

London Road Improvement Group Wednesday 30 September 2015

Consolidated groups notes

Theme: Cleanliness, tidiness, community safety

- 1 Provide contact numbers at more locations to report anti social behaviour.
- 2 More and visible street sweepers needed.
- 3 Offer incentives to reduce and keep rubbish at a minimum especially by shops.
- 4 The owners of units on the Metro Industrial Estate need to be made aware of how to deal with rubbish.
- 5 Educate the community about what to do with rubbish.
- 6 Develop an offender payback litter picking scheme.
- 7 More visible community police presence required as they are rarely seen.
- 8 Higher fences and locked gates needed for Thornbury Park and Metro Industrial Estate
- 9 Develop and promote the Osterley running track.

Written up by Derek Reed

Theme: Isleworth Station

- 1 New investment is needed to improve capacity. There has been and because of developments in the pipeline there will continue to be, an increase in passenger use at Isleworth Station. Coordination of responsibilities between South West Trains and Network Rail should be better managed.
- 2 Short platform lengths need to be addressed to allow more train doors to be opened on arrival and increase passenger safety.
- 3 To reduce littering and loitering, new boundary treatment to the embankment is needed.
- 4 Eradicate the pigeons at the bridge over London Road.
- 5 Advertise free use of the station car park on Sundays.
- 6 Promote the availability of the car park for a farmers market.
- 7 Commission a structural survey of the station building to ascertain viability for bringing back to use.
- 8 Improve disabled access with a lift to platforms (LBH to share its study).

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- 9 Market the premises as a coffee shop.
- 10 Cover the entrances staircases so as not open to the elements.
- 11 Look to reopening the internal staircase to London bound platform one.
- 12 Create direct access from St Johns Road and Linkfield Road.
- 13 Improve signage to local transport and facilities.
- 14 Install a notice board with a map of Isleworth showing local walk to destinations.
- 15 Address and design out opportunities for open air drinkers and improve policing methods to eradicate this problem.
- 16 Examine opportunities to locate pop up shops around the station
- 17 Improve the boundary to the boundary fence between the car park and service road of shops between Bistro George and former Barclays Bank.

Additional comments to TL from other correspondents unable to attend:

- 18 Isleworth Station - it would be beneficial if the accommodation part of the station, currently boarded up, could be turned into one or more residences (for sale or rent/social housing).
- 19 On a personal point of view one thing I have noticed is the men who sit alongside the station, usually drinking. While they are no doubt harmless and are just meeting together socially they do obstruct the pavement area meaning that pedestrians have to walk in the roadway - this isn't really dangerous as it is the station car park.

This is however a bit of a deterrent for people when on their own to use this cut through from the station to St Johns Road. I don't know what the answer is to this situation. Would a designated seating area further away provide a sociable meeting area for people?

- 20 As a commuter using Isleworth station I have a number of concerns - notably the consistently unkempt state of the station - litter (and worse). The surrounding perimeter is full of litter and debris and looks terrible.

A constant irritation relates to the vast number of train users who are clearly fare evading - travelling through the station at 5pm - 6pm it is easy to observe scores of travellers not swiping Oyster cards - then same users producing Oyster cards/payment cards to use a bus just a few metres away.

There must be an intelligent way to include barriers to enforce fare payment which meet health and safety requirements rather than rely on occasional ticket inspection teams.

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21 The state of the London Road near the station is lamentable and it would be great to see improvements.

22 The London Road bridge is uncared for, has damage to brickwork and poor lighting. It offers little protection to pedestrians from flying pigeons but presents an ideal opportunity for enhancement.

The adjoining railway bridge over St John's Road is in a very poor state and covered in graffiti. The guttering is ineffective and overgrown with vegetation. Rubbish also accumulates by the fencing. An ugly advertisement hoarding compounds the problem as does a poorly executed structural repair carried out to the bridge a few years ago. The bridge is also frequently damaged by bridge strikes which has loosened some of its brickwork. This can also be enhanced.

An allocation of £29,100 for public realm and transport improvements has been secured from a nearby development at 565 London Road together with a further contribution of £61,500 for local transport infrastructure in the area. The development is currently at an advanced stage and the monies are yet to be received and allocated (Scheme 455).

It is suggested that this would be an ideal funding source and an appropriate use of the funding for a proposal which would positively enhance the area and complement the Community Rail Partnership application.

Further (unedited) comments from David Tannahill

23 Richard at SWT undertook to circulate the station lease plan to all by email asap after meeting.

24 There are two bridges needing attention but London Road is the worst.

25 Strong feeling in our group that the fencing/parapet wall on the car park side need urgent attention to stop litter / deter drinkers in the morning.

But we don't want a massive high Network Rail high security fence. Need attractive close boarded fencing like Barnes Bridge to stop litter: easy quick low cost win.

26 Proposal for providing a ramp on the embankment rather than an expensive lift. This would need to be designed with the fencing.

27 Pop Up shop on St Johns Road on car park frontage : to attract a new restaurant operator ? Would change design of cycle access from LBH.

28 So we do need a coordinated works plan to integrate the various options.

29 Funding: All of this costs more than £40,000 (£20k x 2) match funded CRT. NR do major capital funding via a Business Plan based on a Station Capacity Study looking at passenger growth for the foreseeable future. This can include funding from DFT and S106.

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NR then agree this with the DFT who put it into the Franchise at the next bid stage. So it needs to be worked now for franchise tender.

This does not stop SWT or NR off the hook for good maintenance and management.

I recommend that you invite all participants on Wed and all the local email list to join a Core Steering Group for the Station CRP which would develop the Urgent Repairs List & a Business Case with NR and SWT, plus of course LBH (Mark Frost).

I got the clear message people feel that is the core project on London Road. It is a blot on the landscape! But could be a little gem (one of our group's words).

Group notes written up by David Tannahill

Theme: Local shopping

- 1 Set up a local forum to include local retailers, residents groups and the council.
- 2 Reduce the number of betting shops and off licences.
- 3 Encourage a greater diversity of retail outlets
- 4 Encourage a greater diversity of restaurants and improve food quality.
- 5 Set up a student run shop.
- 6 Encourage greater use of college facilities and services such as the hairdressing salon by the general public.

Written up by Bob Francis

Theme: Marketing and community links

- 1 Develop an image to badge and brand the area; focus between Isleworth Station and Milford Arms then spread out.
- 2 Seek to upscale the impression and reality of the place.
- 3 Research the history of the area and current status; understand the demographic.
- 4 Aim to market to existing communities as well as those passing through via the station and other (public) transport.
- 5 Seek to develop a Community Interest Company (CIC) to progress any plans and proposals.

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- 6 Maximise the scope to apply for and secure Community Infrastructure Levy (CIL), Section 106 funds, Lottery and other competitive funding.
- 7 Develop communications for the initiative such as website, blog, London Road newspaper, local guides, annual fair and other events. Use WTC film and media students' skills to report on projects.
- 8 Engage the area's Polish community via the London Road based radio station, magazine and POSK cultural centre in Hammersmith.
- 9 Open up West Thames College to make it be seen as a community asset.
- 10 Develop a programme to improve shop fronts.
- 11 Develop marketing initiatives to attract new retailers to the London Road shops parades.
- 12 Decorate Isleworth Station windows using WTC art students' skills.
- 13 Highlight the local links to Joseph Banks and Kew Gardens; restore Banksian Walk between the college and The Grove.
- 14 Stage arts, music and film events building on Isleworth's film studios heritage, local Bollywood links and music connections such as Freddie Mercury and The Beatles. Scope an Isleworth International Film Festival.
- 15 Acknowledge these local links to help name new developments.
- 16 Set targets.

Written up by Marjorie Semple

Theme: Physical environment

- 1 **Street cleansing:** Inadequate street cleaning allows litter to accumulate especially from takeaways; litter bins are left unemptied; litter around the station including shrubberies; litter left by refuse collectors.

Resolutions: Bin and recycling collectors to sweep streets after collections and enforce this requirement; more frequent street cleaning.
- 2 **Food takeaways:** Their (especially fried chicken shops) products are unhealthy for the many, many school children that use them as is the ensuing litter.

Resolutions: Takeaway numbers should be monitored and reduced; require operators to provide bins and staff to pick up litter.
- 3 Waste collections from flats above shops: Mauve and white bags left on pavements outside collection times consequently ripped open by foxes.

London Road Improvement Group Wednesday 30 September 2015

Consolidated groups notes

Resolutions: Review the system; provide hard bins with lids; fine people leaving bags out on the wrong days.

- 4 **Street furniture:** Too many different types of street furniture not adequately maintained especially on St Johns Road.

Resolutions: Formalise street furniture; maintain it properly.

- 5 **Trees:** Badly maintained; bad pollarding; new trees not watered; no weeding around tree bases; money wasted as a result.

Resolutions: A proper maintenance programme to be put in place; install resin bonded gravel around the base of trees; change tree maintenance contractors.

- 6 **Signs:** Too many badly positioned signs on separate posts.

Resolutions: Remove unnecessary signs; combine signs on fewer posts; use lampposts for signs; ensure signs do not obstruct pedestrian sightlines at bus stops and crossings.

- 7 **Pavements and roads:** Pavements uneven; roads likewise; Hounslow Highways appear to be doing easier work first; pavement styles do not match.

Resolutions: LB Hounslow to monitor PFI contract more thoroughly; more bollards to stop lorries parking on pavements.

- 8 **Thornbury Park:** Increase its use.

Resolution: Promote adult fitness by installing an outdoor gym

Written up by Hazel Burden

TL 5.10.2015