

SAFER NEIGHBOURHOOD BOARD MEETING

**Thursday 24 October 2024 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
AC Avril Coelho	Business
AJ Anne Johnstone BEM	PLG Chair Mortlake & Barnes Common / Met Volunteer
LP Cllr Lesley Pollesche	Community
TL Antony Lindsey	NHW Whitton
BP Beverley Picton	NHW South Richmond
JP Jeff Picton	SNB Treasurer
PF Pamela Fleming	Housing RHP
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
CK Clair Kelland	Chief Superintendent SW BCU
CJ Chris Jackson	Inspector Richmond Neighbourhoods, SW BCU

COUNCIL OFFICERS ATTENDING	REPRESENTING
DN David Noakes	Community Safety Service, LBRUT

ORGANISATIONS / PUBLIC	REPRESENTING
JTE John T Evans	PLG Chair Whitton & Heathfield

FB Felicity Barkus	Mothers Against Mugging
BLE Barbara Lingle Elliot	Mothers Against Mugging
MM Maria Margiotta	PLG Chair St Margarets & N Twickenham

APOLOGIES	REPRESENTING
Sally Durant	PLG Chair Kew
Chevronne N' Defo	MOPAC
Lynn McInnis	PLG Chair Barnes
LS Lee Spear	Community Safety Service, LBRUT
Eric Owusu	Public
Davina Smith	Senior Community Safety Consultant
RA Ravi Arora	Multi-Cultural Richmond
Jock Lennox	PLG Chair South Richmond
Robert Blakebrough	PLG Chair Teddington and Hampton Wick
Susan Chappell	PLG Chair Twickenham Riverside
Cllr N Crookdale	Mortlake & Barnes Common
Cllr F Sacks	Barnes

1. **Welcome and Apologies**

Roger Metcalfe welcomed everyone to the meeting and thanked everyone for attending.

RM welcomed a new PLG Chair, Maria Margiotta and new board member, Professor Maria Mellins. At St Marys University Twickenham, Maria Mellins is the course lead for the postgraduate master's degree in Domestic Abuse, Stalking and Sexual Violence: Trauma Informed Practice and she also teaches on the undergraduate BSc Criminology and Sociology degree. She helped to establish and run the multi-agency Richmond Domestic Abuse and Stalking Drop-In Service, the 'One Stop Shop'. This is run in conjunction with the local Police ward officers and the Citizens Advice Bureau in Hampton Hill. Maria's focus on the SNB will be broad, the same as everyone; but her priority will be to sense over the next few weeks the potential for a new SNB led VAWG related project.

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.

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

Key Meetings (quarterly)

Main SNB Board; LCP 2 (London Community Police Partnership); CSP (Community Safety Partnership)

The role is supported by:

At board level - leads for PLGs, NHW, Communications, Outreach, Treasury etc

At ward level – PLG chairs, NHW coordinators etc

Thanks to all the PLG Chairs.

RM commented on this week's case of the police firearms officer.

TL: Q – how many officers are called to these sorts of incidents in this Borough? CS – it is incredibly rare on this Borough; officers can be called in if needed.

2. Minutes of the last meeting and matters arising (18.7.24)

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

Matters arising from the last meeting:

Mr Francis McInerney (Mac) – has been raised previously that items minuted during a SMNT PLG meeting, requested that a number of items be removed, also a comment re hostile reaction – so those minutes were problematic. RM is still trying to resolve this with Mac, 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

This is still ongoing.

ACTION RM

RM – action with CL re publishing PLG minutes, they need to be visible. ACTION RM/CL

The council website has been updated and those PLG Chairs who want minutes published can have them put up. Question re who to send them to? RM: The Secretary is requested to send Minutes as agreed to the Council Communications Officer; requesting help as needed via Council Community Safety Officer. **ACTION: PM**

WKP – are the priorities of all the wards being compiled onto a document?
Are the three Confidence question responses being compiled?

RM – the police have provided information re all the ward priorities, we can then use the data to set Borough wide priorities.

WKP – final Confidence question could be revisited.

Mac - next month is 2nd anniversary of consideration at a previous SNB of a 'communications strategy' – please can SNB publish it. RM - was not Chair then. JM there was a committee meeting in April 2022, PBS would have had the document. RM asked Mac to send the document to RM if he has access to it, to establish a starting point. CLOSED

ACTION RM & all SNB Members

RM: Thanks to PBS, CL and DN for help on this. This has been received and RM would take it into account as efforts to improve communication continued. There would however be no 'separate' communications strategy or plan. **CLOSED**

TL – can communication include how PLGs cascade out information? RM to look at this. He has three key documents to work on currently. JM – has done a 3 page draft, will update it and resend to RM to review. **ACTION JM/RM**

TL - Retail stores reluctance to deal with shoplifting/ shoplifters – has the letter sent to Head offices had any response?

CS: As a result of the letter written to store head offices by AC, police had a meeting with larger Tesco store managers and they will share CCTV. No communication yet from other stores.

TL – what is happening re SNB constitution review? RM & JP are working on this.

3. Working with MOPAC

RM – unfortunately no members of MOPAC are here tonight, however Alice Bird did attend the August Met in the Park, and saw a lot of work in action.

4. Working with Richmond Community Safety Partnership

Day to day partnership, with quarterly meetings. SNB are trying to add value to this community safety strategy. RM working with PF on this. Trying to input into the CSP agenda.

DN from CSP, have the 'my ends' grants to reduce violence available.

Richmond Green riverside action plan for 24-25, has just been finished. This year has been quieter on the Green, low level ASB, lime bikes, rough sleeping.
Barnes & Mortlake plan to tackle drug activity, monthly meetings, work with partners to monitor known addresses.

Disc launch with Richmond businesses, about 30 have signed up, working already in Wandsworth. Colin Lucas works on the Twickenham side.

New leaflet re how to report ASB issues has been printed and is being distributed.
Rosslyn Rd site buffer zone is being discussed.

Promotion of Richmond WhatsApp channels, council did a story and it led to a 200% uplift.

CS – is the new legislation going to make PSPO redundant? DN – possibility of change.
TL – will the ASB leaflet be produced in multiple languages? Not to start with.
WKP – housing partnerships can do translations and distributions.

PBS, are SNB and DN working on similar projects, this has been an issue in previous years? RM & JP plan to get organisations to deliver. CS doesn't see a crossover in projects.

5. Richmond SNB Projects for 24/25

- Streetwise – School Awareness Campaign by Mothers Against Muggings
- Safe Space Richmond – Richmond Station
- MultiCultural Richmond (MCR) – Hate Crime Awareness event
- Crime prevention advice
- Small projects fund

JP expects similar spend to last year. Projects would be reviewed towards the end of FY24/25.

Mothers against mugging – funds for website development and design, posters.

Streetwise / Mothers Against Muggings

Barbara Lingle Elliott and Felicity Barkus

In 2018 spike in teen muggings led to formation of Mothers Against Mugging.

Worked with the Met, PBS, WKP and DN, led to a programme rolled out to 8000 students up to Covid. Now running with a poster campaign and year 5 & 6 assemblies. Aim to educate and empower students, each child gets a wallet, showing what to do, who to call.

Roll out, has been shown to reduce muggings by 49%, impact of feedback from children and parents, very positive. Asking schools to put the posters up in school, have been out delivering to 34 out of 70 schools in last 2 weeks.

Deliver a goody bag with posters, travel card holders, contact details, council endorsed, given to the Head Teacher.

Have received really positive feedback.

Funding has come from the SNB, thank you so much.

Aim is to get TFL to distribute the wallets with oyster cards, put posters up on Tube walls.

Have also met Prof Maria Mellins and discussed with St Mary's students. Writing to the MP to get a meeting with the Mayor. MM

TL: how much is needed to roll it out across London? FB – initial cost was on design, so cost would be less for printing.

TL: give it to social housing and Richmond College as well.

CK: had sent the poster to all the police across London, have any replied? No, CK will resend.

MM: suggested FB and BLD write to the Victims Commissioner.

AC: TFL also have the digital bus stops.

Cllr LP – how would I get an assembly? FB contact via the website.

PBS: this is one of the most successful SNB projects run. CA: what a shame MOPAC are not hear to hear about this amazing project.

(Details of the posters and press release will be sent out prior to the minutes – PM)

6. Address by Chief Supt Clair Kelland

Have recently had a three day investigation into how BCU deals with missing children. Got a good report on response. Reduction in number of people wanted for offences, down to 1400 from 2000. Focus now on VAWG and high harm offenders. Had good results in some shoplifting cases in last few weeks.

Figures are good for crime reduction 27% across certain crimes. Struggling with theft person, business robbery, and shoplifting. Difficult to pinpoint offenders, so focus on prolific offenders, often the same people.

Public protection and safeguarding, at 100% capacity, being rolled out. How you treat the victim.

CK would like to invite MM to the quarterly VAWG meetings.

BP – what about police representation in her ward, down to 1 officer? CJ now have 2 PCSOs coming onto the ward.

AC – is it possible to have a designated officer to deal with business whats app groups?
CK – can look at this. AC and CJ to talk about this outside of the meeting.

RM – what more do police need for victim support? CK – it is quite good, as partner services work with the police.

MM – need more awareness of Clare's Law. CK – it is a priority.

7. MPS Performance Report including input from Community Monitoring Group

(See attached powerpoint presentation with minutes)

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.

Burglary continued to be an issue with hotspots in South Richmond, East Sheen and Hampton Wick. Kew, Teddington and Barnes also affected. There had been some prolific offender arrests which have helped the figures. This information was used to task the officers to appropriate areas. Some funding has been allocated to this for more officers.

There had been a significant decrease in robbery, classified as 'force used' so stats are difficult to determine. Lots of intervention schemes, emphasise to people to be aware of surroundings, have to be mindful, not seeing a trend, but mindful going into the winter, generally seeing an uplift. So targeting those areas eg Richmond Green, have arrested an offender.

Sexual offences, have had some flashing offences in outdoor areas.

Theft from motor vehicles, near Kew Gardens, David Lloyd centre, year on year drop. Plan for additional resources during winter months.

Theft of motor vehicle, spate of motorbike overnight thefts

ASB – Richmond is a hot spot, and around transport hubs. Police working hard on this, with ASB warnings, community protection orders. Offences in St Margaret's, plus increase in Ham and Twickenham Riverside, odd ward will have high figures, can all hap-

pen on 1 night, can be rowdy neighbour or vehicle noise, up by 1.8%. Kew, Barnes and Mortlake figures have decreased.

Stop & Search: 187 over 3 months period 65 positive outcomes, going equipped is highest figure, 34.8% positive outcome. Highest is for drugs. Seeing a decrease in use of S&S.

CA & WKP – look at S&S footage, all were very well done. Good news, MM is engaging students from St Marys to join the panel to watch videos, need a young demographic.

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>

8. MPS Trust and Confidence Report

The public attitude survey run by MOPAC reveals that we are improving overall and in two areas in particular. 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. There has been a slight increase in the figures compared to Merton. However low crime figures could lead to lower resource allocation, it has to go to more violent Boroughs. CS now chairs a regular meeting with CSP members, with sergeants etc and prioritise and target areas. Has seen a significant impact eg recent incident and arrests in Teddington. Police WhatsApp channel.

CA: because we are such a safe Borough, means we get less resources, more public negativity over 'small' crimes.

Down on burglary, robbery and vehicle crime, biggest drop on Met.

Police Trust & confidence figures link:

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

9. Public Q&A on Items 7 and 8 Questions:

PBS – Chair of East Sheen PLG, surprised to see such high figures for offences on his ward. CJ -There is a missing officer, hope to get the ward back to full strength.

AC – how are police protecting vulnerable people around Halloween, 5th November, and Christmas markets? CS neighbourhood teams will have extra resources around Halloween and Nov 5, Christmas markets will have their own plans.

TL: have you had zombie knives handed in? CS – no.

TL: Q: Early release of prisoners and impacts on the Borough's Policing and Policing levels, and the future safety of the communities. CS, MPS works closely with probation, numbers on early release will be in single figures.

TL what is coming from outside the borough though? CS probation will work with neighbouring boroughs, assess continuity of care. It is a well-practised routine.

TL: Q: Richmond Christmas Markets / Christmas Entertainment / Hospitality events and management of criminal activities – pickpockets, drink spiking, shop lifting, theft from vehicles, etc. Richmond is a destination of choice, are police talking to businesses?
CS – licensing team will work with businesses and CSP.

TL: Q: Police response performance targets for visiting victims of crime (the whole public perception/ public confidence building thing....);
CS will support victims of hate crime, depends on the crime. PCSOs will visit victims of burglaries. Police don't set targets.

TL: Q: VAWG and different cultural positions and expectations. - How is the message got out to the different ethnic and religious groups?
CS – dedicated faith officer, we are the least diverse borough, will work with MM at St Mary's, special VAWG event at St Mary's.

WKP – elder abuse, high proportion of older residents, it is under reported. CK there has been focus on this since Covid, especially financial abuse.

MS – crime figures are affected by people coming into our Borough, how good is the sharing with other forces? CS – do work closely with other forces and share information.

CA – is there a designated cyber protect officer? Who talks to victims of cyber crime?
CS – team work out of Putney, there is no designated officer.

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.
ACTION DN/CSP

MM - the police liaisons for St Mary's University who are working excellently with our community, PC Gregory Roberts and PC Sam Parkinson.

10. Borough Level Assessment, Review / Setting of Priorities

RM – are these 3 priorities relevant? Any comments or new topics? The Board utilised, for the first time, a table showing the current priorities across all PLGs. After extensive discussion, the Board adopted the following Priorities for the next 3 months:

VAWG

Burglary

Shoplifting / Theft

MS – increase in certain crimes at certain times of the year

CK – need to look at the crime stats for each ward, so expects to see these priorities.

Scams and Fraud Update – John Murray

(Please see slide in presentation with these minutes)

The figures for September were 96 offences with a total loss of £ 774,399. The top offences were 15 for hacking via social media or email. No loss but inconvenience, loss of personal data and the danger of your identity being cloned.

At this time of year the figures tend to increase as people buy more on line and are perhaps looking more for bargains. Forgetting that if it's cheap there is a catch! JM had asked for the breakdown of offences by post code but there was no pattern – the largest, push payment fraud is generally by phone call and targets hundreds of people.

The Full of Life fair recently was very successful – information about how to contact your ward officer, how the PLG works and how to get involved were discussed with a great number of people. And about 100 scam books were given out with other crime prevention and information about being scam aware.

It was the idea of the Council organiser at the Fair for us as the Met, (the cybercrime unit to be specific), to work with Trading standards on presenting on how to be scam aware. That was well received and JM would be looking to try that in future.

JM would run a scam stand at the next Met for London event on 7th November at St Mary's. JM would be talking to the Womens Institute of Hampton on 25 Oct 24.

RM thanks John for all the work on this.

DN – still reports of parking meter frauds taking place. There are warning stickers on the sides of the machines.

JP changes to APP reduction to £85k

12. Hate Crime Update

(PBS sent round document prior to meeting)

No Questions raised.

RM thanks Peter and Ravi Arora for their work on this.

13. AOB including pre-submitted Qs for SNB

Q re police station in Richmond, need some clear messaging. RM it won't transform the crime fighting effect in Richmond, RM is asking the police what will help or affect this.

Opportunities – hope increase in funding will come. Keen for SNB to support what police are saying they need. CA we are the only borough which straddles the river.

CK – there will not be a police station in Richmond, might be a co-shared / located space, but even this is very expensive annual cost. Would rather have patrol bases in all the boroughs of the BCU, we have 2 for 4 with a river in the middle.

RM – response and police coverage needs to be improved, trying to work out a narrative for MOPAC.

JP – it is the visibility of police officers.

CK – officers need to be crime fighting, so visibility is impacted.

14. DONM (30 January 2025)

Meeting closed at 9.15pm.