



### South Twickenham and West Twickenham Community Conversation

**DATE:** 6:30pm – 9pm, Monday 13<sup>th</sup> October 2025

**VENUE:** Twickenham United Reform Church, The Green, TW2 5QA

**CHAIR:** Lucy Byrne, CEO of Richmond Aid

#### AGENDA

<b>6.30pm – 7.00pm:</b>	<b>Refreshments and Council information stands</b>
<b>7.00pm – 7.10pm:</b>	<b>Welcome and Introduction to the Community Conversation</b>
<b>7.10pm – 8.10pm:</b>	<p><b>Priority themes discussion</b></p> <ol style="list-style-type: none"> <li><b>1. Richmond Moves, Kneller Gardens and Twickenham Green</b></li> <li><b>2. Cycle lanes and storage</b></li> <li><b>3. Local environment and trees</b></li> <li><b>4. Greggs development –</b></li> </ol> <p><b>(Brief introduction of each theme followed by comments, observations, and questions from the audience)</b></p>
<b>8.10pm – 8.50pm:</b>	<b>Open conversation with the audience</b>
<b>8.50pm - 9.00pm:</b>	<b>Event close</b>



## Community Conversation

### COUNCILLORS IN ATTENDANCE:

#### South Twickenham

- Councillor Richard Bennett
- Councillor Michael Butlin
- Councillor Rhi Lee

#### West Twickenham

- Councillor Piers Allen
- Councillor Alan Juriansz

### Apologies

- Councillor Laura O'Brien

Theme 1	Discussion
Richmond Moves	<p><b>Introduction from Councillor Alan Juriansz</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Richmond Moves</a> is a campaign to get people more active, more often; delivering on the <a href="#">Leisure Strategy</a> which aims to improve the health and well-being of all our residents. Parks and open spaces are central to this, providing active environments that are accessible, inclusive and sustainable. In this area, there is Radnor Gardens, Twickenham Green, Kneller Gardens and Crane Park.</li> <li>• Our <a href="#">Leisure Infrastructure Plan</a> will ensure all these facilities are maintained to a high, while also protecting biodiversity and sustainability. All parks have active 'Friends of' groups.</li> <li>• Councillors welcome suggestions for what more can be done to support residents to be active.</li> </ul> <p><b>Conversation (Comments, Questions and Observations)</b></p> <ul style="list-style-type: none"> <li>• Residents shared information on relevant health initiatives.</li> <li>• <b>Health Walks in Richmond</b> (<a href="http://www.richmond.gov.uk/health_walks">www.richmond.gov.uk/health_walks</a>) provides free organised group walks six days a week for people who are currently not very active but would like to increase their physical activity.</li> <li>• <b>Richmond Ramblers</b> (<a href="#">Our Walks Programme</a>) is planning to introduce a series of guided woodland walks.</li> <li>• The <b>Friends of the River Crane Environment (FORCE)</b> (<a href="#">Home - Friends of the River Crane Environment</a>), also organises walks.</li> </ul>



## Community Conversation

	<ul style="list-style-type: none"> <li>Richmond Moves has set up an '<b>activity finder</b>' to allow different groups to list planned activities and events (<a href="#">Richmond Upon Thames - Get Active</a>).</li> <li>The <a href="#">Borough of Richmond Allotment Group</a> encouraged residents to visit their local allotment. There is also the <b>Meadway Orchard Project</b>.</li> <li>A concern was raised about the <b>impact of the summer drought on Twickenham</b>. More radical ideas beyond just seeding and growing need to be considered.</li> <li><b>Two requests</b> were made by residents: <ul style="list-style-type: none"> <li>Reconsider charging older residents to use tennis courts. The courts are not being used in the afternoons.</li> <li>Remove parking charges at swimming pools since these add to the costs of going to the gym.</li> </ul> </li> </ul> <p><b>ACTION POINT:</b></p> <ol style="list-style-type: none"> <li>Councillor Juriansz agreed to investigate the question of charging OAPs to use the tennis courts and parking charges at Richmond's swimming pools.</li> </ol>
<b>Theme 2</b>	<b>Discussion</b>
<b>Cycle lanes and storage</b>	<p><b>Introduction from Councillor Michael Butlin</b></p> <ul style="list-style-type: none"> <li>There are several cycle lanes in the South Twickenham area. The Council has plans for cycle lanes on Staines Road and additional cycle parking and cycle lanes in South Twickenham. This funding which the Council does not have.</li> <li>The provision of bike hangars has been a success. The Council recognises there is a lack of storage space for bikes in many houses in West and South Twickenham – especially if households that have more than one bike. We have proposed additional bike parking near the shops so people can park their bike and shop or visit some of the nice cafes in the area.</li> </ul> <p><b>Conversation (Comments, Questions and Observations)</b></p> <ul style="list-style-type: none"> <li><b>Illegal e-bikes:</b> Police Constable Greg Roberts (South Twickenham Safer Neighbourhoods Team) explained illegal e-bikes will be seized, but pursuit decisions are made based on safety considerations.</li> <li><b>Cycle lanes:</b> A concern was raised about the Staines Road bike lane, which isn't safe to use. There is a need for a network of cycle lanes so children can independently get to school. The council has applied for a grant to build a new cycle lane on Staines Road but has so far not been successful.</li> </ul>



## Community Conversation

	<ul style="list-style-type: none"> <li>• <b>Bike hangars:</b> It is a much higher cost compared to a parking permit for a car. In the discussion it was pointed out that with a hangar you have a guaranteed space (unlike a car permit).</li> </ul> <p><b>ACTION POINT:</b></p> <ul style="list-style-type: none"> <li>• If residents have suggestions for locations of new bike parking, please email your local councillor</li> </ul>
<b>Theme 3</b>	<b>Discussion</b>
<b>Local environment and trees</b>	<p><b>Introduction from Councillor Rhi Lee</b></p> <ul style="list-style-type: none"> <li>• The <a href="#">Richmond Tree Planting Strategy</a> aims to increase tree canopy cover, improve tree health, and promote community engagement. The strategy has three themes: Trees for Communities to engage residents in tree planting activities; Trees for Health which focuses on improving air quality, reducing urban heat islands, and promoting mental well-being; and Trees for the Environment that aims to enhance biodiversity, improve air and water quality, and mitigate climate change impacts.</li> <li>• The Council will be carrying out minor works to improve park infrastructure. This is not subject to consultation and residents will be informed when works will start.</li> </ul> <p><b>Conversation (Comments, Questions and Observations)</b></p> <ul style="list-style-type: none"> <li>• <b>Tree watering during the drought:</b> There was concern about newly planted trees not being watered and the lack of consultation with residents on the location. The Council clarified that consultations should have taken place. All 800 trees planted this year have a watering programme, but with the lack of rain it has not been enough. We encouraged residents to 'adopt a tree' and help with watering.</li> <li>• <b>Honey fungus:</b> Residents are encouraged to report any sightings (<a href="https://www.richmond.gov.uk/myrichmondapp">https://www.richmond.gov.uk/myrichmondapp</a>).</li> </ul> <p><b>ACTIONS POINTS:</b></p> <ol style="list-style-type: none"> <li>1. Councillor Lee will provide a response on Norcutt Road.</li> <li>2. Residents are encouraged to water planted trees (this can be done using recycled water) and report honey fungus.</li> </ol>
<b>Theme 4</b>	<b>Discussion</b>
<b>Greggs Development</b>	<p><b>Introduction from Councillor Richard Bennett</b></p> <ul style="list-style-type: none"> <li>• This development was always going to be problematic because it is quite a dense development in a populated area and is hemmed in on three sides by housing and the river and railway line. There may be issues around</li> </ul>



## Community Conversation

	<p>structural damage. A Construction Management Plan was agreed in November. This is what officers using for assessing noise and vibrations. It relies on residents reporting breaches.</p> <p><b>Conversation (Comments, Questions and Observations)</b></p> <ul style="list-style-type: none"> <li>• A number of concerns were raised, including vibrations from the site. It was flagged that: <ul style="list-style-type: none"> <li>○ Following a problem with dust, there has been regular damping down.</li> <li>○ London Square has checks and balances and recordings which are available to officers. It has met the industry standards and what was agreed when planning permission was granted.</li> <li>○ Environmental Health officers work with the developer to ensure compliance with agreed environmental standards, including monitoring dust suppression and vibration management.</li> <li>○ Environmental Health and Planning Enforcement investigate complaints received from residents regarding noise, dust, and vibration with follow-up actions to mitigate and prevent recurrence. Alfie Peachey, Senior Planning Enforcement Officer, is the main contact point in the Council (<a href="mailto:Alfie.peachey@richmondandwandsworth.gov.uk">Alfie.peachey@richmondandwandsworth.gov.uk</a>).</li> </ul> </li> <li>• It was confirmed that the first homes in the development will go on the market in early 2026.</li> <li>• There were additional issues reported by a resident joining online, including houses near the entrance of Gould and Crane Roads experiencing shaking caused by diggers, disabled bays being used by site workers and that more needs to be done to mitigate damage done to houses. Another resident raised the issue of traffic and resident parking once the houses are completed. In response it was pointed out that the houses on the development have parking spaces.</li> <li>• It was confirmed that the London Square footbridge was not part of the original planning application. This may be funded under the Community Infrastructure Levy.</li> </ul> <p><b>ACTION:</b></p> <ul style="list-style-type: none"> <li>• Councillor Butlin agreed to find out the location of the vibration sensors and to inform residents.</li> <li>• If any resident notifies Councillors of breaches of the CMS or has video footage or photos of trucks entering or exiting the wrong streets, please report to your local ward Councillors and (<a href="mailto:Alfie.peachey@richmondandwandsworth.gov.uk">Alfie.peachey@richmondandwandsworth.gov.uk</a>) and it will be followed up.</li> </ul>
Open Forum	Discussion



## Community Conversation

<b>CPZ on Wellesley Road and Wellesley Crescent</b>	<ul style="list-style-type: none"> <li>With the closure of Stanley Road to cars, traffic at school drop off has been pushed to Wellesley Road and Wellesley Crescent. In response there was an explanation that the closure of Stanley Road is for a trial period. The negative impact raised will be considered.</li> </ul> <p><b>ACTION:</b></p> <ul style="list-style-type: none"> <li>Councillor Lee requested the resident to email her, and she will investigate the question of extending the CPZ to 08:30 on Wellesley Crescent and Wellesley Road.</li> </ul>
<b>Affordable housing</b>	<ul style="list-style-type: none"> <li>There was a question on how local people can find out about planned affordable housing in the Borough.</li> <li>The resident was directed to the <a href="#">Richmond Council website</a> where each year the affordable housing pipeline. The planning portal also has a map with showing all planning.</li> </ul>
<b>Water capture</b>	<ul style="list-style-type: none"> <li>Friends of Twickenham Green are looking at water capture at the Pavillion.</li> </ul>
<b>Twickenham Green Lighting Pilot</b>	<ul style="list-style-type: none"> <li>The consultation closes on 23 October - please share your views by going to <a href="#">Twickenham Green Lighting Consultation - Have your say - Citizen Space</a></li> </ul>
<b>Violence Against Women and Girls</b>	<ul style="list-style-type: none"> <li>The Council has <a href="#">16 days of activism</a> coming up on 25 November to 10 December which focuses on community safety and stopping Violence Against Women and Girls (VAWG).</li> <li><a href="#">Safe Space</a> at Richmond Station operates between 8pm and 11pm every Friday.</li> </ul> <p><b>ACTION:</b></p> <ul style="list-style-type: none"> <li>If you wish like to volunteer, please contact us by email (<a href="mailto:communityconversations@richmond.gov.uk">communityconversations@richmond.gov.uk</a>) or <a href="#">Contact the Community Safety Service - London Borough of Richmond upon Thames</a></li> </ul>
<b>Twickenham Police Station updates</b>	<ul style="list-style-type: none"> <li>There has been no decision yet on if it will be closed. This is about closing the front counter. The station will remain open. From 1 November Met Police will take over policing Richmond Park. They have recruited former Royal Parks staff to fill operational vacancies.</li> <li>Met Police are very reliant on residents reporting incidents. This can be done through <a href="#">Met Engage</a> or calling 999 for emergencies or 101 non-emergencies.</li> <li>Budget cuts mean School Officers will not be present in schools during the day. There will be presence before and after school.</li> </ul>
<b>Mereway site development</b>	<ul style="list-style-type: none"> <li>A resident asked for an update on reports of methane on the site. It was confirmed that drilling, rather than pile driving will be used, which will be quieter. The resident was encouraged to report any issues to the councillors.</li> </ul>



Community Conversation

Police Liaison Group	<ul style="list-style-type: none"><li>• <a href="#">Police liaison group meetings</a> take place every three months. The next one will be on 8<sup>th</sup> December 2025.</li><li>• The <a href="#">Friends of Kneller Gardens - Habitats &amp; Heritage</a> and <a href="#">The Friends of Twickenham Green - The Friends of Twickenham Green</a> are also outlets for conversations.</li></ul>
Friends of Twickenham Green	
Friends of Kneller Gardens	
Close	<ul style="list-style-type: none"><li>• <b>Chair:</b> Thanked everyone for their contribution.</li></ul>