



RICHMOND-UPON-THAMES SAFER NEIGHBOURHOOD BOARD

Newsletter – Autumn/Winter 2021

Welcome to our latest newsletter

October was a difficult month when a young man was murdered outside Richmond College. The Safer Neighbourhood Board had begun working with the College before this awful event took place, and we have tried to support them throughout.

We will be working with the College to help students understand Stop and Search procedures but also to get their views on how the police carry out the Stops, so we can feed these views back to ensure that both sides can make this vital policing tool work more effectively and with more respect.

The College is also working with Yasin Hafid who has set up an organisation, 'Pick a trade not a Blade', which provides mentoring, apprenticeships, and support to young people. He delivered his first motivational speech at the College, which discussed ways into work even after someone has been in trouble, how to change mindsets, and make it 'alright' to speak to police. Yasin was brought up in Barnes, lives in Richmond and works as a barber but devotes a great deal of his time to talking to young people and working with the students at the College.

The murder served as a baptism of fire for our new Neighbourhood Inspector, Jon McLoughlin, and he rose to the challenge immediately bringing all partners together including specialist police teams, the Council, the College itself and the local community. He ensured that reassurance patrols were much in evidence in the area around the College, for the students and the residents. His column follows this one, on the next page.

In our next edition, we hope to bring you more information on our work around reducing Violence against Women and Girls. This is a very contentious subject, and we are trying to provide the best advice to keep everyone safe. The Metropolitan Police have issued their guidelines, which you can read by going to their website

[Violence against women and girls - Action Plan \(met.police.uk\)](https://www.met.police.uk/vawg-action-plan)

This Board and all our Police Liaison Groups are very keen to recruit more residents, businesspeople, students, and community representatives to widen the scope of our work in bringing police and people together, to ensure our safety and our voice in the way we are policed. If you would like to become involved, email us at Richmondcpp.snb@gmail.com

In this edition we also look at "What to do if you are burgled", how to spot abuse of older people, the latest scam news and many of our regular features, and what happens when you ring 999 or 101 – a look behind the scenes at the Met's Command and Control division.



I am delighted to introduce myself as the incoming Inspector for Community Policing. Having joined the service in 1998, my first posting was Twickenham, and I have spent most of my service as a Richmond officer, building strong friendships and trust with key partners and the community which I will strive to enhance.

The Safer Neighbourhood Board is one such partner, and already we have ambitious plans to work together to enhance community engagement and bring all communities into closer partnership with their local police.

My opinion of community policing is that it is the best role within our service. It gives an opportunity to establish firm roots within the community, by offering assistance as well as helping solve long-standing problems and issues. Communication is key I and want my officers to be contactable, visible, and approachable. Above all we need to build trust and to achieve this we have to be accountable and open to criticism. Life is about acknowledging and learning from our mistakes.

I have already witnessed fantastic work from my team. Their work has ranged from attending community engagement days with the fire brigade to arresting suspects in possession of drugs and weapons and arresting domestic violence perpetrators. They have also undertaken bike-marking events, street briefings and weekly contact points. Going into the darker nights we are trialling having an officer in the Town Centre CCTV room to firstly identify criminal activity, but also to protect women and vulnerable persons who may appear to require police assistance.

I would encourage anyone who wishes to see how my officers undertake their daily duties to arrange for a walk along with the community team. If you would like to do this, so you can experience first-hand community policing, please email SWMailbox-.RIDEALONG@met.police.uk

Jon M.M. McLoughlin

-BURGLARY- WHAT TO DO IF YOU ARE BURGLIED

It is what we all dread, coming home to find our precious home has been burgled; much advice is given about securing our home so that this does not happen but, if the worst comes to the worst, follow this advice (and pass it on).

1. The burglar is still in your house/office – don't go in. [Ring 999](#)
2. You see the burglar/s leaving the house – don't challenge them. [Ring 999](#). Make a note of their description (appearance, clothing, demeanour) and their vehicles (reg number, colour, make) and try to take photos on your phone - if you are sure you cannot be seen.
3. The burglar has gone – don't touch anything as the police can get fingerprints and DNA. [Ring 999](#). Ask your neighbours if they have seen anything or have CCTV. Cancel any stolen credit or debit cards. Contact your insurers
4. (And this is the most frightening) someone breaks in while you are in the house.

If they are in the act of breaking in, but not yet inside, shout, turn on the lights - make it very obvious the house is occupied. [And ring 999](#). Very, very few burglars will continue trying to gain access if they know there is someone there.

If the burglar does gain access, try and [ring 999](#) very quietly, or ring your neighbour and ask them to ring. If you can, hide. Lock yourself in the bathroom or make your bed and hide under it. You could try texting someone you think will be awake and respond. Unless you are very strong and confident, do not challenge them. It is a judgement call whether to challenge or hide. Police advice is to put the safety of you and your family first. If you have children, you have no choice but to go to them.

If the burglar asks where your valuables are, just tell them.

But please remember a lot of burglaries are opportunist, and the perpetrators wait until you are out. Professional burglars wait until you are away. So, tell your neighbours if you are going away, if only for the day.

Finally, many burglaries are from sheds and garages, so do get your bike marked and take a note of its make and frame number.

KEEP YOUR HOME SAFE



As part of the Richmond Safer Neighbourhood Board's crime prevention strategy, we have a retired Met Police Crime Prevention officer who will complete a home security survey for you and recommend ways to protect you and your home going forward.

This is for residential property only.

The service is purely advisory. We cannot carry out any of the improvements recommended – that is up to you.

This service is completely free and there are no hidden costs.

To book a suitable appointment, you can either email or call.

Email: crimepreventionadvice@yahoo.com

Tel: 07951038099

WHAT HAPPENS WHEN YOU DIAL 999 or 101?

Met Control and Command (MetCC) When you ring 999 or 101 you will be answered by a telephone operator who will ask which service you require; you need to indicate if it's fire, ambulance, or police. If it's the police, you will be put through to MetCC; they deal with upwards of 150,00 999 calls per month, sometimes receiving as many as 220,000.

What you see and experience:

- You witness a crime; someone being mugged or a person trying car door handles
 - What do you do? Ring 999 as this is an emergency (*or a crime happening now*) with the exact location, description of the perpetrator and what is happening
- You arrive home to find you have been burgled, or find that during the night your catalytic convertor has been removed from your car
 - What do you do? Ring 101 as this crime has already happened but needs to be reported.
- There has been a lot of Anti-Social Behaviour (ASB) in your road, noise, aggressive behaviour etc
 - What do you do? Report this online with details of location frequencies, time etc with details of location frequencies, time etc <https://www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

What MetCC receiving the call or online message do:

Met CC staff/officers each sit in front of two large screens, one of which is used to record the details of your call, the other providing maps of the area your crime has occurred in.

- If 999 they will ask "What is your emergency?"
- They will ask for your name and the telephone number you are calling from (in case you get cut off)
- They will ask for details of location, what is happening, description of perpetrator
- They will give you a crime number
- While they are doing this, if someone is in danger, they will pass information to despatch to send a police car which should arrive within 15 minutes
- If 101 they will ask "How can I help you?"
- They will ask for your name and the telephone number you are calling from (in case you get cut off)
- They will ask what has happened and if you know when i.e. when you were away or overnight
- They will give you a crime number
- After assessment they will arrange for a police car to attend within the hour (if the crime has just happened) or make an appointment to visit you on an agreed date
- If reported online, then the same information is required about what has happened and time and date as appropriate.

Reports are dealt with by the control room in the same way whether you report it online or call 101. But remember, if it feels like the situation could get heated or violent very soon or if someone is in immediate danger and you need support right away, then dial 999.

If you have a hearing or speech impairment, you can use their textphone service 18000 or text them on 999 if you've pre-registered with the emergency SMS service.

And if you feel dissatisfied with the way your call was handled, you can contact us on Richmondcpp.snb@gmail.com with details of your name, the date and time of the call and the number on which the call was made.

When the pandemic is over, it will be possible for interested groups to visit the MetCC centre at Lambeth.

DOMESTIC ABUSE

- What to do if you suspect someone is being abused?
- Are you worried about a friend or neighbour?
- Do you think there is trouble at home?

Any abuse which takes place in the home by those living there or giving care is deemed "Domestic Abuse".

It affects not only people who are partners, married or co-habiting, but parents and older children - of any age.

It is defined as:

- physical or sexual violence
- psychological: demeaning, demanding, belittling, and controlling behaviour including denying contact with friends and family
- financial: removing access to or refusing to share money

Sadly, older people can also experience Domestic Abuse, if subjected to the same behaviour as above; including physical assault (hitting, grabbing, shoving), sexual assault and financial control - all of which reduce independence.

There are often more, subtle, signs that abuse is taking place. Have you noticed any of the following in a friend or neighbour? Are they more withdrawn, less talkative? Do they look different; less well kempt, scruffier, less clean? This may be because:

- They have had their medications withdrawn
- They are being neglected; as caring support, food and heating are withdrawn
- They are experiencing coercive control; denied access to external support such as care agencies, social services
- Their access to communication with those outside the home is being controlled
- Their access to grandchildren, other family members and friends is being threatened or denied
- They are being blamed for the abuse; their carers claiming "carer stress"
- Their mental or physical capacity is being questioned
- Their Power[s] of Attorney are being abused

No one wants to point the finger but, if you are worried about a friend or neighbour or if you feel it is happening to you, an organisation who will understand is "Hourglass".

Hourglass addresses the abuse of older people through its unique and confidential helpline, which supports those experiencing or concerned about the abuse of older people. They can be contacted via their website <https://wearehourglass.org/> which has a 24/7 Live Chat feature, and helpline on 0808 808 8141 (*open Monday – Friday 9-5*).

But remember, if you have really serious concerns, always call 999 if you or someone else is in danger. If it is not an emergency, please call 101 or visit www.met.police.uk. You can also use Crimestoppers to remain anonymous on 0800 555 111.

You will not be betraying anyone's confidence.
You could be saving someone's life, someone's sanity, someone's family.

DOMESTIC ABUSE - REPORTING

(Repeated from our last issue, but worth remembering)

There is a new way to report Domestic Abuse with the launch of online reporting of Domestic Abuse.

You can report controlling, bullying, threatening or violent behaviour between partners, ex-partners, family members or carers via the Met website: <https://www.met.police.uk/domestic-abuse/how-to-report-domestic-abuse>

The report will go to the 24/7 contact centre and will be reviewed within a few hours at most. A specially trained officer will then get back to the informant in a maximum of 24 hours, or at the time, using the contact method selected. (By phone, text, email, Third Party – whatever means the complainant thinks safest)

And most important, to help keep the victim safe, the web page has a 'Leave this site' button. It will close the site and open the Google search engine; the form will not be saved, nor will it be sent. Furthermore, the Police will not send a receipt email, and there is a link to instructions on how to hide the visit to the website on web history.

However, if life is in danger, always call 999

DOMESTIC ABUSE – MORE ACTION

The Domestic Abuse service for Richmond is changing. From the 1st November, advocacy and refuge support will be provided by support and advocacy organisation called Hestia.

If you are scared of your current/ex-partner or family member or feel like you are always walking on eggshells at home, it could be domestic abuse. It is nothing to be ashamed of and everyone deserves to feel safe in their relationships.

For more information, contact communitysafety@richmondandwandsworth.gov.uk or call Hestia on 0203 879 3544, or email RichWan.IDVA@Hestia.org.

But, in an emergency, always call 999

SCAM UPDATES



DOOR KNOCKERS

What do you do when someone calls at your door unannounced?

- ❖ Do you have a door chain and is it properly secured?
- ❖ Do you have a door cam or spy hole, so you don't need to open the door?
- ❖ If the caller claims to be a police officer, ask for their warrant number and call sign, then phone 101 and ask if an officer has been dispatched to your address. A genuine officer will always wait until this has been checked (*however a marked police car parked outside your house is a good bet they are genuine*)
- ❖ Are you expecting the gas board/water board? (*Again, a properly marked vehicle outside is a good guide.*) But in general, they don't call unannounced unless there is an emergency or to read the meter. To check if it is a genuine visit, set up a utilities password by contacting your providers; only authorised callers will know your password.
- ❖ A "builder" allegedly working across the road and offering to fix "loose tiles" they claim to see on your roof - is very likely to be a scam
- ❖ An unexpected delivery – it could be Courier fraud [Door-to-door and courier fraud | Metropolitan Police](#)
- ❖ People who say they are just out of prison and showing a "licence"; there is no such document. So be polite but say a firm "no thank you." Don't get into a dialogue.

DO NOT let anyone in unless you are certain who they are. Close the door firmly and check by phone or calling a trusted neighbour. Genuine callers will not mind but check any telephone number they give you independently.

DO NOT buy anything at the door and never by debit card - that can be cloned! Just say firmly sorry "I never buy anything at the door/I never sign up to anything at the door/thanks but no thanks". Charities are fond of doing this, but you are giving your bank details to someone you do NOT know!

Any threatening behaviour or an attempt to force their way in, is a 999 call – so always make sure you have a phone to hand when answering the door and make as much noise as possible to attract attention. An attack alarm is also worth having. Get a description (height, clothing, accent, race), note which direction they left, and the vehicle used. Take a picture if you can do so safely.

You can ask your Police ward team for a "we don't buy at the door" sticker and a Neighbourhood Watch (NHW) sign.

Always be suspicious – genuine callers will not mind.

STREET SCAMS

You may have seen reports on Next Door of a recent mugging outside Waitrose in Richmond. There was an incident, but it was a distraction scam rather than a mugging or violent robbery.

It was however very worrying and traumatic for the victim, a lady in her early 70s who is a Richmond resident.

The scam involved the victim being approached by a woman in her mid-30s, who was very persistent and repeatedly insisted that the victim had dropped a £10 note - despite her denials.

Eventually, the victim took the £10 to try and escape the situation and put it in her pocket. The scammer insisted this wasn't safe and that she should put it in her purse inside her handbag, which the victim reluctantly did.

She watched the scammer the whole time and did not see anything untoward. Yet she was messaged by her bank the next morning to say that suspicious transactions had occurred.

At this stage she did not realise her debit card had gone missing and, even more worrying, it transpired that the scammer also had her pin number.

The police were informed and indicated that the scammer or a sidekick may have been standing behind the victim at the Waitrose card terminal.

Sometimes scammers also follow a potential victim for several days beforehand.

SO, STAY SAFE BY BEING AWARE AT ALL TIMES - AT HOME AND OUT AND ABOUT.

*John K. Murray
(Met Police Volunteer, SNB Committee member and Chair of the Crime Prevention Outreach Committee)*

STOP AND SEARCH

Report for July-September 2021

We regularly monitor the performance and effectiveness of the Stops and Searches made in the Borough. This is done in two parts:

Firstly, vetted members of the Monitoring Group view the Body Worn Camera videos at random, to check that all searches were carried out correctly. Four stops recorded on Body Worn Video were viewed; two were under Section 1 PACE and two under Section 23 Drugs, resulting in two arrests and two with no further action. One of the stops resulted from CCTV live viewing, one was a vehicle stop, one was as a result of a member of the public reporting a suspicious character and the last was in a park where the subject was seen throwing away an object and appearing to be under the influence of drugs. All those who were stopped were compliant, and the police used handcuffs for one. In all, they acted professionally and empathetically to the situation.

Secondly, the Stop records are examined, again to ensure that each search was done on good grounds, e.g. following a report from member of the public, a person matched the description of a suspect, CCTV picked up an incident or the person stopped was behaving in a suspicious manner. We also look at the time of the stop, the age and ethnicity of the person stopped and the outcome, which can vary from arrest to no further action. Over 25% of the searches carried out in these three months were "positive", which means something was found during the search and action was taken.

At this second meeting, information from the Stop and Search figures provided by the police were perused to provide an overall picture of S&S in London and the Borough; these statistics give a broad picture of stop and searches but give no individual detail of who was stopped for what and when. The next part of the meeting looked at redacted data on individual stops, and several searches were randomly selected from this data. These provide a better picture of the searches as they include the words used by the officer to record the encounter, the time of the search, age and ethnicity of the person stopped and the outcome for that stop. Searches scrutinised included male and female, different ethnicities, and ages. All searches appeared to be legal and there did not appear to be any discrimination.

The two forms of data perused do not allow the group to assess the quality of the encounter, but this is achieved through watching Body Worn Footage of searches.

Most searches were on young people under 24 years of age. There were several in the 10-14 age range which may show that young people come to the borough or are out late as it is deemed safe. The ratio of male to female stops was around eleven to one.

When the number of stops for the last three months were compared for different ethnicities, then Black people were 4.5 times and Asian 1.6 times more likely to be stopped than White people. This is known as disproportionality. However, these comparisons are based on the number stopped compared with the resident population as in the 2011 census. We know that the street population is quite dissimilar to the resident population for at least two reasons: residents age from 1 to over 100, whereas the street population is a much narrower band and also the comparison does not take in to account the ingress or egress of people to the borough. Disproportionality is not the same as discrimination and the latter cannot be obtained from the dashboard information.

We are required to assess the quality of the encounters as good, acceptable or needs improvement, and our overall assessment of the four stops was "good". We are also required to publicise our results which is being done through the Safer Neighbourhood Board page on the Council website and in the SNB newsletter.

Carole Aitkinson MBE

How (and when) to Contact the Police

IN AN EMERGENCY – CALL 999

- A serious offence is in progress or has just been committed
- Someone is in immediate danger or harm
- Property is in danger of being damaged
- A serious disruption to the public is likely

AN OFFENCE HAS HAPPENED – CALL 101

- An offence has happened (e.g., my car HAS been broken into, my house HAS been broken into)

ONLINE

- Online: <https://www.met.police.uk/ro/report/>
- Social Media Message: @MetCC on Twitter

IN PERSON - SPEAK TO AN OFFICER, VISIT A POLICE STATION (TWICKENHAM) to:

- Report a crime
- Arrange to make a statement
- Obtain local information

CALLING FROM ABROAD

- +44 20 7230 1212. (Please use this number if you are contacting us from outside of the UK).

CONTACT YOUR LOCAL NEIGHBOURHOOD TEAM

- To discuss a local issue
- Find contact details by typing your ward name followed by @met.police.uk e.g., barnes@met.police.uk

OTHER USEFUL LINKS include:

- British Transport Police (BTP) - text 61016
- Anti-Terrorism hotline - 0800 789 321
- Crimestoppers - 0800 555 111

DEAF OR HARD OF HEARING

- In an emergency, use our textphone service 18000 or text us on 999 if you've pre-registered with the emergency SMS service.
- Non-emergencies, call 101 for non-emergency enquiries and use our textphone service on 18001 101

ANTI-SOCIAL BEHAVIOUR

- e.g. graffiti, dog fouling and fly tipping are the Council's responsibility, not the police's. Contact them on 0208 891 1411

How to Join the Police

BECOME A POLICE OFFICER IN LONDON'S METROPOLITAN POLICE SERVICE

Police Constable Degree Apprenticeship or Degree Holder Entry Programme

Gain a fully – funded degree/ diploma as you train to become a Police Officer, all whilst earning a competitive salary of £30k and making a difference to people's lives

Please find some information below regarding the roles:

- Promotional Video Do something real
<https://youtu.be/FuNa4bkzDyM>
- Police Constable Vacancy – *London residency criteria applies*
<https://www.met.police.uk/car/careers/met/police-officer-roles/police-constable/entry-routes/>
- Detective Constable (DHEP DC)
<https://www.met.police.uk/car/careers/met/police-officer-roles/detective-constable/overview/>
- Voluntary opportunities
<https://www.met.police.uk/car/careers/met/police-volunteer-roles/>



And in other news, Bunny Farnell-Watson was recently presented with her commendation from Chief Inspector Barrie Capper of the Metropolitan Police, for her 30 years in Neighbourhood Watch. Congratulations from us and many thanks for all your dedication and hard work!

The Richmond Safer Neighbourhood Board is currently chaired by Carole Atkinson MBE, Peter Burrows-Smith, and Wendy Kyrle-Pope, who edited this edition of the newsletter.

You can contact us at Richmondcpp.snb@gmail.com

Details of our work and meetings can be found at www.richmond.gov.uk/safer_neighbourhood_board

Carole is the go-to person for Stop and Search, 999 and emergency calls, Neighbourhood Watch, OWL and crime prevention. She also sits on various London-wide boards for Stop and Search and Policing.

Peter oversees our Youth projects, acts as our treasurer, and liaises with the Mayor's Office for Policing and Crime.

Wendy looks after police relations, and project design. She is also Chair of our borough's Independent Advisory Group and sits on the London wide Advisory Group for Front Line policing. She also advises the British Transport Police, who look after our railways and the Underground. And is the editor of this newsletter.

Looking for your local Richmond Neighbourhood Policing Team?

Barnes Barnes@met.police.uk 07768 178731 @MPSBarnes				East Sheen EastSheen@met.police.uk 0208 721 2929 @MPSEastSheen		Fullwell & Hampton Hill FulwellandHamptonHill@met.police.uk 07879431303 @MPSFulwell		Ham & Petersham HamandPetersham@met.police.uk 0208 247 7074 @MPSHamPetersham					
Hampton Hampton@met.police.uk 07768 178523 @MPSHampton		Hampton North HamptonNorth@met.police.uk 07879 430704 @MPSHamptonNorth		Hampton Wick HamptonWick@met.police.uk 07879 430359 @MPSHamptonWick		Heathfield Heathfield@met.police.uk 0208 247 7185 @MPSHeathfield		Kew Kew@met.police.uk 0208 0721 2930 @MPSKew		Mortlake & Barnes MortlakeandBarnes@met.police.uk 0207 161 8040 @MPSMortlake		North Richmond NorthRichmond@met.police.uk 07879 433 390 @MPSNthRichmond	
South Richmond SouthRichmond@met.police.uk 07843 291152 @MPSSthRichmond		South Twickenham SouthTwickenham@met.police.uk 0208 247 7015 @MPSSTwickenham		St. Margaret's StMargreetsandNorth@met.police.uk 0208 247 7142 @MPSStMargarets		Twickenham Riverside TwickenhamRiverside@met.police.uk 0774 707 0801 @MPSAbbeyVW		Teddington Teddington@met.police.uk 07768 178924 @MPS Teddington		West Twickenham WestTwickenham@met.police.uk 02082477017 @MPSWTwickenham		Whitton Whitton@met.police.uk 020 8247 7132 @MPSWhitton	

METROPOLITAN POLICE

Richmond