

**RICHMOND
UPON
THAMES
SAFER
NEIGHBOURHOOD
BOARD**



NEWSLETTER - SUMMER 2021

Welcome to our second newsletter. Our first for the Spring of 2021 was well received, and we want to build on that goodwill to ask you to share this newsletter with as many people as possible. It is full of information about local issues, and how the police and the Safer Neighbourhood Board and our other partners are tackling them, but also some advice which we hope none of you will have to use.

Our Neighbourhood Inspector, Rebecca Robinson, is moving on in the autumn to a new role, away from this borough and the Southwest BCU. She has been the most wonderful police partner; open, listening, sharing and full of enthusiasm and great good humour. We would like to thank her for all she has done for us and wish her well in the future. But the good news is that an old friend of this Borough, Jon McLoughlin (now Inspector), is to take her place. Jon knows this area very well and requested to be posted back with us. This will make the handover very smooth, and we look forward to working with Jon again.

We have more good news; you will see a flyer in this newsletter for our Crime Prevention/Burglary Advice service which we launched in July. As the police can no longer staff this service, the Safer Neighbourhood Board has taken it over, and we are working with a former MPS officer who is an expert in these matters. Contact details are on the flyer.

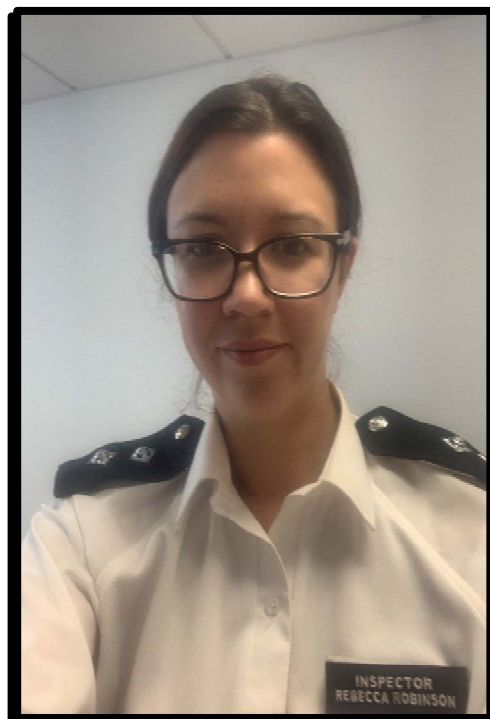
The other excellent news is that finally victims of Domestic Abuse can report their problems to the police online, with fail safes in place so their report can be hidden from their abuser.

Life is often fraught with danger and, however safe Richmond is, we have to face the fact that the unthinkable can happen to us and our families. The two articles on, "What to do if your child is missing", (taken from the excellent blog by SNB member and Director of Resilience, Jonathan Green), and, "What to do if your child is mugged", should be read and filed away in case someone you know needs them. Our pets are not forgotten either; "What to do if your dog is stolen", contains some very good advice.

We also realise that sometimes not all our encounters with the police are what we expect. Some of us will be Stopped and Searched, and our article describes how the police should carry out a Stop correctly and how you should behave to make it as quick and painless as possible.

And finally, the Truth about E-Scooters. Richmond is one of several London boroughs trialling the use of rented E-scooters. We explain which E-Scooter are legal, which are not, and how to report bad "driving" and to whom.

POLICE REPORT FROM INSPECTOR ROBINSON



We try to keep Richmond the safest borough in London, so it grieves me to report that there was a murder in Richmond in May. The victim died a few days after being stabbed, but the perpetrator was quickly arrested and will now stand trial. The South Richmond Safer Neighbourhood Team were instrumental in finding witnesses whose evidence led to the arrest and provided reassurance to their ward. I commend their hard work, vital local knowledge, and care for their residents.

Anti-Social Behaviour is always a big problem, especially in summer. As Lockdown restrictions have eased and the weather has improved, we have seen an increase in ASB across the borough, particularly along the Riverside and at Teddington Lock. To help tackle this, officers have been patrolling priority locations along Richmond riverside and on Richmond Green. Section 35 dispersal orders were authorised throughout the month of June, giving our officers additional powers to disperse crowds and seize items used to commit Antisocial Behaviour.

Officers have also been using our CCTV van to monitor the ASB and identify repeat offenders of ASB on Richmond Green. ASB Warnings have then been issued to those known troublemakers.

Officers have also been patrolling Teddington Lock and are continuing to work on a long-term, multi-agency approach. Test purchases of alcohol (which commonly fuels ASB) have been carried out in West Twickenham, Fulwell and Hampton Hill. The Licensing team worked with the volunteer police cadets to conduct a test purchase at a shop in Hampton Road, Twickenham. The premises had been linked to selling alcohol to underage youths that would subsequently go on to commit ASB later when under the influence. The shop failed the test purchase and as a result the licensee was given an on the spot £90 fine and their license is currently under review.

Aggressive and persistent begging is also classed as ASB, and there have been recent reports of such behaviour in Whitton. So, in response, officers have conducted patrols and issued numerous ASB warnings in and around Murray Park as well as on the High Street.

Following a closure order being imposed on a house a few months ago due to repeat ASB and cuckooing (where undesirable individuals persuade a vulnerable resident to let them use their home for criminal activities), three CCTV cameras have now been installed in the area as a deterrent to anyone thinking of breaching the order. These cameras appear to have done the trick as we have had no further reports of Cuckooing, and the order will last a further three months.

All our safer Neighbourhood Teams have been working on addressing residents' concerns and tackling crime locally, fighting issues like high-harm crime and ASB. One notable piece of work is the impressive foot chases our teams have done in the last month, one leading to finding a knife and the other a significant amount of drugs. This is an important part of our work to combat county-lines and the violence and exploitation which it involves. An amount of cannabis has been seized and we continue to develop intelligence, obtaining search warrants to disrupt this trade.

POLICE REPORT FROM INSPECTOR ROBINSON

Continued...

Neighbourhood officers from Kew and Richmond were on regular patrols when they had cause to conduct a stop and search of a young man on Richmond Bridge. During the search, a knife was found in his waistband. Thankfully the weapon is now off the streets and the male was taken to custody for interview.

Having recently received intelligence about drug dealing at an address in Twickenham, the safer Neighbourhood Team and the Violence Suppression Unit executed drugs warrant at the location. The team seized cannabis as well as several firearms that were discovered in the property during the warrant.

Officers from Richmond and Kingston's Response team found hundreds of pounds in cash and suspected Class A drugs (pictured) after a vehicle stop in Richmond on the 22nd of June. The car had set off an Automatic Number Plate Recognition (ANPR) Camera and a message was sent to our officers that got their attention. After officers stopped the vehicle, it quickly became clear that there were drugs in the car, as indicated by the drugs dog on scene. The driver, a male in his 20s, was arrested on suspicion of Possession with Intent to supply class A drugs and was taken to a local police station for interview.

We have been listening to what concerns the residents of Richmond. We are aware that ASB and traffic offences caused by E-Scooter usage is a concern and have therefore we stopped and seized several E-Scooters in accordance with the law. If you wish to use an e-scooter to travel around the borough, use the new E-Scooter rental scheme which enables you to ride an E-Scooter legally in a public place.

Throughout the summer holidays, Safer Schools officers will be working with Achieving for Children at three youth centres across the borough for the duration of the school holidays. Officers will be at Whitton Youth Zone, Heatham House in Twickenham, and Ham Youth Club. They have organised a number of activities, including guest speakers from other police departments in the Met, such as the Missing Person's Unit and Firearms Officers. We hope that this daily interaction between children and police will really help break down barriers.

Finally, I wanted to let you all know that I will be moving on to another role at the end of the month. I am sad to be leaving the role just as Lockdown starts to lift and proper engagement starts to become possible again. I know the team will continue their good work under their new Inspector, Jon McLoughlin whom some of you may know from when he was a sergeant here. I have had a lovely time working at Richmond and really enjoyed the community conversations I have been involved with. Thank you to all the partners in the SNB for their commitment it really has been wonderful working with you all.

Inspector Rebecca Robinson

DOMESTIC ABUSE

There is a new way to report Domestic Abuse, with the launch of online reporting of Domestic Violence. The public can now report controlling, bullying, threatening or violent behaviour between partners, ex-partners, family members or carers through the Met website.

<https://www.met.police.uk/advice/advice-and-information/daa/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 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

HOW TO JOIN OWL AND GET THE LATEST UPDATES ON WHAT IS GOING ON NEAR YOU

Richmond Council and the Metropolitan Police Service are inviting residents to sign up to a new crime and community safety information system called OWL (Online Watch Link).

About the OWL Service and how to sign up to receive email messages from the police and Council Community Safety Team

https://www.richmond.gov.uk/services/community_safety/owl_online_watch_link

About the new OWL app and how to download (no personal details required)

https://www.richmond.gov.uk/news/july_2021/download_owl_app_to_tackle_crime



Safer Neighbourhood Board



LONDON BOROUGH OF RICHMOND-UPON-THAMES

The Richmond Safer Neighbourhood Board is funding a free home security check just for Richmond residents.

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.

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

To book a suitable appointment – see below.
This service is completely free to you and there are no hidden costs.

email: crimepreventionadvice@yahoo.com

Tel: 07951 038099

This is part of Richmond Borough Safer Neighbourhood Board's
Crime Prevention initiative

WHAT TO DO IF YOUR CHILD IS MUGGED

There comes a time when parents have to let their child go out alone. You have prepared them with road safety lessons, not speaking to strangers, keeping in touch with home and staying with their friends. As they get older, they will want to go out alone more often and further afield.

But what if something does happen, and they call (or someone else calls) to say they have been mugged or threatened or chased or just frightened out of their wits? What do you do? In the worst-case scenario, serious injuries will see your child taken to hospital, usually from the place where the incident occurred. The Ambulance Service or A&E will notify the police, and various established procedures will be put in place. This type of incident is very rare. More typically, your child will come home and tell you that he /she has been mugged or threatened; had their phone taken or been physically manhandled.

WHAT TO DO NEXT?

INJURIES Are there any injuries? Serious enough for A&E? If so, take your child but report it to the police en route (see below). Photograph the injuries. If the injuries are less serious, bruising etc – stay at home. Again, photograph the injuries (however slight).

REPORTING Dial 999 in an emergency; if the incident is recent; if there are injuries; if the perpetrator is known and your child can describe them; or if your child still feels threatened. The operator will advise you which police unit is available. On a busy night, an appointment will be arranged for the next day. If the incident is not an emergency, no serious injury has been received and there is no immediate danger (or you aren't told until the next morning) dial 101 or report the incident online at <https://www.met.police.uk/ro/report/>

POLICE CONTACT The police will take a statement for a full account, including a victim impact aspect. They do not always use a video recorded statement, but this depends on the seriousness of the offence. Statements about very serious offences are conducted and recorded on video by special trained officers. Similarly, the investigation may be dealt with by specialist CID officers, again depending on the seriousness of the offence. Less serious offences will be dealt with by the response team officers who were first on the scene or by your Safer Neighbourhood Team if the crime is clearly an ongoing neighbourhood issue. All CCTV evidence will be checked, and witnesses sought, and your child may be asked if they know of any witnesses.

Crimes involving minors are considered a Safeguarding issue, and other agencies may be informed of the incident.

AFTERMATH The police will advise you of the outcome of their investigations, but Victim Support has an excellent website (www.victimsupport.org.uk) or you can call them on 0808 1689 111. In West London they have specialists to support young victims through all aspects of this horrible experience, up to and including going to court. They are the experts - use them.

Your child may be very nervous, afraid to go out or even aggressive after the incident. In any event, their confidence will need re-building, and their attitudes changed. Gently persuade them to take a very short walk near home, with you or their siblings or a friend, following behind, or with their own or a borrowed dog. Increase the range as their confidence grows. Explain that it is like riding a bike, the sooner you get on again after a fall, the quicker your confidence returns. If they do not wish to go near the location of the incident, that is fine too, if it is somewhere where they do not normally have to venture.

Think about using Tracking Devices for phones (see p.9)

THE WORST NIGHTMARE... A MISSING CHILD

Nothing is more nerve-wracking for a parent than when a child goes missing. Of the thousands of missing children reported annually, fortunately, the majority of missing person cases are resolved within hours

Call the Police immediately If you cannot locate your child and it is out of character for them to not be in touch with you or anyone else, you should immediately report your child missing to the police by calling 101 or 999 (if you are worried that they are in immediate danger).

You do not need to wait 24 hours to report your child as missing. Do not spend time looking for the child until you have alerted the police. If you would prefer to make the report in person, you can find details of your local police station here <https://www.police.uk>

The police will provide you with an incident number and an officer will be sent out to your home address to take a missing person's report. Record the Officer's name, collar number and ask for the details of who will be dealing with the matter. Once you have reported your child missing to the police, they will assess the level of risk to them. Your child's age and the circumstances of their disappearance (e.g., whether they have been reported missing before) will dictate the level of investigation they undertake. This may include searching the areas where your child was last seen, reviewing CCTV footage, making attempts to contact them by phone or computer, checking local hospital admissions, checking associates' addresses known to have been with previously. It is sensible to reach an agreement with the police as to what you will do whilst they are conducting a search (to avoid duplication), how often you expect to hear from them and, if you do not, how frequently you will contact them for an update.

Get ready to share your child's information. Be prepared to provide as much key information as you can, including the following:

- Child's full name.
- Child's weight/ height.
- Child's age and date of birth
- Clothes the child was last seen wearing.
- Identifying features, like glasses or a birthmark
- Names and contact information of the child's friends or close acquaintances.
- Frequently visited places where they are known to hangout.
- Any health issues the child may have.
- Any other possibly relevant details about the time or place the child went missing.
- Try to find several recent photographs that clearly display distinguishing characteristics.

Alternatively, you can use this template prepared by charity PACE (Parents Against Child Exploitation) <http://paceuk.info/wp-content/uploads/2020/10/Missing-event-template-Pace.docx>

THE WORST NIGHTMARE... A MISSING CHILD

Continued..

Look in your immediate area. Call, text, and message your child via mobile, social media or apps. Stay calm, show them you are concerned and just want them home safe. Keep your phone close to you in case they contact you and check any other ways they may get a message to you.

If your child has social media accounts, they may have left some digital clues but, rather than digging through electronic records yourself, ask police to explore messaging histories and social sites.

Ask friends or family if anyone knows where they are. Make sure someone stays at the house in case they come back.

If your child is found or comes home. Parents and carers must inform the police when their child returns home, as soon as possible. If you have any concerns that a crime has been committed, report it at the same time. The Police understand that many young people are coerced or exploited by others, and they will see your child as a victim of exploitation rather than as a criminal. It is likely that the Police will want to ask them questions about their experience and offer them support rather than arresting or detaining them.

Remain calm, express relief, and tell your child that you are happy to have them home. Calmly talk to your child about where they have been and the reasons they went missing. Let them know that you were worried and care about them and you want to work through any problems together. Try and create an environment where they feel listened to and supported. Make a note of any information they tell you for the police.

Get medical attention if they need it.

Preventative measures Though kidnapping, and abduction cases are rare, taking some preventive steps will help you handle any situation. Familiarise your family with these steps to take if your child goes missing. Share this guide with them.

Think about using Tracking Devices for phones (see p.9)

TRACKING DEVICES

Keeping in touch is vital for all members of your family, so discuss **sharing locations** with your children, (and your partner, your parents, your best friend) on their mobile phones e.g., use the 'Find My' App on iPhone or Google's Trusted Contacts app on Android phones

You can share your location between an iPhone and Android device by using Google Maps "Share your location" feature. (See <https://www.blog.google/products/maps/trusted-contacts-now-ios>). Google Maps lets you send your exact location in a text message, which can be sent between iPhones and Android devices.

For iPhone <https://support.apple.com/en-gb/guide/icloud/mm1012797a39/icloud>

For Android <https://www.blog.google/products/maps/let-your-loved-ones-know-youre-safe-our-new-personal-safety-app>

Ensure all your family members, even your children, have an '**in case of emergency**' (ICE) telephone number for you readily set up in their phone contacts so they can contact you at a moment's notice.

WHAT3WORDS

If you have to contact the Emergency services, you will usually be at a house or on the street and can readily provide details of your location.

But what do you do if you are out in the wilds or locally maybe in the centre of Richmond Park?

This is where the App **What3words** comes to your aid. It works on the basis that the whole world is broken down into three metre squares and each square has a unique combination of three words to identify its location.

It is very simple to use as follows:

1. It is useful to have the app already downloaded on your mobile
[How to use the what3words app | what3words](#)
2. If lost, just open the app where you are to get your unique words
3. When you contact an emergency service, they just need those three words to work out where you are

Hopefully you will never need it, at least locally, but it is very reassuring to have it ready if, for example, you are holidaying in a remote part of the country.

E-SCOOTERS in RICHMOND – The FACTS

There is still a lot of confusion around E-Scooters, so we are bringing you the facts. Do share this information. Transport for London (TfL) has just begun a trial of rented e-scooters in six London boroughs, including Richmond. This note serves to summarise the current legality of e-scooter usage.

- RENTED
 - In Richmond there are only three approved providers – Dott, Lime and TIER
 - Scooters can be legally used in public places (roads, but not pavements) subject to:
 - Maximum speed of 12.5mph
 - Users – 18 years old and with at least a provisional driving licence
 - Designated parking locations throughout borough
 - Trial being undertaken to review e-scooter safety and viability.
 - All rented E-Scooters have a “number plate” on the back of the platform (some along the sides and on the steering column)
- PRIVATELY OWNED
 - All illegal in public spaces – private use only. Police are authorised to confiscate these and issue a fine.

OTHER COMMENTS

- Most current devices in the borough are private and illegal in public places.
- Additional enforcement burden on police.
- No e-scooters are allowed in Richmond and Bushy Parks, even rentals.

REPORTING INCIDENTS

If you wish to report an incident involving an E-Scooter, you can do so by calling the Council on 020 8871 7984 or by emailing jane.greatholder@richmondandwandsworth.gov.uk If possible, please include the make of the e-scooter (Lime, Dott or Tier), its numberplate, as well as the date, time, and location of the incident. You can also contact the relevant hire company as follows:

- TIER 0151 317 4276 email support@tier.app
- DOT 0800 048 8993 email support@ridedott.com
- LIME 0800 808 5223 [Reporting & Complaints – Help Center \(li.me\)](#)

OTHER LINKS

Richmond Council - www.richmond.gov.uk/news/june_2021/tfl_escooter_rental_scheme_begins

TfL feedback - <https://haveyoursay.tfl.gov.uk/e-scooter-trial>



It is almost a full-time job for me to look at all the information, advice, ideas etc. relating to scams. There is so much; the police Safer Neighbourhood Teams for each ward, specialist areas within the police, "Which", the Council, Neighbourhood Watch, specialists like the PDS, updates from Twitter and OWL, and many more all continually provide useful knowledge.

Yet despite the plethora of information, people still get scammed. It is worth pointing out that there are six main ways –

1. By post – offers through the door "you've won a prize - Send £100 to claim it" or similar.
2. The knock on the door "We are from the water board and need to check your tap pressure".
3. The email – with a link that then asks you to enter confidential or financial information. This will lead to identity theft, or your bank account being emptied!
4. A text on your mobile - as above.
5. The phone call "it's your bank/the police/Microsoft here" (Did you read my article on this in the previous newsletter?)
6. Web sites that offer dating or goods which are entirely false.
7. Cash point traps

All of which are quite frightening and prove that anyone can be a victim; it's not limited to the senior residents. People often assume that it's the older, less "computer aware", people who get scammed but no; recent Citizens Advice research found that whilst scammers are most likely to target the over 55's, the under 34's are almost five times more likely to fall victim.

SCAM ALERT

Continued...

This is for a couple of reasons.

- Younger people have been much more affected by the pandemic, so may be more likely to have lost jobs and be behind on their bills. Scammers prey on this vulnerability.
- Younger people also spend more time online, giving scammers more opportunities to trick them, while many have a false confidence when it comes to staying safe. Younger people often think they'd never fall for a scam and that they'd know how to spot one – but data suggests this isn't true.

You might think that with all the knowledge available people would not be caught – however in Richmond Borough in March there were 215 offences and a loss of £1,186,300. And these are only reported offences; many are not, as the victim is ashamed or frightened to tell anyone about them. They should be reported to Action Fraud.

The Crime Prevention Outreach Committee (CPOC) tries to come out with practical ideas to improve knowledge. One idea is, that as a lot of advice is produced electronically (you can print the attachments but not many do) CPOC, in conjunction with the Safer Neighbourhood Board, have arranged for hard copies of the '[Little Book of Big Scams](#)' and the '[Little Booklet of Phone Scams](#)' to be made available at all the food hubs in the Borough. The '[Little Booklet of Investment Scams](#)' is also now available at Twickenham Police Station.

You may think that you would not get taken in by any of these scams. However, the attempts are getting cleverer and more sophisticated, and you can help those who might be caught up or are more vulnerable by encouraging them to join [OWL](#) or their local Neighbourhood Watch [Neighbourhood Watch - London Borough of Richmond upon Thames](#)

Do not forget, the Police can arrange sessions on scam awareness via Zoom and soon with face-to-face sessions. Do take advantage of this – contact your ward team (details at the end of this newsletter).

John Murray - Met Police Volunteer and chair of the Crime Prevention Outreach Committee (CPOC)

WHAT TO DO IF YOUR DOG IS STOLEN



What to do if your dog is stolen? There are several things you should do, all of which will increase your chances of recovering it:

- Contact the police and report your dog as stolen, providing as many descriptive details as you can. Make a note of the crime reference number.
- Contact Richmond Council to make them aware https://www.richmond.gov.uk/stray_dogs
- Contact the microchip database holding your dog's details and update them about the theft. Should the dog be recovered and checked, it will be possible to reunite you.
- There are many websites for missing animals, so make sure you add details of your dog's loss to these, using the photos you have taken. Include the crime reference number.
- Vets are also a good place to advertise the loss of any dog, as well as local animal rescue centres.
- Noticeboards in local parks may also allow you to place missing dog details.

This is a horrible crime, but fortunately our borough does not have a high incidence rate.

WHAT TO DO IF YOUR DOG IS STOLEN

Continued ..

The 'Protect Your Pooch' webinar <https://www.youtube.com/watch?v=h3cUA89RoY4> contains a great deal of useful information, and I have taken the information below from the Metropolitan Police website as a brief overview. [Protecting your dog from theft | Metropolitan Police](#)

At home:

- The garden boundary should be secure to prevent your dog from escaping or a thief from reaching in and taking your dog out.
- Any outside kennels can also have a bell or small alarm fitted to warn you of any tampering; they should also have locks fitted.

When out and about:

- Never leave your dog unattended in a car – especially on warm days – as it is not just dangerous for their health but allows them to be easily targeted by thieves.
- Leaving your dog alone outside a shop is another easy opportunity for a thief, even if you are only away for a minute.
- It's important your dog will return when called; if it is not trained to do this, be very careful of allowing them off the lead, especially in unfamiliar areas. You may wish to keep them on an extending lead instead.
- Varying the times and routes you take when walking your dog will help to prevent your dog from being targeted.
- Be careful of strangers asking you a lot of questions about your dog.
- Social media can be viewed by thieves in many instances, so be careful about what you post. Be particularly careful with details of where you live, the type of dog you have and where you walk.
- If you need to use a dog walking service or kennels, make sure you check references carefully to ensure the offer is genuine or the company is trusted.

All the above is fairly obvious, but it is worth going through every point if it happens to you.

John Murray - Met Police Volunteer and Chair of the Crime Prevention Outreach Committee (CPOC)

STOP AND SEARCH

WHAT ACTUALLY HAPPENS? WHAT SHOULD YOU DO IF YOU ARE STOPPED?

As we explained in the last newsletter, the Stop and Search Community Monitoring Group is made up of members of the community. We analyse a selection of stop and searches and are also required to watch Body Worn Video (BWV) footage of stop and searches carried out in our borough. This is to ensure that all stops, and searches are conducted properly, and the correct procedures are followed.

But what actually happens if you are Stopped and Searched? The Police are required to follow a procedure which is set out under the mnemonic **GOWISELY**, and this takes both you and the officer who has stopped you through what should happen.

GROUNDS There must be grounds for the stop – for example that they suspect that the person stopped is in possession of a prohibited item such as drugs, weapons, tools for breaking and entering or stolen goods.

OBJECT The police must state the object the person is suspected of carrying – the officer will say he/she believes the person is in possession of, for example, a tool for burglary, drugs or a knife.

WARRANT CARD If the police officer is not in uniform, he/she must produce their Warrant Card to prove that they are police officers.

IDENTITY The officer should identify him/herself at the start of the stop with their rank and name.

STATION The officer will say which police station he/she is based.

ENTITLEMENT The officer must advise the person stopped that they are entitled to a copy of the stop record of their search (Grounds, Object, Officer details, the date, time, and place of the stop) either at the time or from a police station within a 12-month period.

LEGAL POWER USED This refers to the legislation which allows a police officer to stop and search an individual under the Police and Criminal Evidence Act Section 1, or Anti-terrorism Section 44, or Drugs Section 23, or Section 60 when violence or a very serious incident has occurred or is anticipated in an area. When an area is covered by a Section 60, no grounds are required for a stop and search.

YOU are being detained - the officer can keep the person there whilst he/she conducts a search.

In certain circumstances, an officer may ask to look at your phone. The official guidance for this is that the officer suspects the phone is stolen or involved in drug dealing. This is a fairly new power which the Monitoring Group is following closely.

The officer should address you politely and go through the **GOWISELY** procedure as above. Being stopped is very disturbing, and if you have done nothing wrong, there is nothing to fear. Be calm and co-operative, and you can ask for privacy if a search is requested. The more cooperative you are, the quicker the search can be completed, and you can be on your way. Keep talking to the officer; if you do have something on you (a small quantity of drugs) tell them, as they will find it anyway. If you feel that the stop and search has not been conducted according to the rules of **GOWISELY** you can contact the Monitoring Group richmond.stopandsearch@gmail.com or the Borough's Inspector.

Please note, any vehicle can be stopped without grounds. **GOWISELY** applies to those on the street or, sometimes, in a private or commercial property.

HOW (AND WHEN) TO CONTACT 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 already happened (eg 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; eg barnes@met.police.uk

OTHER USEFUL LINKS include:

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

If you are deaf or hard of hearing, use our textphone service 18000. Or text us on 999 if you've pre-registered with the emergency SMS service. Non-emergency Phone Call 101 for non-emergency enquiries. If you're deaf or hard of hearing, use our textphone service on 18001 101

ANTI-SOCIAL BEHAVIOUR

- Graffiti / Dog Fouling / Fly tipping etc. These are the responsibility of Richmond Council **not** policing. Call **0208 891 1411**

LOCAL NEIGHBOURHOOD POLICE TEAM CONTACTS

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 MordlakeandBarnes@met.police.uk 0207 161 8040 @MPSMortlake	North Richmond NorthRichmond@met.police.uk 07879 433 390 @MPSNdRichmond
South Richmond SouthRichmond@met.police.uk 07843 291 152 @MPSSthRichmond	South Twickenham SouthTwickenham@met.police.uk 0208 247 7015 @MPSSTwickenham	St. Margaret's StMargretsandNorth@met.police.uk 0208 247 7142 @MPSStMargrets	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



Richmond

RICHMOND SAFER NEIGHBOURHOOD BOARD – WHO ARE WE?

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.

Details of our work and meetings are 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 Underground. And is the Editor of this newsletter.

You can contact us at RichmondCPP-SNB@gmail.com