

SAFER NEIGHBOURHOOD BOARD MEETING

**Thursday 30 January 2025 starting at 7pm
Terrace Room, York House, Twickenham**

MINUTES

SNB MEMBERS ATTENDING	REPRESENTING
RM Roger Metcalfe	Chair SNB and Met CC lead
CA Carole Atkinson MBE	Hampton Hill Association and S&S CMG
JM John Murray	NHW Hamptons/Met Volunteer/PLG Chair
AJ Anne Johnstone BEM	PLG Chair Mortlake & Barnes Common / Met Vol.
LP Cllr Lesley Pollesche	Community
TL Antony Lindsey	NHW Whitton
BP Beverley Picton	NHW South Richmond
JP Jeff Picton	SNB Treasurer
PBS Peter Burrows-Smith	Royal Parks Link
MS Martin Sands	Hampton Wick / Teddington Community
PM Pam Mcmillen	SNB Secretary
MM Prof Maria Mellins	St Mary's Uni / One Stop Shop
PBS Peter Burrows-Smith	PLG Chair / Hate Crime / Royal Parks Link
WKP Wendy Kyrle-Pope	MPS Link advisor & LCP2, IAG Richmond, IAG Frontline Policing, BTP link

POLICE ATTENDING	REPRESENTING
CS Chris Scammell	A/Supt Richmond Neighbourhoods, SW BCU
CJ Chris Jackson	Inspector Richmond Neighbourhoods, SW BCU

COUNCIL OFFICERS ATTENDING	REPRESENTING
LS Lee Spear	Community Safety Service, LBRUT

ORGANISATIONS / PUBLIC	REPRESENTING
JTE John T Evans	PLG Chair Whitton & Heathfield
SC Susan Chappell	PLG Chair Twickenham Riverside
LM Lynn McInnes	PLG Chair Barnes
MM Maria Margiotta	PLG Chair St Margarets & N Twickenham
Cllr N Crookdale	Mortlake & Barnes Common

Cllr F Sacks	Barnes
Cllr Millum	Barnes

APOLOGIES	REPRESENTING
Sally Durant	PLG Chair Kew
AC Avril Coelho	Business
PF Pamela Fleming	Housing RHP
RA Ravi Arora	Multi-Cultural Richmond
Jock Lennox	PLG Chair South Richmond
Robert Blakebrough	PLG Chair Teddington and Hampton Wick
Ray Williams	PLG Chair South & West Twickenham
Insp Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU
FB Felicity Barkus	Mothers Against Mugging
BLE Barbara Lingle Elliot	Mothers Against Mugging

1. Welcome and Apologies

Roger Metcalfe welcomed everyone to the meeting and thanked everyone for attending. Apologies were noted. During this meeting there would be 20 minutes for public questions, anything that is not answered or needs more information, please write to the Chair who will respond.

Congratulations to PCSO Maz Regan and PCSO Bill Smith, police officers who have just received the BEM. RM has invited them to the April SNB meeting to celebrate this and also to ask them to talk about their role. They were at a Civic Presentation last night. Thanks to JM and JTE for attending this and representing the SNB.

2. Minutes of the last meeting and matters arising (24.10.24)

These were approved as being a true record and would be placed on the council website.

Matters Arising:

Mr Francis McInerney (Mac) – Items minuted during a SMNT PLG meeting, requested that a number of items be removed, also a comment re hostile reaction. RM was still trying to resolve this, wished for this problem to be resolved at PLG level, first with selection of a new PLG Chair. RM hoped to see this resolved before the next SMNT PLG meeting. ACTION RM It has not been possible to resolve the issues around the 20 Mar 24 meeting, so the Minutes remain unpublished. The issue is now passed to Chair SMNT PLG. CLOSED

Action with CL re publishing PLG minutes, they need to be on Council website. ACTION RM The council website has been updated and those PLG Chairs who want minutes published can have them put up. The Secretary is requested to send Minutes as agreed to the Council Communications Officer; requesting help as needed via Council Community Safety Officer. CLOSED

TL – can communication include how PLGs cascade out information? RM to look at this. JM had done a 3 page draft, would update it and resend to RM to review. ACTION JM/RM. The current PLG Handbook provides good guidance. Action will be included in the forthcoming 'SNB Handbook' before end of March 2025. CLOSED

TL – what is happening re SNB constitution review? ACTION RM and Exec Cttee. See Item 10 of this mtg. CLOSED

MM asked if there may be opportunities to refresh training within hospitals related to drink spiking to ensure people are being identified correctly as drink spiking victims as opposed to alcohol consumption and to ensure evidence is gained.' DN can speak to CSP.

LS to speak to MM to determine a way forward.

ACTION LS/MM

Chairman's Update & Guidance:

Aims of SNB include

Promote community engagement with MPS;

Ensure each ward has a fully functioning PLG (Police Liaison Group)

Monitor crime performance

Address specific issues of community concern; Establish policing priorities

Main role of Chair

Overall responsibility for the general direction and management of the SNB, and related community engagement matters

Represent the SNB at key meetings (see below)

Ensure the SNB contributes to other local agency work on important issues such as VAWG

PLG work across 18 wards attracts great confidence from MOPAC. WKP – in our Borough every ward is covered by community led PLGs, in other Boroughs it falls away as SNT have to run it. RM we then integrate with the Council departments.

Worry re increase in firearms incidents, up to 3, new efforts to fight ASB, graffiti, VAWG extra resources are being given.

TL – re firearms incidents, were they local residents? CS – no.

RM – thank you PBS for the Hate Crime leaflets

3. SNB Projects Update including End-Of-Year Reporting and Projects for FY 25/26

Project

1. Streetwise – School Awareness Campaign by Mothers Against Muggings
2. Safe Space Richmond – Richmond Station
3. Multicultural Richmond (MCR) – Hate Crime Awareness event
4. Crime prevention advice
5. Small projects fund

JP on track with expenditure will be close to the 19k allocated, there is some headroom for any other small projects before end of this financial year.

MOPAC figures for 25-26 will come out next week, hoping funding will match last year, need to submit by end of April 4-5 major projects. Have canvassed for ideas for projects, MM has submitted 3 which can be amalgamated. Please send ideas to JP.

WKP has been trying to get SNT teams to apply for funding, not had response. JP could JMc coordinate this eg funding for Met in the Park. Please send ideas to JP.

Question asked re what are the parameters for projects?

Parameters for projects, must be for crime prevention, crime reduction, community engagement eg Safe Space.

PBS used to offer PLGs £250 towards admin and promotional materials, but take up was very poor. TL do admins get there costs covered? JP yes they do.

RM – thanks JP for steering this, please send ideas in. In Police and Crime plan there is support for Victims, but don't see this being followed through. Will be major support for VAWG in partnership with MM, and integrated with statutory bodies.

WKP – re Safe Space Richmond – BTP are losing their office so will not be able to support this. CS – yes BTP will be relocated to Waterloo – however police will NOT be moving away from this important priority.

CA – are Wandsworth having same issue re BTP officers, and Safe Space area?

LS – not heard anything on this.

TL – on website it says the officers are in Ebbsfleet? WKP – they cover the whole country, some confusion re where they have their bases. Police have been offered space to store tables etc, in Richmond.

Question asked re how to support victims, can the figures be split out in wards re VAWG? CS will look into this. RM Safe Space and MAM results are way above the cost spent. VAWG meeting this week, 3 pillars, commanded at BCU level, 300 officers to go into this, 200

BCUs. CS – Sapphire Unit, is at 100% staffing level.

RM will launch 25-26 new plan at April SNB meeting.

4. MPS Performance Report including input from Community Monitoring Group

CS informed the meeting that the Police had moved to a new reporting system and there were still some teething issues. CS then talked through the presented stats concentrating on the major crimes.

Positive news for year.

23% reduction in robbery, theft of and from MV, positive outcome rates are a concern, a lot of that is secondary investigation.

Theft person – rise in figures, Met wide, way of recording crimes causes rise.

No homicides this year, 1 at train station is a BTP stat.

VAWG increases, down to Christmas period.

Rise in knife crime worrying, not necessary a knife present, can be intonated.

Rise in rape figures worrying, number of them people are known to each other, very rare to have stranger rapes.

S&S year on year have gone down in Richmond, trying to re-establish trust and confidence in the system.

More information is available on the Stop and Search Dashboard which can be found at <https://www.met.police.uk/sd/stats-and-data/met/stop-and-search-dashboard>

Re burglaries in South Richmond – and the increase – see map. Police believe it is an organised gang, specialist burglary team working on it, local resident meeting, will take design out crime officer to look at properties. South Richmond and Hampton are current hot spots.

See crime maps in presentation, some show no real patterns. Motor vehicle offences map, hot spots, Kew and East Sheen.

ASB map – Richmond town centre area, SNT can target, use ASB powers. Certain regular offenders who keep going to Richmond, being moved on.

No active cuckoo addresses, well known offenders addresses are monitored.

5. MPS Trust and Confidence Report

Police Trust & confidence figures link:

<https://data.london.gov.uk/mopac-pcp-dashboard/increase-trust-and-confidence-dashboard/>

MOPAC survey of 8 standard questions – good news 6 out of 8 have improved.

The public attitude survey run by MOPAC reveals that we are improving overall. We are higher than the Met average for agreeing that the Police listen to the concerns of local

people and that we are well informed about local Police activities over the last 12 months.

CA – resident complained about receiving a letter from MOPAC, they turned up without organising a time, scaring her. CS – unfortunately police do not have control over this.

6. Public Q&A on Police Performance, and Trust & Confidence

RM – pre-submitted questions:

MPS reorganisation (workforce cuts) – details and implications for SNTs.

CS – cuts should not affect SNT, schools officers will be aligned to the SNTs, less time in school, not experts to deal with some school issues.

BPLG Chair: Changes to Royal Parks policing.

Royal Parks Police cuts, CS doesn't know what will happen here. In budget deficit, looking at reduction in mounted roles, dogs etc. Parks police are vulnerable looking at their outputs.

LM – local people are concerned. CS – council have voted to keep park police, local MP is running a petition.

WKP – parks police understand environmental and animal bylaws of the park and know it very well. If service is cut needs to be replaced by something, eg rangers.

PBS – in parks conventional crime is low, rangers could do a lot of the role. Main problem is roads and cyclists.

TL: Real time monitoring of 101 inputs

CS – 101 goes to a central call centre who decide how it is handled, they triage it. Online reports are monitored. 999 are also triaged at source, then sent out to local forces. Person gets a text to update them, can be offered online zoom calls.

TL: Grooming gangs in the borough and how that threat to our younger people (male and female) is dealt with and investigated.

CS - In Richmond this is not a problem, can be in Hounslow, police speak to Ruth Cadbury, there is a special team who work on safeguarding vulnerable to exploitation. No significant issues here. WKP – key thing is how people report things, people are afraid to report. CS agree, people need to report suspicions, concerns.

TL: Schools liaison

Schools officers will still liaise with schools, especially when children are on way home. CS having to step back to core policing – council may have to take up slack.

TL: What is done to consider illegal immigrants or at least check that people are entitled to be here.

Police work with Border Force. WKP not a new issue, could be a million illegal in country.

TL – re confidence question, can police update the website with contact details and numbers for SNTs? CS – phone numbers are not listed, as not 24hr.

MM – Prevent and Change (PAC) have had funding stopped? What perpetrator intervention do we have? CS will provide a written response. **ACTION CS**

RM – Cllr LP please can you ask the CSP what will happen post PAC? **ACTION LP**

MM – re safe spaces what else can be done in Borough? CS - Richmond is the hot spot, don't have the resources, have to pull in staff from other areas for Friday and Sat nights. Have started walk and talks with local public, RFU doing a stall at the rugby in partnership, also partnerships with CSP. K POP concert in summer.

WKP – A Safe Place pilot is about to go live in Barnes. Although started nearly 2 years ago, the training for the shops and pubs etc, who can shelter children or anyone who feels threatened/ needs help, is nearly complete”

Cllr Millum – ‘Safe Haven’ – shops, restaurants and bars signing up are having training for a pilot scheme, working with local police.

PBS – at London Hate Crime meetings people have asked about the Safe Space Initiative, word has carried.

MS – re shoplifting, widespread in Borough, what is being done? Also issue re evidence is provided but nothing is done – can police comment on this. CS – there are prolific offenders, who target certain shops. Officers do bring them in and they get charged. Business crime unit. CCTV is harder to get. Letter was written to Tesco and police are working with them. RM – AC asked if big supermarkets are sharing CCTV more now since letter. Yes.

Q re Safeguarding re children – lack of police and hospital data? CS – will need to find out and report back. **ACTION CS**

7. Borough Level Assessment, Review / Setting of Priorities, Forward View

Looked at all the PLG priorities. SC – one of the Twickenham Riverside ones is wrong, on way here tonight was almost the victim of road rage, nearly knocked over by a delivery driver, can police do anything with the fast food companies. CS drivers are usually contractors.

CA did a quick count up re PLG priorities: 11 ASB, 11 Burglary

CS – burglary should be on there, ASB comes into all sorts of things.

RM – are these 3 priorities relevant? Any comments or new topics? The Board utilised, a table showing the current priorities across all PLGs.

ASB is more of a PLG issue.

SC – there was a big problem of theft of MV on our PLG, our SNT team did a lot of education about this to bring the figure down. RM – crime prevention officer Chris Waldren will come to PLG meetings and do talks for residents, and visit homes.

8. Crime Prevention including Scams and Fraud Update (John Murray)

Total Fraud loss for the year was £8,767,104, a frightening figure. This is just reported fraud in this borough. Unreported would increase this by 30 or 40%. I think there is scope for action to increase awareness in the Borough and I will be sending out some ideas about what could be done. If that figure were burglary losses there would be a lot of action taken – so why are scams treated differently? This is not a criticism and in terms of public education the two could go together.

The Scam statistics coming monthly from Action Fraud are sent out from my Police email address, to my Hampton NHW database (about 700 emails) and are then further distributed to the Hampton Society members (a further 450). They are also sent to each PLG chair and SNB member for further distribution. And they go to each Police ward with instructions to circulate, and onto the Safeguarding Adults Board that Carole and I sit on. And they are now going to my Probus club. Any other society or club that could do this – Kew Society was mentioned. Contact Pam or Roger please, she will pass this onto me. This means (I estimate) reaching over 2500 recipients at present.

I had a recent request from Action Fraud to ask whether these stats were used and should their issue be continued. I replied “very much so” as evidenced by the above. Not only are there regular pieces of advice and guidance, but every item is of practical use.

I have talked in September to a ladies group at Linden Hall Hampton, and had a stall at St Mary’s at the last Met Event for London, both about scams. And thanks to Maria I will be at St Mary’s every month as part of the Police teams sessions there each Tuesday. I also ran the Met’s stall at the Hampton Fair in December, which was good for signing up new members for my mailing list. At my PLG I collected a few more. There is a question in the public forum about what are we doing about the situation and what I have described is part of the answer – continuous education.

The summary from Chris Walden for his work last year is -

Individual homes surveyed	20,
Blocks of flats surveyed	2,
Talks given	2
Fairs attended	7
Meetings	2
Days spent putting up signs	6.

Over £8m lost in fraud. JM will attend St Marys Uni once a month to talk to students. What more can we do? CS booklets are good, but social media goes further. Chris Waldron does a lot of community crime prevention work. JM and EA will both attend meetings to talk to groups about this, contact JM.

9. Hate Crime Update – PBS

SNB Minutes 30.1.25

Lot in the press at the moment

Hate crime definitions • **A hate crime** is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion, sexual orientation, disability and transgender identity.

A hate crime incident is defined as any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion, sexual orientation, disability and transgender identity

Types / Statistics

TYPES. Whilst anybody can be a victim of hate crime, incidents are generally categorised as: - Racial - Homophobic - Trans 74%. 15%. 4%- Religious - Disability 3% 4%

LONDON STATISTICS 12 months to end Oct 2024- Total London 23,913- South West BCU 1,560- Richmond Borough 234 Most incidents in central London boroughs, with Westminster highest

Each BCU has a specific officer who deals with this, local SNT look into this and then refer it up.

RM – thank you PBS. This is a very important area for policing, when will this be updated? PBS – not heard anything yet.

Q: Can this be linked with the Refugee Centre, also use of language is very important.

10. Updated SNB Constitution

Updated SNB Constitution

- Aim: To consider observations on Version 7 of the new SNB Constitution, and either adopt V7 or create and adopt V8.
- Extant Constitution dated 2017:
- 7 Sections and 5 Schedules
- Includes detail that is out of date

New Constitution:

- Simplified into 6 Sections (no Schedules or Annexes):
- Name, Aim and Powers – Priorities and Core Functions remain the same, including financial powers (projects etc)
- Composition and Responsibilities – including Terms, Elections, and Advisors
- Meetings – Usually public
- Availability; Alteration; Winding Up & Interpretation
- Likely to be relevant and 'in date' for next 5 years

- Detail to become Annexes to new SNB Handbook; including new MOPAC

guidance on Terms of Reference and Code of Conduct

RM – aiming for 3 year terms for officers on the Board, enables more certainty. CA when had the CPP, a third would retire then stand for re-election. MOPAC required 1 year terms. RM – PLGs work in a different manor. RM will share constitution with CSP and MOPAC.

RM – please can Board show hands to adopt this, carried, apart from TL, who will write to RM.

11. Look ahead to AGM and updated SNB Handbook

RM hopes Officers can attend AGM, also want to promote VAWG new projects.

12. AOB including pre-submitted Qs for SNB

Dealt with earlier in the meeting, there was no further AOB.

13. DONM - AGM Thursday 3 April 2025

Meeting closed at 9pm.