

# “Leader Listens” Meetings

**North End Ward  
7.30 -8.45pm 31 January 2008**

**At Bharatiya Vidya Bhavan, 4A Castletown Road W14  
9HE**

## *Introduction*

Cllr Greenhalgh welcomed residents to the meeting, confirming that a summary of the points made would be prepared and those attending would be contacted with a progress report on the issues raised in a month’s time.

He also outlined some of the Council’s priorities including:

- Year-on-year reductions in Council Tax
- Working with the Police to reduce crime
- Creating a clean, green environment

Like other Wards, North End has a polarity of households – the Council aimed to bridge the gaps between the better and less well off through initiatives on education, housing – providing a range of ownerships - ;and regeneration opportunities eg working with partners in North Fulham.

## *Summary of Points Raised*

	<b>Issue</b>	<b>Comments/ possible Action</b>
	<b>Traffic</b>	
1	Traffic issues around Barton Road and entrances to and from West Kensington and Barons Court tube stations – cars backing up on one-way system in Barton Road where children need to cross; signage could be improved between North End Road & Talgarth Road; pedestrian crossing near both tube stations not well located; problems with students moving between Barons Court station and College; also Southbound traffic from Gliddon Road not obeying no turns rule – some even going up Gliddon	Highway engineers need to take a look at problems with signage; siting and shape of pedestrian crossings ( dog leg may not be best); conflicts between motorists and pedestrians; best routes for those moving beteen Barons Court station and West London College

	Road, then doing u-turns.	
2	St. Andrews Church – currently gridlocked due to temporary closure of Vereker and Perham Roads	Can highway engineers suggest any solutions till roadworks finished
3	Gledstanes Road/Charleville Road – also gridlocked with cars using horns and speeding over bumps	Could one way system improve traffic flow
4	20mph zone a waste of time – doesn't stop speeding up between bumps	Closer monitoring by beat policemen
5	Congestion charging – could someone research effect of extension of zone	Surveys being commissioned
	<b>Contract Services</b>	
6	Concern about levels of service where work contracted out eg grounds/parks maintenance, street cleansing, refuse collection.	Council concerned to introduce competition into system. Communications had been brought back in-house; but other services were being put to tender to ensure clear specifications, targets etc. Aim to improve services for residents  Ideas included encouraging service users to comment and ensuring contracts are monitored.  .
	<b>Licensing Issues</b>	
7	Concerns about licences for parks as in Bishops Park and whether this could extend to Normand Park	Current licensing grants for Bishops Park/Ravenscourt Park are to regularise position for community activities like firework displays. Need to see how new system works out. Important for friends of Normand Park to tell us what people would like in park to encourage its use.
8	Barons Court pub (Curtain Up) – problems with noise and cigarette fumes from outdoor area	Need to look at licensing conditions
	<b>Street Environment</b>	
9	Estate Agents Boards – vote at meeting confirmed most people would like total	Pilot scheme in Addison Ward proved very

	ban.	successful; Council would now like to consult on extending further. Another idea: ask estate agents to use very small boards eg A4 size; and ask agents to take down boards straight away once sold.
10	Proliferation of Signs – consider reducing lots of street clutter	Highway engineers to take a look
11	Dog fouling - a problem in some parts of ward; should be stricter enforcement of £75 penalty; and red bins at too high a level. Dog toilets had worked well at Holland Park and should be tried out at entrance to local parks like Normand Park.	Council considering introducing Dog Control Orders
12	Shop Shutters – can Council encourage shopowners to install more attractive shop fronts so the shop windows can viewed at night and not be shuttered and attract graffiti artists	Council can't help directly but can work with partners – group called Metropolitan and Suburban looking at how to improve appearance of main shopping streets
13	Eyesore - Building facing West kensington Station has had scaffolding for 7 years!	Council has just received planning application for site but need to check applicants' intentions
14	Litter bins in Greyhound Road have created extra litter; huge bin on Talgarth Road nr Marks & Spencer nr. Hammersmith	Street Cleansing to investigate
15	Puddles in Road – need to look at puddles outside West Kensington station.	ditto
	<b>Anti-Social Behaviour</b>	
16	Castletown Road – quiet at each end but noise problems in middle. Nos 34E and 39D mentioned. Requests for sticter enforcement of powers to deal with loud noise, parties etc especially after 11pm.	May be Notting Hill Housing Trust properties; quicker response times to noise complaints needed. Council continuing work on 30 top problem families in Borough
17	Dangerous dogs – aggressive breeds being used to intimidate people; could tenants by banned from keeping dogs under terms of tenancy.	Wandsworth looking into dog licensing – worth considering in H&F? look into conditions of tenancy for H&F Homes

18	Burglary bad, especially in Perham Road. Residents being targeted during day when they're at work.	Need to work with police to reduce burglary rates
	<b>Community Safety</b>	
19	Lillie Road/ North End Road known as "criminal corner"	Safer Neighbourhood Policing helping to deal with this elsewhere in Borough and should be able to help here. 24/7 policing around Shepherds Bush has proved very successful and may be extended
	<b>Recycling</b>	
20	Why not introduce compulsory recycling? as in Barnet.	Pilot scheme currently being tested in College Park/Old Oak. Need to ensure that works before rolling out elsewhere
	<b>Childrens Services</b>	
21	Normand Park Nursery School thanks for funding and services there	Education funding ringfenced so want to use extend that sort of early years provision to Randolph Beresford School
	<b>Migrants</b>	
22	Concern about large numbers of Bulgarians near newly opened Bulgarian Centre	Council can't affect national policy on immigration
	<b>Heathrow</b>	
23	Residents feel they're being blackmailed into 3 <sup>rd</sup> Runway proposal.; another residents highlighted that those moving into the area know about aircraft noise etc	Council carrying out wide consultation with household leaflets, exhibitions and public meeting in Assembly Hall on 12 Feb. Meeting should show key issues like noise, volume of flights, alteration of runway patterns etc. Council absolutely against relaxing restrictions on night flights
	<b>Neighbourhood Body</b>	
24	Encouraged by Cllr Ffiske's walkabouts and want to have mechanism so local people can have influence – as happened on planting of tree.	Ideas might incl Neighbourhood Watch for area; and Friends of.... Group
	<b>Rubbish</b>	

25	Rubbish in Barons Court Road and Palliser Road near Barons Court Tube – affects 3 houses in Palliser Road and 3 houses in BC Road, Street cleansers won't collect.	Need to enquire with street cleansing Dept
26	Rubbish outside shops at BC Station	Need to talk to shop owners( bakers, butchers,etc)
27	In Castletown Road signs about leaving rubbish are placed too high up.on lamp posts; some hotspots where rubbish building up eg 21 Castletown Road and where owners of former Luigi's Restaurant have put up flats	street enforcement team needs to look into + check breach of planning at former Luigi's flats
	<b>Housing Service</b>	
28	Resident annoyed some middle managers in H&F Homes not responding effectively to customers	Need to ensure value for money in workforce
29	Resident in Churchwood House would like to know when she's due to get offer under Decent Homes Initiative.	reply with what situation is
	<b>Adult Education</b>	
30	Important to retain adult education as essential for people's social well-being	Council committed to adult education
	<b>Miscellaneous</b>	
31	Cycling – issue with cycling on pavements; and cyclist mentioned poor surfacing on cycle lanes and other places cyclists use.	Highways to look into
32	Hate Campaign – police not responding to complaint	Need to have details before following up with police
33	Small Businesses – more support needed for small businesses	Look at how support delivered in other LBs
34	What plans are there for regeneration?	Earls/Olympia Convention Centre proposal should have positive effect on North End; anf group also looking at how to regenerate North End Road itself.
35	Perham Road resident thought state of West Kensington was appalling – like Beirut – mainly due to amount of rubbish and extent of dog fouling both of which should be monitored more closely	
36	Tree Warden	Idea might help to

		safeguard trees and suggest new ones
37	Rights of leaseholders – leaseholders not getting quality of service or paying for non-existent services	Council satisfaction survey of various types of tenants showed there was a problem here.
38	Pavement Issue[Lyn ; you were going up to the lady near the front to get details]	