



## RICHMOND SAFER NEIGHBOURHOOD BOARD

### Newsletter – Spring 2022

This edition highlights the work being done to combat Violence Against Women and Girls. This includes the Police's "Safer Streets" strategy; how the Safer Neighbourhood Board's "Go Girl" project came about, and the White Ribbon Marches, pictured here.



Cllr Ben Khosa, who is the Council Lead on White Ribbon, writes: "Following Richmond's successful Accreditation of White Ribbon UK late last year, two highly successful, well attended marches have taken place. The first from the centre of Richmond to York House on a freezing night in December; and the second held in February in Twickenham ending at the Green. Both were led by the Mayoralty.

The aim was to highlight the issue of Violence Against Women and Girls (VAWG); to show solidarity with women and show that this Council is determined to end gender-based violence. Participants and residents were encouraged to take the White Ribbon pledge "*never to commit, condone or stay silent about Violence Against Women and Girls*", and to spread the word about the Council's ambitious three-year Action Plan unfolding now. Look out for more of these marches coming to your streets in the coming month."

In today's volatile world, we all worry about money and investments. Our report on Scams on page 8 contains very valuable advice on how to avoid falling for the most genuine-sounding investment scams. Catalytic converter theft from cars continues to be a problem in this Borough. You can now get yours marked for free at Kwik Fit; please see page 11 for details.

Our newsletters are always about advice and, over the past year, we have published many "What happens if..." articles, to help you cope with burglary, mugging and other concerns. A list of all these articles, and where to find them, appears on page 13.

Richmond Safer Neighbourhood Board is 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](mailto:Richmondcpp.snb@gmail.com)  
Details of our meetings etc can be found at [www.richmond.gov.uk/safer\\_neighbourhood\\_board](http://www.richmond.gov.uk/safer_neighbourhood_board)

## Report - from Inspector Jon McLoughlin

We are continuing to champion measures to prevent Violence Against Women and Girls, including community engagement, crime prevention advice through contact points, street briefings and engagement events.

We were delighted to attend the two White Ribbon events described in the editorial and will, of course, support other events during the coming months.

Sgt Pete McNaughton is leading an initiative to combat catalytic converter thefts. Proactively - with the support of traffic looking at undertaking joint patrols; reactively - to promote catalytic converter marking by Kwik Fit, and crime prevention advice.

We are working with British Transport Police to hold monthly knife arch operations. On 16th March, one at Twickenham Railway Station specifically targeted weapons and drugs being brought into the Borough. This resulted in ten stop/searches, one positive find and several persons being dealt with for fare evasion. We will continue to undertake these joint operations at Twickenham and Richmond BR Stations.

Twickenham Green has been problematic for the last month or so with youths gathering, reports of drunkenness and minor criminal damage. We are working collaboratively to be more visible with the Council's Park Guard, enhancing patrols on Friday/Saturday nights. PC Ray Sullivan regularly engages with these young people, finding them very receptive. We will collaborate with Achieving for Children to divert them to the youth centres.

Teddington Lock is also another priority as we move into the warmer days. The Council are leading on this, and I will support them in whatever capacity I can. A report on how best to tackle this by the Met's Design Crime Out Team is still out for consultation with all partners, the intention being to agree a joint approach to resolving the issues experienced.

Richmond Green and Richmond Riverside are also areas which become extremely busy in the Spring and Summer, and we are working with the Council to discuss joint patrols and other initiatives over the next few months.

## Burglary - What to do if you're burgled

It is what we all dread, coming home to find our precious home has been burgled; much advice is given about securing your 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 obvious the house is occupied. [And ring 999](#). 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 the burglar. 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.



As part of the government's agenda to tackle violence against women and girls, [StreetSafe](#) is a pilot service to enable people, particularly women and girls, to report locations where they feel/have felt unsafe and to identify the features about that location that made them feel unsafe.

The [StreetSafe](#) pilot is police-supported and has been developed in cooperation with the Home Office and the National Police Chiefs' Council (NPCC).

[StreetSafe](#) aims to allow anyone to be able to make anonymous contact with the Police and their Community Safety Partnership at the council, about their safety concerns when in the community.

Police ASB reports cannot convey the detail of feeling "unsafe" or pinpoint hotspot areas without a named victim making the report. A single call to the police regarding lack of CCTV or issues of verbal abuse/Anti-Social Behaviour will often be triaged as singular incidents and likely never to be assessed any further.

This is where [StreetSafe](#) can provide better continuity. It does not require any names or contact details and, effectively, the more reports made to an area the easier it is to see a defined map within the system. It asks that concerns be split into either environmental or behavioural (or both if needs be).

[StreetSafe](#) does not require anything more than a connection to the website, a defined area the caller is concerned about and survey, which takes approximately 2–3 minutes. This data is actively reviewed and also cross-referenced against known crime statistics. It will allow the Police and CSP to fully understand where we should be putting our resources and effort to make London safer.

Please note: [StreetSafe](#) is not for reporting crime or incidents.

You can access the [StreetSafe](#) tool via [www.police.uk/streetsafe](http://www.police.uk/streetsafe)

# Go Girl – A Women’s Safety Project from Richmond Safer Neighbourhood Board

## Preface

Go Girl is a project directed to help women and girls stay safe: on the streets, while travelling, in clubs and bars and on public transport. It aims to show that many of our survival skills are innate and, by practising a few very simple exercises, these age-old skills can be re-ignited and used to boost confidence, find your voice, react very quickly and sense trouble before it happens.

Survivors of robbery, assault or attack also find the exercises very helpful to re-build their confidence. Their very physical nature is the first step to feeling that they are taking back control of their life and fighting the fear that is holding them back.

Go Girl is just part of a much wider campaign to promote women's safety but, it starts with you, the individual and the changes you make to increase your awareness of your surroundings and improve your confidence. There is also more general safety advice, plus details of where to get emergency help and advice.

## The inspiration behind Go Girl

This is based on a real incident and happened to a real person. On a sunny Saturday afternoon, on a tube train coming into London, Mary was sexually abused by two men. Even though she knew it was coming, she could do nothing. She was frozen and voiceless. Mary was a tall, strong, sporty, confident professional woman in her early 30s, but was rendered helpless in the face of such fear. And she is not alone; our choices in a dangerous situation are fight or flight, but many of us freeze. Go Girl aims to help you train yourself to beat the freeze; by using simple exercises, increased awareness, and common-sense advice, you can increase your confidence in your ability to cope with threats. This confidence will change not only you but other people’s perception of who you are. Walk as if you own the street - because you do.

At the beginning of human existence, when we were hunter gatherers out on the plains or the savannah, all we had to protect ourselves from predators and other dangers were our instincts and our senses – sight, hearing, smell. Humans constantly had to be aware of their surroundings, watch other animals to check whether they sensed danger (think gazelles and lions), and react immediately -without thinking. Our senses were very acute – our survival depended on it – and those instincts and senses still lie within us. We think we are so sophisticated and civilised that such basic instincts are to be ignored (and are in fact often forgotten) but they are still there, buried deep in us. We need to bring them out again.

**Voice** – with practice, you can learn to find a particular word or phrase (“Stop”; “Oi”; “No”; “Get Back”) whatever suits an individual’s mouth and throat. With repetition you will find you can shout your word automatically – it just comes out. *“Words are a martial art that can be used to say NO”. (Farrah Fray, from “Girl Combat, London”)*

**Body** - with practice, you can teach your body to react quickly and MOVE. Whatever action or event - a sight, a noise, a smell, a feeling - triggers your fear or sense of unease, you can move in a split second if you practice, “EYES, THIGHS, RISE”. Think of ballet exercises – they become automatic.

**Smell** – adrenalin is the hormone which is produced when our senses are raised - whether by fear, excitement, anticipation; the need to step up our game. Think about the atmosphere backstage before a performance, in the dressing room before a big match, in a police carrier just prior to going into action. “You could smell the fear”, “You could feel the excitement”. That is because humans can still smell that adrenalin, we just don’t realise that we can. That adrenalin smell from others increases our own body’s production of adrenalin, which is why nerves and excitement are contagious. Before a perpetrator acts, his/her adrenalin will increase with excitement, fear, or expectation. And you will be able to smell that; it will increase your unease and make your heartbeat faster (your own adrenalin kicking in).

There is science behind all the above; “the quick and dirty” signal as scientists call it. A survival trait where the thalamus allows the body to react without speaking to the rational part of the brain. It saves several precious seconds and could save you. Soldiers are taught this; constant exercise drills train them to act and react instantly.

So, practice with the voice, with the body, just as if you are training for a performance or a sport or an event. It works, and already exists in you. Be alert and adaptable. If it doesn’t feel right, it probably isn’t.

More science: gut feelings are real, and neurologists explain that most of what we take in comes from our awareness of our surroundings. However, deep in our brains, the hippocampus checks that sensory input against memory and experience. If something is not right, it signals the amygdala, our alert system, which talks to us through our bodies. The vagus nerve runs right down into our organs, and gives us sensations like clenching or churning, feeling warm and relaxed or aching and empty. So, your stomach aches before school were real.



## Safety on the streets

- Most of us know the sensible way to behave to keep safe. Be alert, don't switch off, keep your eyes and ears open (no earphones unless you know you are as completely safe as you can be). Head up, back straight; not confrontational but confident. Don't use your phone when you emerge from the Underground, office or station. Thieves look out for "leavers" and lie in wait. Go into a supermarket or a shop to check your phone.
- Plan your route in advance so you are not relying on your phone to tell you where to go. Write down a few salient directions with clues like "left past Sainsburys; right past the Admiral pub".
- Stay in crowded places in unfamiliar areas as much as possible.
- But always walk tall, with confidence.
- At night stay in the light as much as possible. On very quiet streets walk in the middle of the road so you can see and be seen, and away from hedges or places where someone could hide. Look for CCTV cameras and wave at them; there is a slight chance that a CCTV operator might see you and follow you.
- If you have a car, park it in as well-lit a place as you can. Always look in the back before getting in. Be noisy if you are nervous, whistle or hum.
- In a park at night (if you must cross one – try and go round it) call to an invisible dog.
- When you go out, tell someone where you are going, whom you are meeting and roughly what time you will be home. Better still, enable a friend or family member to track you on your phone (see Part 3 Technological Aids). This is particularly important if you are meeting up with someone whom you have only met online.
- Safety in bars and clubs is vital. Ensure you can always see your drink in case someone puts something in it to drug you. Many pubs and bars operate an "Ask for Angela" scheme, whereby, if you become afraid or uncomfortable with your companion, you can go up to the bar and "Ask for Angela". This will alert bar staff to the fact you are in trouble, and they are trained to take you to a private place, call you a cab or distract your companion so you can slip away.



## Secret Weapons – these include:

- black cab drivers will almost always stop for a woman alone and take her away from the problem area (we have confirmed this with the Black Cab Drivers' Association) and worry about payment later.
- British Transport Police have a text reporting system, 61016, so you can contact the police without speaking. Give details of the train or tube you are on, and where you are on the line (the nearest station) and describe the problem ("gang of youths", "man staring" etc)
- Technological apps for phones: some track your journey, others can put you in touch with friends or help. Find the one which suits you.

## Conclusion:

- Please share this advice with every woman and girl you know aged 9 to 99. It applies to all of us. Don't be afraid, be alert!
- The exercises will help you become more confident because you know you will not freeze. Your new-found shouting skills will help not only you, but others who are in trouble too.

# DOMESTIC ABUSE

*(Repeated from previous issues, but worth remembering)*

- 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](http://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

### MORE ACTION

The Domestic Abuse service for Richmond has changed. From the 1<sup>st</sup> November, advocacy and refuge support has been provided by a 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](mailto:communitysafety@richmondandwandsworth.gov.uk) or call Hestia on 0203 879 3544, or email [RichWan.IDVA@Hestia.org](mailto:RichWan.IDVA@Hestia.org).

But, in an emergency, always call 999

## DOMESTIC ABUSE

### REPORTING

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

## PENSION & INVESTMENT SCAMS

Worryingly, in a recent survey three in ten people said they would invest in a company they had never heard of - if they thought they would get higher returns. A further two in ten said they were unsure, indicating they could be convinced. It's very simple – higher returns bring a risk, and you could lose your money. [Don't do it!](#)

Thousands of pounds are lost to scammers each month in this borough alone, not least because the current financial situation makes many people desperate to improve their returns, and then they look outside the box of safety of genuine investments and secure deposits.

Scammers use "expert behavioural manipulation" to lull you into a false sense of security and invent deadlines, trying to force you to act instantly. And they are getting cleverer – so be armed and never invest without thoroughly checking.

I could end this article by just saying, "if the returns are higher than the norm than there is a catch". An investment can promise a return of say 5% but it is either a scam (in which case you will almost certainly lose all your money) or it means you are drawing on your capital and eventually it will disappear! There is no such thing as a guaranteed return of over say 3% without risking capital.

Get your basics right before you pay money. Subscribe to <https://www.moneysavingexpert.com/tips/> for practical ideas to use your income wisely, draw up a budget and see how you might save. Get rid of costly card debt if you can – there are many free and practical plans set out in this useful website.

As a next step go to Pension Wise <https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise> for free pension guidance. This is government-backed and can help you decide what to do next, but you must be over 50 to get pension advice

There is what I would call the "correct way" to invest through regulated independent advisers. Never buy from a cold caller on the phone, via an advert on social media or a recommendation to someone you do not know. It is illegal to cold call about pensions so that's a guaranteed to be a scam if you receive such a call. Legitimate companies sell their products through those regulated to give advice, and you can check this with the Financial Conduct Authority <https://www.fca.org.uk/>

Find good local Financial Advisers, Mortgage Brokers and Accountants here <https://www.unbiased.co.uk/> or on <https://www.vouchedfor.co.uk/> Depending on whether you want mortgage, life insurance, investment or accountancy advice you can source an appropriate, local firm.

I suggest you contact three firms to compare their services; most offer a free initial consultation where they will tell you their charges and what is involved. If you want professional advice of any sort, then you have to pay but, it's well worth it if you have a reasonable amount to invest or want to review existing plans.

Any good adviser will go thoroughly into your situation by defining your attitude to risk, your tax situation, your future plans and other factors. This is called a "fact find" and it's useful to complete one now so you have all your information ready.

It's also worth getting, "The little book of investment scams", from your local Police Ward Team.

The ideas set out in this article are my personal thoughts and are there to give guidance as to where you should go to get professional advice.

*John K. Murray*

*Met Volunteer, SNB member, PLG Chair and chair of CPOC.*



# NEIGHBOURHOOD WATCH

Margaret Warden stood down as one of this Borough's Neighbourhood Watch Co-ordinators at the end of 2021. We asked her to tell us about her experience; the ups and downs, the successes and the adventures, and her brilliant "buddy" system - which all Watches should attempt to emulate. Margaret writes:

During the weeks when I gradually handed over my Co-ordinator role to my successor, NH Watch member Petra Walsh, I was astonished to realise how much knowledge I had acquired over the past 12 years. It seems a long time ago that I first leafleted the 76 households on my Lyndhurst Avenue 'patch' in Whitton's Woodlawn Estate. I then followed by calling on each household personally, hoping to sign people up for NH Watch membership. The inhabitants were very suspicious – was I just a nosey parker or a do-gooder? Slow progress, but I was lucky in my first couple of years to have an excellent PCSO, Clare Hurl/Pidgeon who was as keen as I was to make her mark.

My breakthrough came late in 2010 when, bemoaning the fact that people weren't interested in joining my NHW Group, one of my enthusiastic members (who owns a dog!) suggested I mention her name to the many dogwalkers on my patch. The dogwalkers of Crane Park are quite a clan; they walk their dogs 2-3 times a day, meet up and chat together. Most importantly, they notice what is going on around them! Immediately my membership numbers started to rise as the loyal 'doggie walkers' spread the word and started reporting suspicious things they had noticed to me.

Suddenly I had 48 members and by 2013 every household on my patch was a member of my Lyndhurst Avenue group – the only NHW 'patch' in the borough to have succeeded in achieving full membership.

It became easy to recruit new people by introducing myself and welcoming them with the news that 'everyone in the road is a member!' In 2014, I was recommended for a Borough Commander's Commendation for 'Outstanding Commitment to NHW'. It was such an honour to receive this award in appreciation of all my hard work.

The dog walkers have been a wonderful support to me. In 2013, one of their dogs found a sports bag under a hedge in Crane Park, complete with the owner's identity papers and my member brought it to me rather than informing the police. Oddly enough people have seemed to prefer reporting back to *me* rather the police. I reported the find to the police and later that morning a body was found in the park. The Police were able to identify the victim – the owner of the bag that my NH Watch member had brought me.

On another occasion, one of my members found he had been burgled overnight while he and his partner were asleep upstairs. Laptops, mobile phones, and cash were taken but, even more distressing was that a pink plastic bag filled with personal papers, including the deeds to their house, was also missing. I sent an email out to my members, giving a description of the stolen bag, and, *half an hour later*, one of my doggie walker members discovered the pink plastic bag, and papers scattered in the park, behind the houses. She had read my email just before setting out to walk her dog!

Lost keys, and even a chicken that had been reported as 'lost', were found and returned to its owner. I made people laugh and became 'famous' for suggesting that my NH Watch members peered out of their windows when getting up in the middle of the night, in case they saw anyone trying car doors. There had been a spate of thefts from cars over the previous weeks. If they saw anyone doing this, they were *not* to disturb the criminal but to dial 999 so that the police could catch them red handed! Having laughed at my suggestion, soon other NHW Coordinators and also the police were telling people to do the same.

However hard I and the SNT have tried to warn people, they continue to leave valuables and money in their cars and forget to lock their car doors/close the windows; sadly, a few of my members have, shamefacedly, joined NH Watch at the suggestion of the police, *after* being burgled.



There have been many vulnerable people on my 'patch' who didn't have a computer or access to email. As constantly printing and delivering information to them proved too expensive and time-consuming, I introduced a 'buddy' scheme whereby one of their neighbours would pass on the NH Watch information/advice that I had emailed out, and the 'buddy' would also let me know if these people needed extra help.

The community spirit on my patch has just grown and grown over the years. People have looked out for one another – caring neighbours, without being nosy. This has been particularly noticeable since the Covid pandemic commenced. So many people have offered to help their neighbours and the community has become even closer. In recent years, many of the original owners of the houses on my estate have aged or died, and many of the houses are now rental properties and it has become difficult to know when tenancies change. Here again, my members have been good at informing me if they have new neighbours. Many of those who moved away asked to remain on the mailing list, stating that they have found the information and crime prevention tips and reminders really useful.

My members always knew they could report anything to me that worried them or that they were suspicious of. If it worried *them*, I would listen and then deal with it. In 2011 there were 19 NH Watch Coordinators on the Heathfield Woodlawn Estate and most of the estate's streets were catered for. Since then, several co-ordinators have died, become ill or have moved away and not been replaced. Now, I think there are only about 7 coordinators, spread thinly over the estate. Some are more active than others. As I became known on the estate, residents in neighbouring streets to my Lyndhurst Avenue 'patch' asked to be on my mailing list over the years and my membership numbers swelled to about 150 households at one point.

Before I first became a NH Watch Coordinator, I had worked long hours for many years, and I only knew my immediate neighbours. Now I seem to know *everyone*, and it is lovely to be greeted with smiles and such affection whenever I am out and about. My NH Watch members have been touchingly appreciative of the work I have done and already are showing their loyalty to Petra. They are a great bunch of people and I'm very proud of the Community spirit I have helped to build on the Woodlawn Estate.

Long may it continue!

## Crime Prevention Advice - Theft of Catalytic Converters

Catalytic converters are devices fitted to vehicle exhausts that reduce the amount of dangerous gases emitted.

They are often targeted by thieves as they contain valuable metals and can be removed in less than a minute.

Catalytic converter theft most frequently occurs in car parks but can happen anywhere. Thieves may then sell the converters via scrapyards or online, or ship them out of the country.

Hybrid vehicles are most commonly targeted, as their metals are more valuable, but any vehicle can be at risk of catalytic converter theft. Particularly at-risk are Honda Jazz, Toyota Auris, Honda CRV and Lexus.

Signs of catalytic converter theft being committed include:

1. a vehicle being raised using a car jack in a car park or residential area
2. a loud drilling or cutting sound coming from underneath the vehicle

Watch this video to see what a catalytic converter theft looks like <https://youtu.be/qybMlkySaXk>

You can help prevent Catalytic Converter Theft by following this advice:

1. Park your vehicle in a garage or somewhere that makes it difficult for anyone to access its underside.
2. Install CCTV and an alarm system that captures where you park.
3. Don't park your car in one place for a long time.
4. Etch security details into the converter.
5. Secure the Converter with extra bolts or a protective sleeve to make it harder to cut out.
6. Try 'defensive parking' against a wall or by another lower vehicle to make it more difficult to reach under your vehicle.
7. Have a mechanic weld the catalytic converter to the exhaust system.
8. Ask your car dealer if they can give you any advice on locks or guards that are approved by the vehicle manufacturer.
9. [Secured by Design](https://www.securedbydesign.com/guidance/crime-prevention-advice/vehicle-crime/catalytic-converter-theft) is the official police security initiative that works to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit. They have a lot of information to help prevent catalytic converter theft <https://www.securedbydesign.com/guidance/crime-prevention-advice/vehicle-crime/catalytic-converter-theft>
10. You should also register your converter and mark it with a forensic marker, which will make it harder for thieves to dispose of. See below for more details of the [Kwik Fit initiative](#)

Local [Kwik Fit](#) premises have sufficient stocks of forensic marking kits, but appointments must be pre-booked with the relevant garage. These catalytic converter marker kits are provided FREE to the public by Richmond Police and can be obtained from:

KWIK FIT RICHMOND: 48 Sheendale Road, Richmond TW9 2JJ 0208 948 4179

KWIK FIT TWICKENHAM: 353 Richmond Road, Twickenham TW1 2EJ 0208 892 1491

## STOP AND SEARCH - COMMUNITY MONITORING GROUP

We are required to inform the public of the results of our viewing of searches on Body Worn Video. The Community Monitoring Group observed four searches on 21st February. All four, selected at random, were as the result of intelligence from residents and involved two white people, one black person and one Asian person.

- The first viewing came after a call from the public for the police to attend an affray late at night and resulted in an arrest for possession of class A drugs. The person stopped was handcuffed.
- The next call, where handcuffs were used, alerted police to a fight where a knife was reported as seen and resulted in an arrest for public order and criminal damage.
- Another call about catalytic convertor theft led to no further action but, it was interesting to see that the person stopped, then recorded it on his phone.
- The fourth encounter followed a report that a person by the A316 was acting strangely and said to be in possession of a knife. This person was followed by an officer in plain clothes until backup arrived. The police had to draw and fire a taser as the person was highly confused and non-cooperative. He was later sectioned under the Mental Health Act.

In all searches the officers acted professionally and calmly.

We are required to assess the encounter as good, acceptable or needs improvement. All four searches were judged as good.

In one case the officers returned to their car to see if they had a search wand for detecting weapons. This was not the case, and we were told that in the future all cars should carry a wand.

*Carole Atkinson: Chair LBRuT SSCMG*

## ARTICLES IN PREVIOUS NEWSLETTERS

These are available on the Council website [https://www.richmond.gov.uk/safer\\_neighbourhood\\_board](https://www.richmond.gov.uk/safer_neighbourhood_board)

### SUMMER 2021

What happens if:

- Your child goes missing
- Your child is mugged
- Your dog is stolen
- You are Stopped and Searched

And

- The facts about E- Scooters
- Where to get help and advice about Domestic Abuse
- Tracking Devices
- What 3 Words

### AUTUMN/WINTER 2021

What happens if:

- You are burgled
- (When) you dial 999 or 101 and how to complain
- You think an older person is being abused

And

- How to join the police
- How to get help and advice about Domestic Abuse



# 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](mailto: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

# 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

StMargretsandNorth@met.police.uk  
0208 247 7142  
@MPSStMargarets

## Twickenham Riverside

TwickenhamRiverside@met.police.uk  
0774 707 0801  
@MPSAbbeyVW

## Teddington

Teddington@met.police.uk  
07768 178924  
@MPSSteddington

## West Twickenham

WestTwickenham@met.police.uk  
02082477017  
@MPSWTwickenham

## Whitton

Whitton@met.police.uk  
020 8247 7132  
@MPSWhitton



**METROPOLITAN  
POLICE**

# Richmond