



Community Conversation

Fulwell and Hampton Hill; Hampton; Hampton North Community Conversation

DATE: 6:30pm – 9pm, Monday 16th June 2025

VENUE: St James' Church, Hampton Hill, TW12 1DQ

CHAIR: Richard Barron, Chief Executive, The Hampton Fund

AGENDA

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| 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 <ul style="list-style-type: none"> • Public Transport • Community Safety • Supporting Local Businesses (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:

Fulwell and Hampton Hill

- Councillor Jonathan Cardy – Chair of the Planning Committee
- Councillor Matthew Hull
- Councillor Caroline Wren

Hampton

- Councillor Sam Dalton
- Councillor Suzette Nicholson
- Councillor Gareth Roberts - Leader of the Council

Hampton North

- Councillor Carey Bishop
- Councillor Jeremy Davis
- Councillor Elizabeth Gant

| Theme 1 | Discussion |
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| Public Transport | <p>Introduction from Councillor Gant</p> <ul style="list-style-type: none"> • Overall public transport accessibility is very low by London standards, with only Fulwell Station rated as average. Some parts of Hampton have no rating. • Bus services are low frequency and run by Transport for London (TfL). Trains (Shepperton to / from Waterloo) run every 30 minutes, operated by South Western Railway, now being nationalised. • Both reduced in response to COVID, and neither fully reinstated, but usage also not fully returned. • TfL and Government funding constraints mean no major service increases expected. • Promised improvements linked to Crossrail and ULEZ haven't materialised, except for SL7 Superloop (which doesn't stop in the area). • Council funds the Freedom Pass locally, contributing more to TfL than it receives for highways. • Bus stops often lack shelters, seating, or real-time info, which matters given low service frequency. • Limited transport options mean low resilience - disruptions leave few alternatives. • Electric buses (e.g. 33, 111, 281, R70) now running, with charging at Fulwell, all routes to be electric by 2034. • Teddington Station now has lifts for better accessibility. • Bus performance has improved recently, likely due to Manor Circus works. • Council doesn't manage transport but improves access via better pavements, crossings, and cycle parking. |



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| | <ul style="list-style-type: none"> Complaints about e-bikes noted, but they help bridge gaps in transport and offer vital alternatives. Over 1,700 comments received in borough-wide transport strategy consultation. Key local concerns include poor Sunday rail frequency and lack of buses in Hampton Common. Feedback will guide Council lobbying priorities. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> Bus driver changes: concerns raised about delays on route 70, 285, and R68. Cllr Cardy noted these are for breaks and service regulation and regularly discussed with operators. Train services: limited trains to Richmond. Council continues to lobby TfL. School travel and traffic: issues with school drop-off traffic, especially near Twickenham School. Potential solutions include better cycle networks and improved school travel plans, alongside existing parking restrictions. Council working with schools and on infrastructure. Buses speeding: Cllr Cardy to raise concerns with TfL and suggest police monitoring at Hampton bus garage. 20mph speed limit: data shows collisions are down by 30-40%, showing safety benefits. E-Bike and cycling issues: concerns about speeding, pavement cycling, and parking. Police monitoring hotspots and the Council is in talks with Lime about better management. SL7 Superloop Bus: calls for stops in the area, though concerns about people parking in area to get to airport. Councillors will raise with TfL and bus operators. Hampton Hill Station: could be used more, discussed with TfL but would require major investment. Traffic and roadworks: congestion from M25 and M3 roadworks and Thames Water works on Upper Sunbury Road. Closure planned on A308 from July to October 2025 to replace vehicle barrier fence at Hampton Water Treatment works for safety improvements. Detail on the Council website. |
| Theme 2 | Discussion |
| Community Safety | <p>Introduction from Councillor Nicholson</p> <ul style="list-style-type: none"> 'Making Richmond safe' is a priority in Corporate Plan and Richmond Community Safety Partnership Plan 2024-2027, with aspiration to be London's safest borough. 12,228 reported crimes in last year (3.1% increase), but offences per 1,000 population still lowest in London. |



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| | <ul style="list-style-type: none"> • Top four crime types in the borough are theft, violence against the person, vehicle offences, and burglary. • Local top four crime types: <ul style="list-style-type: none"> ○ Fulwell and Hampton Hill: violence against the person, theft, drug offences, vehicle offences. ○ Hampton: violence against the person, theft, arson and criminal damage, and burglary. ○ Hampton North: violence against the person, theft, vehicle offences, and burglary. • Richmond is part of a four Borough Command Unit (BCU) with Wandsworth, Merton and Kingston. The Borough Commander is Clair Kelland, local inspector for Twickenham side is Inspector Jon McLoughlin. • Two local Safer Neighbourhood Teams, headed by Sergeant Jason Hudson in Fulwell & Hampton and Sergeant Paul Rogers in Hampton & Hampton North. Both have two constables and a community support officer. • Residents encouraged to sign up to Met Engage: free messaging service for crime updates and safety advice. • Crime prevention advice can be found on the Met Police and Council websites. • The Council has a strategy to end Violence Against Women and Girls and information on the website. • Residents encouraged to attend Safer Neighbourhood Board and Police Liaison Group meetings. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> • Data: information provided on the Met Police website. • Crime reporting: Cllrs urged residents to report all crimes to police, including drug offences and stolen packages (latter also to couriers). |
| Theme 3 | Discussion |
| Supporting Local Businesses | <p>Introduction from Councillor Wren</p> <ul style="list-style-type: none"> • Having shops, culture, and services within a 15-minute walk supports health and thriving communities—locals also tend to spend more nearby. • Fulwell, Hampton, Hampton Hill, and Hampton North receive town centre and Christmas grants from Economic Development Office for things like benches, plants, events, and decorations to boost footfall. • Local businesses promoted in annual shop local directory, newsletters, website, and Visit Richmond pages. |



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| | <ul style="list-style-type: none"> Council can't control what businesses open, but welcomes feedback on what residents want to see in local area and how the Council can better support local enterprise. <p>Conversation (Comments, Questions and Observations)</p> <ul style="list-style-type: none"> Empty shops: Councillors acknowledged issue and are exploring potential planning changes, though power to influence business types and rates is limited. Shop local events have been successful. |
| Open Question | Discussion |
| Libraries and Leisure | <ul style="list-style-type: none"> Libraries and leisure facilities: Council praised for keeping facilities open and commitment reinforced, with new Leisure contract coming to Environment Committee. |
| Houses in Multiple Occupation (HMOs) | <ul style="list-style-type: none"> House in multiple occupation (HMO) licenses: planning permission not required to establish HMOs for less than 6 people. |
| Community Centres | <ul style="list-style-type: none"> Community centre accessibility: concerns raised around disabled access and parking at Whitton Community Centre and Ellera Community Centre. Councillors are exploring options. There will be parking for Whitton Community Centre (but numbers TBC) and Cllr Cardy will speak to Ellera Community Association. |
| Waste Collection and Street Cleaning | <ul style="list-style-type: none"> Uncollected rubbish: can be reported on the Council's website. Fly tipping: concerns on St James and Hampton Hill noted, area is covered by CCTV. Post-collection mess: Cllr Dalton will report to council officers. |
| Hampton Meadow | <ul style="list-style-type: none"> Cllr Nicholson reminded residents about Hampton Meadow opening event on 12th July. |
| Close | <ul style="list-style-type: none"> Chair thanked everyone for their contributions. |