

Community Conversation Twickenham South and Twickenham West Wards

Date: 2nd Dec 2020 **Time:** 6.30pm - 8.00pm **Venue:** Zoom

Ward members in attendance:

- Cllr. Piers Allen (West Twickenham) *Chair of the Adult Social Services, Health and Housing Services Committee and Chair of the Health and Wellbeing Board*
- Cllr. Alan Juriansz (West Twickenham) *Vice-chair, Policy and Performance Review Board*
- Cllr. Helen Lee-Parsons (West Twickenham) *Chair of the Regulatory Committee*
- Cllr. Richard Bennett (South Twickenham) *Leader of the Opposition Minority Group and Green Party Group*
- Cllr. Michael Butlin (South Twickenham) *Armed Forces Champion*
- Cllr. Katie Mansfield (South Twickenham) *Vice-chair, Transport and Air Quality Service committee*

Chair: Helen Williams, previous Chair of Friends of Twickenham Green

In attendance: PC Russ Woolcott, PC Ray Sullivan, Insp Rebecca Robinson, Clare Head (PLG Chair-South Twickenham), Ray Williams (PLG Chair-West Twickenham) PLG = Police Liaison Group

BSL signers

Agenda Item One: Ward Achievements

Headline Topic: Ward Achievements	
Councillor	Achievements
Cllr Bennett – South Twickenham Ward	<ul style="list-style-type: none"> - Have been dealing with alcohol and drinking on Twickenham green and drug dealing. Working with the Police, park guards and sorting out CCTV provision - CCTV: only 75 fixed CCTV in the borough, mostly in Twickenham and Richmond. Issues over the number of portable cameras and monitoring footage. - Radnor gardens café reopening in Feb 2021
Cllr. Mansfield – South Twickenham Ward	<ul style="list-style-type: none"> - Appreciate community safety concerns, a lot of communications over Twickenham green - Wearing of masks and enforcement of safety going into shops and following Covid 19 guidelines

	<ul style="list-style-type: none"> - Community conversation on Monday for St Richard Reynolds school street impact. - Twickenham Green grass, now fertilised and reseeded, - Local Area Fund submissions going forward, still opportunity to submit further project ideas - Cross Deep, Radnor Gdns speed of traffic on these roads - Cllr Butlin looking at re location of recycling units in the ward
Cllr Piers Allen – West Twickenham	<ul style="list-style-type: none"> - Reviewing local area fund to improve access near the David Llyod Centre, clearer entrance and path away from vehicles, update play equipment. - Support to Friends of Kneller Gardens, indoor space at the Kneller Gardens pavilion, enhance community asset in the ward. Friends of Kneller Gardens will need further match funding - School streets in ward: Trafalgar schools, Jack and Jill school are pilot schemes. First Cross Road scheme has taken longer to establish, but local residents are now manning temporary barriers to implement the scheme.
Clare Head – PLG	<ul style="list-style-type: none"> - Twickenham Green issues, urination, defecating on resident’s properties still no progress. Sainsburys had licensing hours shortened. Some progress needed. Toilet on the Green needed as Arthur’s is not allowing people to use their toilet. - As Chairman of Friends of Radnor Gardens moved previous management team of the café. The running of the café has been handed back to the Council. Brew Café chain will be operating the café.
Ray Williams – PLG	<ul style="list-style-type: none"> - PLG introduction – resident’s opportunity to access to Safer Neighbourhood Team and Councillors. West Twickenham PLG normally meets in Waldegrave School, 7.30-9.00pm. Updated on crime stats from SNT, residents can contribute to both the Police and Council to address community safety problems. - School boy held at knife point, walked to alley and had bike stolen. Local residents concerned about lighting in the alley, local council issues. At the PLG meeting Councillors and Police can review these issues together. - Since lockdown have not met. But will try Zoom, 3rd Dec on MS Teams, hosted by the Police.
Mark Wolski – Community Safety Team	<ul style="list-style-type: none"> - (Vulnerabilities Manager). Raise awareness of White Ribbon Day. 25th Nov – International day for the eradication of violence against women and girls originated which in 1960. (<i>Presentation as follows</i>) <p>7 key facts</p> <ul style="list-style-type: none"> • Under-reporting: Estimated to be under-reported by 40% • Demand: 1.2 million crimes per annum, 25% are committed against men • Risk: Each year, 100,000 adults are at high risk of serious harm / murder

- **Time:** On average, victims live with domestic abuse 2 to 3 years before getting help
- **Suicide:** It is estimated that 3 women a week take their own lives as a result of DA
- **Children:** Around 18% of children in domestic abuse households are injured as a result (*64% of high and medium risk cases have children*)
- **Cost:** The cost of a single victim is estimated at £34k. A Homicide is estimated to cost £2.2 million

6 key local facts

- Domestic Abuse Crimes compared to the same period last year remain static (319 v 319) (August to October)
- For the financial year to date (all within the coronavirus pandemic), have increased by 5.9%(701 v 662)
- Hampton North contributes 10.7% of all DA crime. (The highest proportion of 19 wards)
- Hampton contributes 3.6% of all DA crime
- The average number of cases at Marac has risen by 47% (21 to 31 cases per month)
- The demands on advocacy services has risen by around 50% comparing quarterly demands this year (Covid) versus same period last year

5 myths

- It only happens to a certain type of person
- People choose abusive partners
- It's just the odd domestic row – all couples have them
- Children don't see the abuse so are not affected
- Not round here

4 things to look for

- You're becoming a lot more critical of yourself — thinking you are stupid or fat or very lucky to have a partner.
- You give up on your own opinions and think your partner is right about everything.
- You're feeling more stressed or worried all the time; you feel nauseous or have bad butterflies. Sometimes stress can also stop us eating and sleeping properly, or cause us to have headaches.
- You have that 'dreaded' feeling more often.

- You're scared of how your partner will react to a situation.
- You avoid saying something because you don't want to upset your partner.
- You feel scared when your partner is angry because you can't predict their behaviour.
- You're feeling a pressure to change who you are or move the relationship further than you want to.
- You feel like you're walking on eggshells.
- You're staying in more and seeing less of family and friends to avoid arguments with your partner.

3 Domestic Homicide Reviews

- **Name:** Laureline Garcia-Bertaux DOB 25/11/1984
Summary of case: The victim was reported missing by her family on the 5th March 2019. Her body was found in a shallow grave in the rear garden of 4 Darell Road, Richmond, Surrey TW9 4LQ. The suspect was arrested in Estonia, his home country, and subsequently charged with her murder. Imprisoned for 24 years.
Number of panels 6 panels so far. Next one 15th Jan 2021
Early learning Awareness of DA by foreign nationals residing in the UK - an option to include a national recommendation in the DHR for the Gov.UK website accessed by overseas nationals outside and within the UK that details Domestic Abuse is not acceptable in the UK and details of the Domestic Abuse Helpline.
Timeframe for conclusion – In 2021 - overview report is being drafted.
- **Name:** Layla Arezo d.o.b 01/08/45 and Akbar Arezo d.o.b 01/01/55
Summary of case : Perp is the son with MH issues, killed his parents in July 2019 by stabbing.
Number of panels: 6 panels so far. Next one 15th Jan 2021
Early learning: IKWRO, specialist support service is assisting the panel with understanding Afghani's community understanding and treatment of mental health within the family, and their approach to domestic abuse. Looking at how services reach out to hard-to-reach communities and improve accessibility
Timeframe for conclusion – In 2021 - overview report is being drafted.
- **Name:** Hayleigh FFRENCH
Summary of case : died in Dec 2018 being 18 years old. Was under Leaving Care Team Within AFC in Richmond. Moved across country. Resettles in Harrow/Brent. Died in the borough of Lambeth. Cause of death – stab wound to thigh. Insufficient evidence to prosecute. Safeguarding Childrens Review undertaken. DHR owing to short history/evidence of DA between deceased and boyfriend
Number of panels:1
Early learning: TBC
Timeframe for conclusion: 2021

2 ways to seek help

The main domestic abuse services to contact

- **Richmond borough - Refuge** (Independent Domestic Violence Advisor (IDVA) and Outreach Service) **020 8943 8188** Monday – Friday 9am-5pm

Other services

- **Metropolitan Police** - if in an immediate danger, always call **999**. For non-emergencies, dial **101**.
- **One Stop Shop service** is closed until further notice, however residents can contact Refuge on **020 8943 8188**. This service is open Monday – Friday, 9am-5pm
- **National Domestic Violence Helpline 24/7** **0808 2000 247**
- **Housing options** – if you are at risk of homelessness, please contact Housing Information and Advice Team **020 8891 7409**.
- **Adult Social Services** - **020 8891 7971**
- **Children and Family Support Services** - **020 8891 7969**
- **Age UK Advice Line** **0800 678 1602** Lines are open 8am-7pm, 365 days a year [Click here](#)

1 key message

Domestic Abuse is unacceptable

Whilst the volume of Domestic Abuse Crimes continues to fluctuate, the snapshot of data below provides an insight into current demand levels.

- Domestic Abuse Crimes compared to the same period last year remain static (319 v 319) (August to October)
- For the financial year to date (all within the coronavirus pandemic), have increased by 5.9 (701 v 662)

The wards of highest demand are Hampton North, Heathfield and North Richmond that accounts for 10.7%, 8.9% and 7.4% respectively.

Inference: there has been a significant increase in the volume of domestic abuse since the pandemic.

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Insp. Rebecca Robinson	<ul style="list-style-type: none"> - In charge of Safer Neighbourhood Teams for the whole of Richmond - Different year of crime. Crime went down in lockdown, rose after that, over 2nd lockdown, extra officers out in Richmond for ASB, stop and search and arrests have taken place. Now in winter plan; robbery, ASB and areas of high harm are the main priorities. Covid concerns are being addressed by specialist Covid cars for groups of 6 and more in Richmond and Kingston. Probationary officers joining team on six month rotations to go in areas of higher risk. Also using special constables and working with the Council.
PC Woolcott	<ul style="list-style-type: none"> - (West Twickenham Ward) Theft from motor vehicles, ASB in Kneller Gardens, burglaries, bogus calls and scams. Twickenham cluster work with Hampton Hill, Heathfield on drug offences and ASB across the whole cluster with stop and search. Platform on social media on twitter, Nextdoor and OWL to communicate.
PC Sullivan	<ul style="list-style-type: none"> - (South Twickenham Ward) Theft from motor vehicles, theft of cycles from sheds, ASB on Twickenham Green, crime prevention campaign on bike thefts.

Agenda Item Two – open questions

Headline Topic	E-scooters
Question 1	Victoria Nurse: TFL wanted to trial run rental e-scooters, is Richmond council taking part? Concerns about e-scooter, clipped by e-scooter, in wheelchair, safety of residents, push chair users, walker users. Found e-scooters on pavement abandoned. Using cycle lanes, concern about them being hit by vehicles. No helmets or protection?
Response	<p>Insp Robinson: Met has to support Govt initiative, but mechanically propelled so have to abide by highway laws. Police still interpreting these laws. There is specific operations around targeting e-scooters, which traffic colleagues are looking into. It is an offence to ride on pavements.</p> <p>Cllr Mansfield: Need to get balance right, have to improve environment and active travel. Opportunities to be active versus safety considerations has been discussed at Council. If trial is to take place, it will need to be under lots of constraints imposed.</p>
Supplementary comment	Are there any thoughts to encourage advertising encouraging e-scooter users to use a helmet/safety precautions
Response	Insp Robinson: Colleagues in the Council in the Community Safety Team will do safety promotion

	<p>Ray Williams: OWL reported letter sent to retailers from the Met Police to advise road users that e-scooter use is illegal on the roads and pavements. Rental services could license the vehicle.</p> <p>Cllr Butlin: Illegal as do not have rules and regulations on the public highway. Some Police have taken e-scooters away. TFL pilots will be very tightly controlled. The test sites require e-scooter users to have a driving license and the e-scooter is monitored for speed. E-scooters have no protection, cracked paving stones can easily knock them off.</p> <p>Insp Robinson: if problems with e-scooter report via 101 system or online reporting. May not get Police response immediately, but it is important intelligence for future actions</p>
ACTION	
Impact of 20mph on road safety	
Question 2	Paul Tanto: What has the impact of the 20 mph been on road safety?
Response	Inspector Robinson: Safer Transport Team would know the impact of the 20mph.
ACTION	Inspector Robinson to check with Safer Transport Team on impact of 20mph speed limit
Headline Topic Theft of milk and deliveries from door steps (Milk and More)	
Question 3	Betsy Stanko: For 2 months have suffered theft of milk and reported online, but seen as minor crime and couldn't identify the perpetrator. Personally, clinically vulnerable, but many neighbours have been affected. Taking many bottles, systematic theft. Noted online crime report. Two streets have been targeted and has had a great impact in the area.
Response	PC Williams: Talbot Road and Marsh farm Rd have been impacted. Have picked up report from Betsy, aware of situation. Need neighbours to confirm as well.
ACTION	Police to follow up with Betsy Stanko
Headline Topic: Barclay Driscoll – Police on Twickenham Green	
Question 4	Barclay Driscoll: Spent time with Police in patrol car in Strawberry Hill, Teddington and Twickenham. A lot of groups of young people on the green 12-13 people, pulled up at Green on First Cross Rd and went to the pavilion and saw significant drug usage and ASB, asked for units to attend and stop and search. Stopped at Radnor Gardens and next to the gazebo there were large groups of young people with bikes, but disappeared and same at Kneller Gardens, groups by the river. Large groups, disappeared when saw Police, drug usage was witnessed. ASB regularly happening on the Green, weekly weekend occurrence, beyond the Summer just less obvious.
Response	Insp. Robinson: Issues have not been forgotten, over the Summer urination tickets were issued. Safer Neighbourhood Team has 2 constables on shift, but sometimes taken out of the area to illegal music events. Please report instances, 101, and work with Councils to install CCTV.
Supplementary Question	Nigel: Is it possible to have CCTV at the pavilion?
Response	Insp Robinson: Certain number of rapid release CCTV cameras. At the moment, one is on Popes Grove for urination issues, could be moved to the pavilion.

	<p>Cllr Bennett: Loud music and drug taking at the pavilion, Police could disperse but not always available. Park guards cover 163 green spaces and do not have the same authority as the Police, still requires Police intervention.</p> <p>Insp Robinson: Working with park guards to bolster numbers of Police, over Summer got arrests from evidence provided by park guards. Partner with park guards and Covid marshals now being worked with.</p> <p>Chair: Park guards were reporting, do we still have park guards in vicinity?</p> <p>Insp Robinson: Now working with Covid marshals</p> <p>Cllr Allen: In the Summer period there was a community conversation on Twickenham Green specifically.</p> <p>Cllr Roberts: Park guards had additional enhanced park guard service in the Summer. They are still available but back to normal numbers. Targeted response needed, if we find the issue arises again. Also spending on Covid marshals provided by park guard and covering the tow path in Barnes.</p>
Supplementary Question	Tony Jenni: Kneller Gardens – few beer cans around, but generally well behaved with music only. Kneller Gardens toilets were out of action for weeks, completely unacceptable. Toilets need to be repaired rapidly.
Response	<p>Cllr Allen: They were badly vandalised, took some time to repair until safe. Park Officers and Councillors were keen to have them back into use.</p> <p>Chair: Where can residents report vandalised toilets, to the café or directly to the Council?</p> <p>Tony Jenni: Councillor’s response was excuse, responsibility of the Council to repair promptly.</p>
ACTION	Police to look into relocation of CCTV camera to the Pavilion
Headline Topic: Stolen bikes	
Question 5	Chris King: In Crane Park towards the Shot Tower, there was a discarded bicycle by the path. Rang Police to report stolen bike and was told it was a Council issue and then the Council returned me to the Police. Where do you report an abandoned bike? Report as fly tipping?
Response	<p>Insp Robinson: Sorry you got that response from the Police, SNT details to be shared to contact directly.</p> <p>Chris King: isn’t there a marked database for bikes to identify a bike?</p> <p>PC Sullivan: Stolen property is advertised on social media for recovery</p> <p>PC Sullivan: If abandoned bike is of high value the Police will pursue, but if property abandoned on the street is of low value it becomes a Council issue. The Police do provide a marking service and put on bike register.</p>
Headline Topic: Cycle infrastructure on Staines Rd	
Question 6	Jack: More cyclists on Staines Rd for school run, but the amount of speeding cars has also increased on the road. An FOI request recorded 20 cars caught at 65mph at the Mill Road section of Staines Road. Parking in cycles lanes, despite the fact houses have driveways, no parking restrictions and no segregation of cycle lanes. Cycling on pavement is not ideal for pedestrians.
Response	Cllr Mansfield: Staines Rd is being reviewed by the Transport and Air Quality Committee, and they would want a segregated cycle lane. A bid for funding from TFL for infrastructure has been made with no success in bids. Only Kew Rd cycle lane has been implemented.

Supplementary Question	Jack: Consider resident parking permits, instead of driveways, discouraging number of cars for each household. Charge for parking thereby raise money for infrastructure.
Response	Cllr Mansfield: CPZ would be required for controlled parking and the community would need to advise the Council of the need for a CPZ. Cllr Juriansz: New CPZ up to Fifth Cross Road consultation being carried out at the moment, but Sixth Cross Rd area didn't want to be included in this CPZ area.
Supplementary comment	Ray Wiliams: (Staines Road resident) From Mill Road side to Beefeater was pretty empty of cars, but Staines Rd has become a car park. Free parking for people getting buses to Heathrow and Kingston. Constantly fill cycle lanes, block view out of driveways.

Headline Topic Domestic Abuse	
Question 8	Sarah Ford: Is the Borough looking to get White Ribbon Status in the Borough. It is endemic and huge cost of homicide, convictions. Need for education. Start a conversation in the Borough through the schools as assaults carried out on the premises of schools.
Response	Mark Wolski: Recently leading light status and accreditation across a range of activities, new board formed. Invest time into education, activity in schools in critical decision making wise decisions