge Club, Bowling club

<b>Response</b>	<b>Cllr. Ehmman:</b> need to make views known on CPZ consultation. Hours of operation don't currently work well with the Bridge Club usage, but there are no 24 hour CPZ's, evening parking is allowed. Visitor parking tokens are zone specific, so cannot be used in any zone.	
<b>Headline Topic – 20mph speed limit and cyclists</b>		
<b>Question 7.</b>	With the 20mph limit what about cyclist speeding? What happens to them? Anger from motorists as cannot overtake. Also the parking of catering vehicles outside pub at top of Richmond Bridge.	
<b>response</b>	<p><b>Cllr. Ehmman:</b> Cycle speeding, generally don't 30-40mph. 20mph civilising effect on road, widening the appeal to other cyclist. Issues of infrastructure on Richmond Bridge is not a cycling friendly bridge. Currently looking at solutions for the Bridge, new configuration for existing cycling slopes not attached to the roadside for which there is a need for redesign.</p> <p><b>Cllr. Neden-Watts:</b> in relation to pedestrians for Vineyard School on pedestrian crossing at foot of bridge it is a frightening experience.</p> <p><b>Cllr. Ehmman:</b> Bills/Pitcher and Piano deliveries need a solution with Richmond traders to change delivery mechanics for all traders on the bridge/George St.</p>	
<b>Supplementary comment</b>	Cycling to Ham House from Twickenham. Walk with bike on the road, as hazardous, no way of crossing the road.	
<b>Response</b>	<b>Cllr Ehmman:</b> hazard from Richmond riverside to access Richmond bridge there needs to be an option of a segregated junction for cyclists to cycle slope. Joint cycling/walking space on the slope to the Embankment on the Twickenham side needs to be adopted.	
<b>Actions to be taken</b>	Cllr. Ehmman	Parking outside Pitcher and Piano of delivery vans – needs to be targeted by enforcement team ACTION
<b>Question 8.</b>	Road safety, need for safety awareness campaign. Pedestrian/driver confusion who has priority at junctions. Can you include education on this, or road signage to 'look left' along with the 20mph education.	
<b>Response</b>	<b>Cllr Neden Watts:</b> road users need to be aware of the space you are moving through. Pedestrians have priority on crossing side road to main road, drivers have a duty to avoid accidents. Need to raise awareness of safety on the roads, especially for children. Need for discussion about signage on junctions.	

	<b>Cllr. Ehmman:</b> pedestrian puts foot on road, have priority over vehicles. Beyond this, respect campaign between different road users in the Borough, but this is an expensive marketing process, need Local Government to campaign on shared road use, people need to be rules made more aware of the road. Just getting people to slow down.
<b>Supplementary question</b>	Going through red lights – cyclists/buses/cars – cameras to enforce?
<b>Response</b>	<b>Cllr. Ehmman:</b> Local Authority cannot enforce red light transgressions.
<b>Headline Topic – parking on the Twickenham Embankment</b>	
<b>Question 9.</b>	Eel Pie island need for parking on the Embankment, is this a definite plan for no parking, as although it is ugly it is needed. Survey 70% usage for business on the island.
<b>Response</b>	<b>Cllr Chard:</b> Immediate riverfront area no parking, but not the case that no parking on the site. Parking solutions beyond the development area. Work has been done on traffic survey, parking movements/traffic movement, results due this week. This material will be provided to shortlisted bidders. Wider site parking is possible, but not on waterfront. The requirement to accommodate for access and servicing for Island and local businesses on the island has been included in the brief.  Too much emphasis on providing parking close to shops. Evidence that those who do not drive in spend more time and money in a town centre.
<b>Headline Topic – support for independent shops of East Twickenham</b>	
<b>Question 10.</b>	Councils relationship with freeholders of buildings on the main roads. Richmond Bridge and St Margert's traffic light, opposite to Lidl development, small independent shops with leaseholders above. Guttering originally went to gully under the pavement, broken down and not repaired or replaced with down spout which spews on to pavement. Council needs to enforce that freeholders repair gullies to avoid public nuisance on pavements. Ices over in the winter. Previously raised with the council.
<b>Response</b>	<b>Cllr Neden Watts:</b> Action to be taken, significant improvement by freeholders

<b>Headline Topic – Social housing provision for the Borough</b>	
<b>Question 11.</b>	Social housing the possibility of living in the Borough. What Policy does the Council have for social housing/affordable housing?
<b>Response</b>	<p><b>Cllr. Ehmann:</b> this is a priority for this administration. Trade-offs in planning terms, mix of social/affordable housing. Higher priority placed by Lib Dems for this provision, but other trade-offs may lose out ie community provision.</p> <p><b>Cllr. Crouch:</b> London Mayor's targets to be applied to LBRUT, allows for empty shop fronts to be converted to housing. Riverside development to include social housing.</p>
<b>Supplementary question</b>	With the social housing hope that developers do not have a 'Poor Door' approach or play area for certain residents only.
<b>Response</b>	<p><b>Cllr. Ehmann:</b> would not support such applications</p> <p><b>Cllr. Crouch:</b> Council is anti 'gated areas'.</p>
<b>Headline Topic – Further questions around parking on Twickenham Riverside</b>	
<b>Question 12.</b>	Parking for Riverside, too vague guidance in design brief. Traffic study required to give detailed proposal for architects.
<b>Response</b>	<b>Cllr Chard:</b> Shortlisted tenders will receive full traffic/parking report. Would not be fair on developers to carry out detailed traffic survey themselves as need to look beyond plot to wider Twickenham parking resolutions.
<b>Supplementary question</b>	Not able to specify parking requirements, but able to join up service road with Water Lane!
<b>Response</b>	<p><b>Cllr. Chard:</b> the intention is to shift traffic away from the Embankment to the service road by opening it up.</p> <p><b>Post meeting clarification:</b> The design brief specifies taking parking off the Embankment, but that designs need to carefully consider vehicular circulation.</p>
<b>Headline Topic – new Council management system</b>	
<b>Question 13.</b>	Committee arrangement for new administration, how will you avoid silo thinking?
<b>response</b>	<b>Cllr. Neden Watts:</b> very relevant to avoid silo thinking, and to avoid becoming too focussed on a specific area. The advantage of the committee system is that it brings in non-portfolio holders, brings other councillors in to the decision making process and allows for broader views.



	<p><b>Cllr. Ehmman:</b> the committee system is in fact giving away power from cabinet members to the committee which has the vested powers and decision making so that every representative has a meaningful role in decision making; allows for better scrutiny of decisions by including opposition parties.</p> <p><b>Cllr Chard:</b> Councillors are approached by residents on a wide range of subjects in case work, so kept aware of all issues.</p> <p><b>Cllr Crouch:</b> adult social services is an interest area, within the committee system the public can contribute to the committee and accommodates other party views.</p>
<b>Headline Topic – change of bus stop positions in Twickenham Town Centre</b>	
<b>Question 14.</b>	The previous administration moved the bus stops and now changing buses is very difficult and has caused the death of the high street. Is there a chance of returning to stops to King Street?
<b>Response</b>	<p><b>Cllr Ehmman:</b> aware not universally popular, but now reconfigured in residents mind, so difficult to returning bus stops. There have been more immediate transport decisions required and there would be a cost in moving them back; cost to residents and need for TFL agreement. But open to lobbying.</p> <p><b>Cllr.Chard:</b> it is well understood that there is a dislike of the change.</p>
<b>Headline Topic – rough sleepers in the Borough</b>	
<b>Question 15</b>	Rough sleepers in the Borough. What is the Council doing about rough sleepers and begging?
<b>Response</b>	<p><b>Cllr. Neden Watts:</b> Council works with Spear, multi agency approach from Parks, Street Enforcement and Spear outreach workers. Police involved in engaging with people in this situation. As a society we need to support these people.</p> <p><b>Cllr. Chard:</b> report a homeless person to Spear then the outreach worker will speak to rough sleeper about options through the Council.</p>
<b>Supplementary question</b>	There is not sufficient housing, so how can this be avoided? We should not be ‘clearing people away’.

<b>Response</b>	<b>Cllr Ehmann:</b> Council helps people through multiagency support. Reinstated council tax reduction and removed charged for homeless people storage of personal effects.
<b>Supplementary question</b>	Compassion for rough sleepers?
<b>Response</b>	<b>Cllr Khosa:</b> role to help people in this situation, so work closely with Spear. Main reason for eviction/homelessness section 21 notice – eviction without reason. The Government is consulting on this to abolish section 21 notices.  <b>Cllr. Crouch:</b> compassion of community. For instance, Parkhurst Gardens rough sleepers, Spear have engaged with these individuals.
<b>Headline Topic – RFU plans</b>	
<b>Question 16</b>	RFU plans?
<b>Response</b>	<b>Cllr. Ehmann:</b> be a better neighbour, especially for major fixtures
<b>Supplementary question</b>	Going out on rugby days need notification of road closures to residents on RFU website this info is not available at the moment.
<b>Response</b>	<b>Cllr. Khosa:</b> MATCH DAY Twitter and RFU helpline phone number is now manned.
<b>Supplementary question</b>	Twickenham junction rough to be used as an escape valve for residents, but closed on match days, could be a one-way system for residents, if well managed, to avoid rugby crowd.
<b>Response</b>	<b>Cllr Ehmann:</b> challenge of managing the path with large rugby crowds, whether this can be overcome? Cllr. Elengorn promised a further consultation on the rough access route to review how it affects residents/rugby crowds.
<b>Supplementary question</b>	RFU are not as willing to support community causes as they used to be.
<b>Response</b>	<b>Cllr. Ehmann:</b> RFU have provided community activity. Cllr Acton, Cllr Khosa and Ehmann do push for further provision.  Residents can also put pressure on the RFU. <b>Cllr Khosa:</b> councillors press to organise events in a more resident friendly way. Ward councillors know well the impact of match day events on local residents.