



Community Conversation

St Margarets & North Twickenham; Twickenham Riverside Community Conversation

DATE: 6:30pm – 9pm, Wednesday 10th September 2025

VENUE: York House, Richmond Road, TW1 3AA

CHAIR: Julie Gavin, Capacity Building Manager, Richmond CVS

AGENDA

6.30pm – 7.00pm:	Refreshments and Council information stands
7.00pm – 7.10pm:	Welcome and Introduction to the Community Conversation
7.10pm – 8.10pm:	Priority themes discussion 1. Town Centre Vitality 2. Care for the Environment 3. Community Safety 4. Pedestrians and Cycling (Brief introduction of each theme followed by comments, observations, and questions from the audience)
8.10pm – 8.50pm:	Open conversation with the audience
8.50pm - 9.00pm:	Event close



Community Conversation

COUNCILLORS IN ATTENDANCE:

St Margarets and North Twickenham

- Councillor Alexander Ehmann
- Councillor Katie Mansfield

Twickenham Riverside

- Councillor James Chard
- Councillor Julia Neden-Watts
- Councillor Stephen O'Shea

APOLOGIES

- Councillor Ben Khosa

Theme 1	Discussion
Town Centre Vitality	<p>Introduction from Councillor James Chard</p> <p>Over recent years, town centres have faced a range of challenges — from the rise of online retail to increases in national insurance and business rates.</p> <ul style="list-style-type: none"> • While pre-COVID footfall patterns haven't fully returned, the shift towards working from home presents new opportunities. It makes the borough a more attractive location for businesses to relocate to. • The Council has been working to reinvigorate the town centres through vibrant events such as the High Tide Festival and the Centre Stage Festival in Richmond helping to bring people together. • Improvements to the public realm have also been a priority, with a focus on pedestrian spaces. Notable progress has been made in East Twickenham, and further opportunities lie ahead — including the Riverside Development and initiatives led by Cllr Mansfield to enhance Richmond Town Centre. • Not all aspects are within the Council's control — for example, business rates or the ability to approve or refuse specific business tenancies.



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	<ul style="list-style-type: none"> The Council is keen to hear from residents about how we can make town centres more vibrant, welcoming, and well-used. Residents' views are vital in shaping the future of borough's town centres. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> Local groups have highlighted a lack of child-friendly spaces in Twickenham, particularly for mothers on maternity leave. In St Margarets, concerns have been raised about the deteriorating public realm, absence of public consultation, and issues with litter and bin management. Residents have requested clarity on future funding, especially regarding road safety improvements at the Crown Road junction. Road access and safety remain key priorities. Building on progress in East Twickenham, there is a strong call to address safety concerns at key junctions and enhance the retail offer in the area. Littering, particularly from disposable coffee cups, is a recurring issue. Businesses are encouraged to offer incentives for reusable cups to help reduce waste. Richmond Town Centre faces challenges around its retail mix and meeting diverse community expectations. Feedback includes a desire for more greenery and youth-focused activities. Ideas such as temporarily closing George Street for events are being explored as part of the long-term strategy for town centre development over the next 10–15 years.
Theme 2	Discussion
Care for the Environment	<p>Introduction from Councillor Julia Neden-Watts</p> <ul style="list-style-type: none"> The Council continues to work closely with its waste collection contractor to ensure public spaces are kept clean. While the contractor is performing well, occasional issues with windblown or spilled waste remain. These are being addressed through joint efforts including deployment of dedicated spillage crews. A new team of waste management officers has been appointed, each responsible for a specific area of the borough. They are actively engaging with the contractor to improve service delivery. To tackle fly-tipping, the Council has increased enforcement measures and installed mobile cameras in hotspot areas.



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	<ul style="list-style-type: none"> • The Council has adopted the Richmond Climate and Nature Strategy (RCNS), setting out its climate and biodiversity priorities for the next five years. • Tree planting continues to be a success, with ongoing collaboration with researchers, including Kew Gardens, to identify resilient species. • The Friends of Street Trees initiative promotes awareness and investment in urban tree species. Residents interested in becoming Street Tree Champions are encouraged to get involved. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> • Residents have reported poor coordination between the Council's tree and highways teams, resulting in delayed and ineffective responses. • Tree root overgrowth is causing infrastructure damage, highlighting the need for phased replacements. • Footpaths on St Margarets Road are in poor condition, with persistent litter and un-swept curbs. • Concreted front gardens are contributing to reduced tree planting opportunities and drainage issues. Public education on sustainable landscaping is recommended. • Concerns have been raised about invasive tree species. The Council is reviewing planting strategies to prioritise non-invasive alternatives. • Some residents expressed dissatisfaction with communication and response times from the Council. <p>ACTION: Cllr Neden-Watts to continue to liaise with the Council's Trees team to ensure timely responses to resident enquiries and concerns.</p> <p>ACTION: Cllrs Mansfield, Ehmann and Khosa to follow up with specific concerns raised around issues in St Margarets and on St Margarets Road re: drains being blocked with weeds and growth/roads and paths being covered in litter and leaves.</p>
Theme 3	Discussion
Community Safety	Introduction from Councillor Katie Mansfield



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	<ul style="list-style-type: none"> Richmond remains one of the safest boroughs in London, despite some public concern around crime. The most reported offences include theft, violence against the person, vehicle crime, and burglary, often concentrated in specific areas. The borough faces challenges due to limited police resources. As a lower-crime area, Richmond often receives fewer policing allocations, particularly when resources are redirected to higher-need areas. The announcement of Twickenham Police Station's closure has raised concerns. The Council is actively campaigning against this decision to maintain a visible and accessible police presence in the borough. The Council continues to work closely with local Police Liaison Groups to address community safety concerns. Residents are encouraged to get involved and attend upcoming meetings: <ul style="list-style-type: none"> St Margarets – 8th October Twickenham Riverside – 20th October Key Crime Types in the Area: Theft, Violence Against the Person, Vehicle Offences and Burglary For crimes such as theft and burglary, both the Council and the police urge residents to report incidents via Met Engage, a platform designed to keep communities informed and connected. Signing up ensures access to timely local crime updates. When specific issues are identified during liaison meetings, police officers may follow up directly with affected community groups to provide support and address concerns on a street-by-street basis. Discussion of local Anti-Social Behaviour (ASB) Hotspots: <ul style="list-style-type: none"> St Margarets & North Twickenham: Richmond College and Craneford Way. Response includes targeted patrols, ASB notices, partnership working, and use of stop and search powers. Twickenham Riverside: Garfield Road and Aragon Road Car Park. Joint enforcement efforts with the Council and voluntary sector have led to property closures due to drug-related activity.
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	<ul style="list-style-type: none"> Violence Against Women and Girls (VAWG): The Council is actively working with police and partners to raise awareness, change behaviours, and support community-led initiatives. This includes bystander intervention training delivered by the Council. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> Violence Against Women and Girls (VAWG): VAWG, violent and sexual offences account for approximately 50% more incidents than other crime types. Richmond Council has a strong VAWG strategy in place; however, there is concern that police efforts remain insufficient, and a significant proportion of incidents go unreported. The Council delivers programmes to support in tackling VAWG, working in partnership with local organisations to challenge harmful attitudes and promote cultural change around gender-based violence. Headline VAWG crime statistics are available and are regularly discussed at Police Liaison Groups (PLGs). Twickenham Police Station Closure: The proposed closure of Twickenham Police Station's front desk has raised concerns locally. While no final decision has been confirmed, the Metropolitan Police has indicated plans to close several stations across London. The Council hopes that public consultation will be undertaken before any decision is finalised. Ward officers will continue to operate in the area, and the Metropolitan Police has introduced a new digital engagement platform, Met Engage, to maintain communication with residents. The Council will continue to monitor developments and keep the public informed.
Theme 4	Discussion
Pedestrians and Cycling	<p>Introduction from Councillor Alexander Ehmann</p> <ul style="list-style-type: none"> Public Realm and Active Travel Improvements: The Council is investing in pavement repaving and resurfacing over the next three years. However, it is expected to take up to a decade to significantly improve overall road conditions across the borough.



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	<ul style="list-style-type: none"> Recent consultations on the Active Travel Strategy confirms that walking and cycling will be central priorities. Pilot schemes to enhance pedestrian access are already underway. Cycling infrastructure improvements are being proposed, particularly in Twickenham town centre, in response to upcoming developments in the area. Concerns have been raised about cyclist behaviour. There is a need to promote mutual respect between cyclists, motorists, and vulnerable road users to ensure safer, more inclusive streets. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> Cycling on the Pavement and Risk to Pedestrians: Cycling on pavements is illegal, but the Council does not have enforcement powers and enforcement by Police is limited. Dedicated cycling infrastructure exists, and current efforts are focused primarily on education. The Council supports road safety programmes, particularly for young people, and is committed to promoting respectful behaviour among all road users. Clear communication is needed to reinforce expectations and responsibilities. Lime Bikes and E-Bike Concerns: Ongoing concerns have been raised regarding Lime bike parking, including obstruction and property damage. Issues should be reported directly to the provider. The Council continues to review its contract with Lime. Concerns raised about unregulated e-bikes and e-scooters, particularly those exceeding speed limits or operating illegally. The Council is actively lobbying central government for stronger regulation, including insurance and enforcement requirements. Pedestrian Access and Safety: Concerns have been raised about pedestrian access around hoardings and scaffolding, particularly for those with prams or mobility needs. The Council is reviewing these issues and safety impacts.
Open Forum	Discussion



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Moormead Pavillion Redevelopment	<ul style="list-style-type: none"> • The Council is working in partnership with Moormead Community and Sports Pavilion on the redevelopment of the pavilion. A lease has been signed, marking a significant milestone in the project. • Minor design revisions are currently underway to help reduce overall costs. • The Council has committed £150,000, and Moormead CSP has successfully completed a crowdfunding campaign to support the project.
Lack of Surveillance and Policing	<ul style="list-style-type: none"> • Concerns about the lack of visible policing and surveillance, particularly around Richmond Station. Reports have been made to the police regarding safety issues, and the closure of Richmond Police Station, and limited presence at Teddington and Barnes due to funding cuts, has contributed to concerns. • British Transport Police are responsible for policing the station, but local teams aim to maintain visibility. • The Council encourages residents to report incidents via Met Engage and to contact local ward teams.
Parking changes on Twickenham Riverside	<ul style="list-style-type: none"> • Concerns raised over recent parking changes, introduced as part of a six-month trial, including lack of consultation and communication, negative health impacts, and legal compliance. <p>ACTION: Councillors have noted these concerns and will follow up via the appropriate channels. Cllr Stephen O'Shea and Cllr Alexander Ehmann both offered to follow up after the meeting has concluded.</p>
Allianz Stadium Planning Application	<ul style="list-style-type: none"> • The consultation on the Allianz Stadium planning application has closed. The current planning permission allows up to three concerts per year (maximum capacity 55,000). The RFU has applied to increase this to up to eight major non-sporting events across 15 event days annually, with a proposed capacity of up to 75,000. A phased introduction is proposed between 2026 and 2028. • No decision will be made until after the Licensing Committee meeting in September, where residents will have the opportunity to speak. • Concerns have been raised regarding the impact on family-friendly access due to potential road closures. Councillors are actively seeking clarity on local impacts through formal planning processes.



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	<ul style="list-style-type: none"> Residents have also expressed frustration about the cumulative effect of major events in Twickenham, particularly on rugby match days. The Council recognises the need to consider the views of vulnerable groups and broader community impacts. The Council has issued a positive Environmental Impact Assessment (EIA) screening and is awaiting the submission of a full Environmental Statement before the application can be validated. Key areas for assessment include transport, parking, noise, air quality, local amenity, and socio-economic impacts.
Family Friendly Provision	<ul style="list-style-type: none"> The Richmond Town Centre Masterplan includes a strategic focus on enhancing services and spaces for children and young people. The first Family Hub opened at the White House in June 2024, with a second hub planned at Heatham House. Investments have been made in leisure facilities, including Pools on the Park and Teddington Pools. Over 50% of schools in the borough now benefit from School Street schemes, improving safety and reducing air pollution around school sites.
Blue Badge Parking	<ul style="list-style-type: none"> Concerns raised about the limited provision of Blue Badge parking, with only one designated bay on George Street. A request has been made for the Council to consider increasing the number of accessible parking bays. The need for more disabled seating within the town centre was highlighted. The Council is exploring interventions to improve accessibility and inclusivity for all residents. Sit Stop is available in venues across the borough, with over 100 shops and businesses registered to support those being able to sit down if needed, without any obligation to purchase.
Close	<ul style="list-style-type: none"> Chair: Thanked everyone for their contribution.