

## **Community Conversation**

### **Twickenham Riverside and North Twickenham and St Margarets Wards**

**Date:** 13<sup>th</sup> Oct 2020

**Time:** 6.30-8.00pm

**Venue:** Zoom

#### **Ward members in attendance:**

Cllr. Geoff Acton (St Margarets and North Twickenham) - Mayor

Cllr. Ben Khosa – (St Margarets and North Twickenham)

Cllr. James Chard – (Twickenham Riverside)

Cllr. Roger Crouch – (Twickenham Riverside) *Vice-chair of the Planning Committee and Dementia Champion*

Cllr Julia Neden-Watts – (Twickenham Riverside) Chair of the Environment, Sustainability, Culture and Sports Services Committee

**Chair:** Sue Howes, Chair of ETNA

**Police in attendance:** Inspector Rebecca Robinson, PC Gemma Holcroft

**Police Liaison Group Chair:** Susan Chappell

#### **Apologies**

Cllr. Alexander Ehmann – (St Margarets and North Twickenham) Deputy Leader and Chair of the Transport and Air Quality Services Committee

**Sue Howes Chair's introduction:** Chair of the East Twickenham Neighbourhood Association.

The real Junk Food Project has been operational throughout the lockdown serving the local community with meals and groceries. Now back in operation in the Community Centre three times a week offering hot meals and takeaway groceries on a pay as you feel basis.

ETNA is currently fundraising for a sensory garden and is selling a montage of photos of Twickenham by a local photographer and 30% of the proceeds will go to ETNA's sensory gardens. £35 per print or £135 for a framed print.

## Agenda Item One: Achievements

<b>Headline Topic: Ward Achievements</b>	
<b>Councillor</b>	<b>Achievements</b>
Cllr Acton (North Twickenham and St Margarets)	<ul style="list-style-type: none"> <li>• Community spirit overwhelming during lockdown, friends and neighbours looking out for each other and helping with food collection/shopping. What's App groups for each street caring for each other</li> <li>• Twickenham Station M &amp; S to open in December</li> <li>• Sainsburys to open in Jan 2021 at the station</li> <li>• At St Margarets Station the side gate and new ticket hall have been completed for disabled access</li> <li>• Moormead Pavilion submitting planning application in November 2020 for redesign of the Pavilion for sports and café use</li> <li>• Richmond Upon Thames College opened and the secondary school has been opened for over a year</li> <li>• Richmond Upon Thames School will have a school street</li> <li>• The site's housing development will begin at the beginning of 2021</li> <li>• There has not been an issue with rugby crowds due to the restrictions</li> <li>• Local businesses have been well supported by the Government payments – business rates rebate/businesses grant/rates holiday and discretionary loans.</li> </ul>
Cllr Neden- Watts (Riverside Ward)	<ul style="list-style-type: none"> <li>• Hopkins Architect won the RIBA competition for the Twickenham Riverside development</li> <li>• Recently the stakeholder group have been considering the Environmental Agency requirements for flooding protection for the new build. Hopkins to develop more detailed features and to go to public consultation in November 2020.</li> <li>• Marble Hill renovation is progressing and the café is due to reopen in Spring 2021</li> <li>• Sports pitches have had restricted access to allow the turf to recover</li> <li>• Lidl and Deer Park School progressing. The development has had a big impact on the neighbourhoods but the store is due to open in Feb 2021 and the school in in Jan 2021. There is now a working group of local residents liaising in relation to the streetscape with Councillors and local businesses.</li> <li>• Cllr Chard, Cllr Crouch and Cllr Roberts did a litter pick around York House</li> </ul>

	<ul style="list-style-type: none"> <li>• The Naked Ladies are due to have some specialist treatment to restore some of their features</li> <li>• Church Street has been pedestrianised throughout the Summer and consultation to take place to see if this should continue</li> <li>• The licensing team have been advising local businesses on Covid regulations and ensuring that the businesses are compliant.</li> </ul>
Susan Chappell – PLG Chair	<ul style="list-style-type: none"> <li>• Been in the Riverside PLG for 10 years and has become Chair for the last 18 months</li> <li>• The Riverside Safer Neighbourhood Team have been very supportive and the excellent support of Pam McMillan as the PLG secretary ensuring that all the meetings run smoothly</li> <li>• There has been no face to face meetings since March 2020, but still engaged with residents</li> <li>• Issues with noise from The Shack for residents in Amyand Park Road – SNT are monitoring the noise levels and Cllr Crouch is following up with the licensing team on their hours of opening.</li> <li>• Lack of social distancing on the bridge going into Beecham Road. The SNT will patrol this area more</li> <li>• New membership of the PLG during this period</li> <li>• PLG Riverside Zoom meeting for Dec 2020 planned and hope to be back meeting in ETNA soon</li> </ul>
Peter Burrow-Smith	<ul style="list-style-type: none"> <li>• The safer Neighbourhood Board covering Police Liaison Groups across the Borough</li> <li>• There are a reasonable number of Neighbourhood watch coordinators across the Borough but would still like to recruit more.</li> <li>• 2 dog watch groups for Craneford Way, but still need for further support. The dog walkers report their observations</li> <li>• The June PLG for North Twickenham and St Margarets was cancelled, but still dealing with questions by email.</li> <li>• It is still a relatively safe borough</li> </ul>
Inspector Robinson	<ul style="list-style-type: none"> <li>• Neighbourhood inspector for 80 neighbourhood teams</li> <li>• There has been a slight increase in crimes post August and the full lockdown, but Richmond is still one of the safest Boroughs</li> <li>• The Command of the South West covers Wandsworth, Merton, Kingston and Richmond Boroughs, but there is still sufficient resources for Richmond Borough.</li> <li>• Rugby crowds that were allowed into RFU were very well screened and the Covid Compliance is of a very high standard</li> </ul>

	<ul style="list-style-type: none"> <li>• Police engaging with the public in relation to infringement of Covid regulations to educate before imposing fines</li> </ul>
PC Gemma Holcroft	<ul style="list-style-type: none"> <li>• SNT working closely together across Whitton, Twickenham, Richmond and St Margarets</li> <li>• Contact points to be reinstated – in the lockdown contact points on the Embankment on Twickenham Riverside and in Moormead Park in St Margarets. Planning virtual PLG’s in St Margarets and email in questions</li> </ul>

**Agenda Item Two – open floor questions**

<b>Headline Topic E Scooter</b>	
<b>Question 1</b>	Resident (representing Heatham Alliance Community Group) The danger of E scooter to pedestrians on pavement. Is it legal to drive on the roads or pavements with no lights/license etc. There is a need to reinforce that it is illegal?
<b>Response</b>	<p><b>PC Holcroft:</b> It is a mechanical vehicle so can be used on the road. Residents need to report incidents to Safer Neighbourhood team as with any dangerous vehicle on the road/pavement</p> <p><b>Cllr Khosa:</b> Also witnessed, but know that some boroughs are trialling them officially on roads, what were the conclusion of these trials?</p>
<b>Supplementary comment</b>	E-scooter should only travel at 15 mph, but travelling at 20mpph therefore should require road tax, MOT/Insurance and lights etc
<b>Response</b>	<b>PC. Holcroft:</b> There are new probationary staff that will be particularly targeting e-scooters and raising awareness of the restrictions on their use.
<b>ACTION</b>	
<b>Headline Topic Match days at Twickenham Stadium and social distancing</b>	
<b>Question 2</b>	Harlequins had a test event at The Stoop and there were issues at the Cabbage Patch and Brewery Wharf in terms of accessing the London Road bridge safely with social distance. is it possible to close off the crowds to allow for social distancing?
<b>Response</b>	Cllr Khosa: There will be no matches in the near future, but concerns have been registered.
<b>ACTION</b>	
<b>Headline Topic Social distancing on pavements</b>	
<b>Question 3</b>	<b>Tina Bainger:</b> Footpaths are not very wide and people are not giving way. People need to walk in single file and be more considerate.
<b>Response</b>	<p><b>Cllr. Khosa;</b> There is a need to education and ensure all residents follow the precautions in place.</p> <p><b>Cllr Neden-Watts:</b> need to find imaginative ways to remind each other to be considerate and be respectful of each other’s space. Issue with signage being visible enough or just getting ignored eg Richmond Bridge one way system</p>

<b>Supplementary question</b>	Need the 'New Polite Way' to inform residents of these courtesies.
<b>ACTION</b>	
<b>Headline Topic:</b>	<b>My Local Bobby Letters</b>
<b>Question 4</b>	<b>Joanna Eschbach:</b> residents in the area have received letters from My Local Bobby offering security services. There has been a strong reaction on What's App groups about this being scaremongering. What is the background to these letters?
<b>Response</b>	<p><b>Insp. Robinson:</b> My Local Bobby statement for Nextdoor given, that the Council, Police, Safer Neighbourhood Board and the Community safety Team have all been approached by this organisation but do not endorse there services as they claim. The Police and the Council have spoken to My Local Bobby to understand their plans, but have no control over their activities as they are a private security company.</p> <p><b>Cllr. Crouch:</b> The Councillors are vehemently opposed to My Local Bobby as they are created a fear in the community. Instead residents need to take part in their Police Liaison Groups/What's App Groups and support their Safer Neighbourhood Teams. MP Wilson is also aware of the situation.</p> <p><b>Peter Burrows Smith:</b> 'On The Beat' have also been looking for business in the Barnes area as a private security company. These companies should be treated with care.</p> <p><b>Cllr Neden-Watts :</b> The Park Guard have full accreditation as security workers and are working on the tow paths/open spaces and parks whilst working with the Police and Council</p>
<b>ACTION</b>	<b>Cllr Roberts to follow up with My Local Bobby specifically in relation to them engaging with the Council.</b>
<b>Headline Topic:</b>	<b>Moormead Park anti-social behaviours</b>
<b>Question 5</b>	<b>Stephen Alexander:</b> This is a constant seasonal issue and the park patrol and Police do attend. On the local What's App there have been reports of drug dealing on Moormead and despite the Police knowing the people involved , nothing much seems to happen. Youths are constantly congregating around the playground causing anti-social behaviour.
<b>Response</b>	<p><b>Insp. Robinson:</b> The Police numbers are limited with only 2 constables and 1 PCSO. There has been also a heavy demand on Police during the lockdown due to many unlicensed music events/public gatherings. Warrants are being executed, but often by plain clothes Police. The best thing is for residents to keep reporting intelligence to the Police to be able to gather evidence to issue warrants.</p> <p><b>Cllr Khosa:</b> there was a Police meeting on Moormead 2-3 months ago and they talked of arrests being made in the locality.</p> <p><b>PC Holcroft:</b> No arrests were made and there is a need for residents to report to the Police as a lot is shared on What's App but then not reported to the Police.</p>
<b>ACTION</b>	
<b>Headline Topic:</b>	<b>Anti-social behaviour on Holly Rd/Grovenor St</b>
<b>Question 6</b>	There was a lot of anti-social behaviour on these streets during lockdown, but now that the Twickenham Police Station has reopened and the College has gone back, things are improving.

<b>Response</b>	<b>Insp. Robinson</b> – there is now a Probationary Police training centre in the Twickenham station so there will be an increased presence on the streets which will help.
<b>ACTION</b>	
<b>Headline Topic: 20mph on London Road</b>	
<b>Question 8</b>	On the right hand turn out of the station onto London Road there is no 20mph signage to indicate to drivers to keep to this speed and they often rapidly accelerate off the bridge towards the A316. This has caused a huge issue for parents crossing London Road taking their children to St Marys School. There is a need for clear signage at this junction.
<b>Response</b>	<b>Cllr Acton:</b> Has had similar experiences on this road and Cllr Ehmann has been approached on this matter. <b>Insp. Robinson:</b> The Police can enforce speeding infringements and the Safer Transport Team based in Teddington have issued fines <b>Cllr Khosa:</b> Could the Police do speed tests at this point or members of the community? <b>Cllr Roberts:</b> there are very few roads in the Borough that are 30mph, the main speed is 20mph as the default speed. The Community Speed watch scheme will be reinstated after the Covid lockdown period.
<b>ACTION</b> Signage to be looked at for 20mph on London Road at the traffic lights by Twickenham Station. <b>Cllr Acton</b> to follow up with residents	
<b>Headline Topic: Graffiti on the railway bridge</b>	
<b>Question 9</b>	<b>Neil Summers:</b> Can something be done about the graffiti on the railway bridge?
<b>Response</b>	<b>Cllr Crouch:</b> a matter for Network Rail and the Council
<b>ACTION</b>	<b>Cllr Crouch</b> to follow up removal of graffiti
<b>Headline Topic: Police follow up with victims after a crime</b>	
<b>Question 10</b>	There is a need for the Police to follow up after a crime is committed with the victim.
<b>Response</b>	<b>Insp. Robinson:</b> The victim should be issued with a crime reference and an officer should update them within 28 days of the crime occurring.
<b>Supplementary Question</b>	<b>Stephen Lloyd:</b> need for more neighbourhood watch in certain areas. Attended a seminar where they were trying to recruit coordinators.
<b>Response</b>	<b>Cllr. Khosa:</b> The Neighbourhood watch scheme has been very successful and works well with the Safer Neighbourhood Team
<b>ACTION</b>	
<b>Headline Topic: Theft from cars</b>	
<b>Question 11</b>	<b>Lindsay Roberts Warren:</b> In relation to the crime figures would like to ask about the number of CAT converter being stolen – why is there a rise in this crime?

<p><b>Response</b></p>	<p><b>Insp. Robinson:</b> There are spikes of these thefts at the moment as the group of criminals tend to move around areas. Theft from motor cars is a priority crime for the Police and they are reviewing crime patterns. The Safer Neighbourhood Board have been looking at crime prevention kits and awareness for certain car models that have Cat convertors.</p> <p><b>Clr Khosa:</b> certain car models are prone to theft. Drivers have been approached to make their vehicles more secure. The Honda Jazz/Toyota Priya in particular and the Toyota garage has been approached in relation to this problem. Newer versions of this model are being made more secure.</p> <p><b>Peter Burrows Smith:</b> there are precious metals in the Cat Convertors and older models of these cars are still very vulnerable to crime.</p>
<p><b>ACTION</b></p>	
<p><b>Headline Topic: Street beggars</b></p>	
<p><b>Question 12</b></p>	<p>Live on King St and often have a beggar in their doorway in the morning. What should we do?</p>
<p><b>Response</b></p>	<p><b>PC Holcroft:</b> Report to 101 and then the Police will make the beggars aware of their anti-social behaviour. Police need to have this evidence so that they can trace professional begging rings to ascertain the bigger picture</p> <p><b>Susan Chappell:</b> There is a big difference between homeless and professional beggars. The Safer neighbourhood team are well versed on dealing with the situation. There is also a risk of being made to beg under force – so they may need support as well.</p>
<p><b>ACTION</b></p>	