

# LONDON BOROUGH OF RICHMOND UPON THAMES

## COMMUNITY AND POLICE PARTNERSHIP

**PULLING THE  
TRIGGER  
WON'T MAKE YOU  
ANY BIGGER**

The slogan for this poster was produced by students from Hounslow and Richmond senior schools at the 2008 Joint Youth Crime Conference, held at the RFU Twickenham on 13 February 2008.



**Be one of the Crowd,  
not one of the Gang**



Richmond upon Thames Community Safety Partnership



# ANNUAL REPORT JULY 2007 – JUNE 2008

## **Front cover:**

The slogan for the poster on the front cover, was produced by students from Richmond and Hounslow senior schools at the Youth Crime Conference held at the RFU, Twickenham on 13 February 2008.

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**RICHMOND UPON THAMES**  
**COMMUNITY AND POLICE PARTNERSHIP**  
**ANNUAL REPORT JULY 2007 – JUNE 2008**

**THE CHAIRMAN'S REPORT**

**Wendy Kyrle-Pope**

This year has been one of both consolidation and further expansion for the Community and Police Partnership (CPP) We have tried to ensure that, after the rapid expansion and innovation of the past years, we are building firm, enduring foundations, whilst continuing to develop and widen our connections with the community.

**Safer Neighbourhood Teams (SNTs) and Police Liaison Groups (PLGs)**

We now have PLGs for all 18 Wards, and I would like to thank all the members of these groups and SNTs for their enthusiasm and commitment. The stronger the group the better the policing, as all sides are so much better informed and thus able to tackle local problems with local partners. To support the groups, we have run a training course for Chairs, Secretaries and members. Further workshop events are being planned and a guide to all aspects of running a PLG has been produced, which we hope will benefit all.

One of the most exciting developments is that of Youth Police Liaison Groups. Although some young people come to the main PLG meetings, they are not particularly attractive to the young, no matter how well run and dynamic they are. The solution is to have Youth PLGs and we have established several in the borough, either as part of a school (for example, Whitton), or a youth club (the Powerhouse in Mortlake) or an area (the Hampton cluster). We look forward to seeing many more flourish across the borough, looking at issues that affect young people, such as knife crime, personal safety and Stop and Search. A new survey has been produced by the CPP to track when and where our young people feel safe (or not), and to ask their opinion on policing and community safety matters.

**Stop & Search Monitoring**

Carole Atkinson continues to run this group, and has worked tirelessly to remove Richmond from Pennant Status (where a borough's Stop and Searches score poorly in some performance areas, such as disproportionate). Her connections with London -Wide Stop and Search groups plus Scotland Yard's own monitoring division has proved invaluable. The Comment/Complaints line continues to provide an independent, confidential service for those with a comment to make on the way their Stop was conducted. We have provided this service for some time and one other borough has begun using it. The few complaints received have all been dealt with quickly and to the complainant's satisfaction.

**Input**

The CPP is represented on the Community Safety Partnership, the Domestic Abuse Forum, Lockout (the Borough's task force against all acquisitive crime) and other fora, to ensure that the community's wishes and needs are at the forefront of any operation, policy or new scheme.

**Outreach**

Alongside the work of PLGs, Outreach is the single most important area of our work. Our Compass Point operations continue to run and expand with the help of new partners; North

(outreach to older people and the housebound) with Social Services, Age Concern and Careline; East (outreach to BME communities) with EMAG; South (outreach in Public Sex Environments) with the LGBT Forum; and West (outreach to younger people) with youth clubs and schools.

Dogwatch has been introduced at four commons and parks. The scheme is designed to involve all users (dog walkers, regular walkers, runners and commuters) in working, not only with the Police to report crime, but also with the local authority to report damage to (and disease of) trees and plants, fly tipping, overgrown paths, floods and many other problems. The police have a ready made database of members who they contact for information or to warn of any untoward activities.

North East is our new Compass Point project directed at the large Polish community who live or work in the Borough. A newsletter in Polish is being designed to give information on many aspects of community safety, local laws (e.g. controlled drinking zones, fishing rules) plus providing useful numbers.

### **London-Wide**

The new London Communities and Policing Partnership (LCP2) has been launched, and it is hoped it will provide a much more effective, much more powerful voice for all communities in London; to help them work in partnership with the Police, to tackle all the major issues of today, whether it is terrorism, gun and knife crime or other serious matters, whilst ensuring that community engagement in every borough runs smoothly and efficiently. Richmond has always been among the pioneers in trying to design the best systems and structures to bridge the divide between the police and the people they serve and will continue to be a constructive and imaginative member of LCP2.

### **Farewell**

After 6 years as Chairman it is time to move over and let a new Chairman take the reins, with the help and support of a talented and committed Executive Committee. My thanks go to all our partners, Police, Council, Community Safety Partnership, EMAG and many others. More particular gratitude goes to Juliette Taylor whose unstinting support, hard work, wisdom and efficiency has made those 6 years race by. Finally, to all the members of the CPP who have represented their communities tirelessly and passionately and keep the faith in our group, that, by working together, we will make Richmond a safer and happier place.

## **ABOUT THE COMMUNITY AND POLICE PARTNERSHIP**

This is the twenty second Annual Report of the Richmond upon Thames Community and Police Partnership and it encompasses the year to June 2008. The Group was established in February 1986 and is formally recognised as the principal forum for police and community consultation in the borough.

Wendy Kyrle-Pope and Carole Atkinson were appointed Chairman and Vice-Chairman respectively for a further year in July 2007, with Christopher Jarvis continuing his role as Treasurer. Thanks are recorded to them for their hard work and dedication. The Chairman is the driving force behind many of the CPP's initiatives. She is responsible for supporting the work of the Police Liaison Groups (PLGs), known as Ward Panels in some boroughs. They work in tandem with each Ward's SNT. Much has been undertaken to raise the profile of the Group, through publicity, consultation and outreach.

## Meetings

Meetings are held six times each year at York House, Twickenham, a council building for which no charge is made and for which the CPP is greatly appreciative. Twickenham is seen as the most accessible location for the community it serves as it has good transport links from all parts of the borough. The public are alerted to the meetings by way of an advertisement in the local press and the notices placed on the community notice boards across the borough. Agendas for meetings are available in all the borough's public libraries prior to the meeting and are available on the Council's website.

The Group is independent of the local authority and the police, although the Council's Chief Executive acts as the Honorary Clerk to the Group.

**The Executive Sub-Group** has the powers of the parent Group and members are appointed at the AGM in July. The Sub-Group deals with urgent items of business which cannot wait until the next scheduled meeting. Meetings have been held as appropriate during the year. This year the Sub-Group, along with members of the Treasury Sub-Group, took responsibility for the annual bid to the Metropolitan Police Authority (MPA).

**The Treasury Sub-Group** oversees the Group's finances and is responsible for agreeing the annual bid to the Metropolitan Police Authority (MPA), which funds the work of the CPP. Expenditure in excess of £750 for a single item has to be agreed by the Sub-Group in consultation with the main Group. The CPP continues to receive a report on its financial position at each meeting.

### Appointments:

- The Domestic Abuse Forum meets four times each year and two members attend those meetings. It was originally established by the Police and Community Consultative Group (the previous name of the CPP) and is now the responsibility of the local authority, meeting four times each year. (A report on the Forum is set out on Page 11.)
- The Independent Custody Visiting Panel has not been represented on the CPP during the year; however, the Chairman has agreed to attend meetings in the future. (A report on the Panel is set out on page 15.)
- The Community Safety Partnership Team (CSPT) Manager attends meetings on a regular basis and reports back on the Team's various initiatives. (Information on the Team's initiatives are set out on pages 10 to 12.)

## Membership

More than forty statutory and non-statutory organisations are represented on the CPP including members of the various PLGs/SNTs who between them represent hundreds of borough residents. It is expected that these representatives draw policing issues and consultations to the attention of their organisations/groups and there was a good response to many of these during the year. Five Borough Council representatives attend meetings when their time allows.

The Biennial Review, which is required under the CPP's Constitution, was undertaken the previous year. One of the objectives within the CPP's Work Plan for the year was to encourage more representation from young people and those from black and minority ethnic communities. Please see **Appendix A** for details of the current membership.

Councillor Tony Arbour is the Group's MPA Link Member and he attends meetings on a regular basis.

## The Chairman's Meetings On Behalf Of The Group

As well as attending meetings with the Commissioner/Assistant Commissioner and the local Community Safety Partnership (LBRUT's CDRP), the Chairman helped to establish the London Community Policing Partnership (LCP2), which replaces the previous London Group. The Chairman has attended meetings on behalf of the CPP and a sample of these is set out below (these are taken from the May 2008 Agenda):

### April:

5<sup>th</sup> Meeting re Richmond South  
7-10<sup>th</sup> St Paul's Community Club Easter Youth Project  
7<sup>th</sup> Community Safety Partnership  
9<sup>th</sup> Integrated Youth Services  
14<sup>th</sup> Meeting re Youth Survey  
15<sup>th</sup> LCP2 Executive  
17<sup>th</sup> CPP Executive Committee  
19<sup>th</sup> Meeting with Richmond South SNT  
22<sup>nd</sup> Safer London Foundation  
24<sup>th</sup> Meeting re Outreach to the Elderly and Housebound  
25<sup>th</sup> Meeting with SNT Sergeant.  
28<sup>th</sup> Stop and Search  
29<sup>th</sup> Meeting re Youth Projects in North Richmond  
30<sup>th</sup> Outreach with Mortlake & Barnes Common SNT to local church

### May:

6<sup>th</sup> LGBT Forum AGM  
7<sup>th</sup> Meeting re Youth Survey  
10<sup>th</sup> Richmond Fair  
13<sup>th</sup> LCP2 launch  
15<sup>th</sup> Barnes PLG  
20<sup>th</sup> CSP  
21<sup>st</sup> South Richmond PLG  
27<sup>th</sup> CPP meeting  
28<sup>th</sup> Lockout meeting  
28<sup>th</sup> Heathfield PLG

## Presentations and Visits

- **Rapid Deployment Cameras.** At the meeting on 29 May 2007 Alan Johnston, the Council's CCTV and Careline Service Development Manager, spoke about the use of Rapid Deployment Cameras (RDC's) in the borough. He tabled a leaflet, which set out the way in which the RDC's were helping to make the community safer, having been used in conjunction with the police for the last three years. He spoke in detail about the way in which they were used in the fight against crime, Anti-Social Behaviour and reducing the Fear of Crime. The borough currently had eight RDC's of different styles that reflected the change of technology over the last three years. The RDC's had been used in more than forty locations.
- **The Greater London High Sheriff.** On 29 January 2008 the Richmond upon Thames Mayor introduced the then Greater London High Sheriff, Mr Jan Pethick, who had been invited to speak about his role. He recounted some amusing stories about his role, which is the oldest secular appointment in the country, having been established in Saxon times. In the past each borough had a High Sheriff, however, there is now just one Sheriff for all 32 London Boroughs. The High Sheriff acts as the Queen's representative at ceremonies and undertakes a number of other duties on her behalf. He spoke about the work being undertaken in London and in

particular in the East End where there was significant unemployment; a great deal was underway to help young people in those areas.

- **Tazers.** At the meeting on 25 March 2008 the CPP welcomed Police Sergeant Wayne Matthews who was employed at the Division's Counter Terrorism Focus Desk. He gave an informative presentation on the way TAZERS were being used in London. They were the brainchild of a N.A.S.A. scientist and the name was derived from: Thomas A Swift Electronic Rifle. Sergeant Matthews spoke in detail about how and why TAZERS were being used and the effect they had when used. They were only used in the most extreme circumstances if other methods of restraint were not feasible. There were no lasting effects and once turned off the recipient was no longer incapacitated. It was seen as the most acceptable piece of equipment that the police had ever used and was preferable to using a gun. Officers from the Territorial Support Group used them, none of whom were based in the borough.
- **Safer Transport Team (STT).** On 27 May 2008 PS Andy Mills spoke about the local STT, the staffing levels and the current situation, particularly three specific priorities. He also spoke about Operation Bus Tag and the bus routes that generated the greatest number of incidents.
- **Multi Faith Visits.** Once again Mrs Ashi Dhillon, from the Ethnic Minorities Advocacy Group (EMAG) has organised two days of Multi Faith visits. The first was on 19 June 2008 to Bhaktivedanta Manor (Watford Temple) and Sri Singh Sabha Gurdwara Southall. (The second is in October.)

## Publicity

The CPP continues to raise awareness of its work by updating and circulating its information leaflet and poster annually; these are circulated widely across the borough. Information is available at local events, at the Green, Safe and Clean days, on the community notice boards and via the Council's website. An advertisement is published in the local press, prior to each meeting, which encourages members of the public to attend. They are able to ask questions of a general policing nature and if answers can't be given at the time they are pursued afterwards and a response given.

## Consultation Documents

Members were consulted on a number of documents from the MPS and the MPA with an extremely good response to the MPA's Youth Consultation, the Counter Terrorism Debate and the Policing Priorities for 2009/2010.

## **BOROUGH COMMANDER'S REPORT**

Rick Turner  
Detective Chief Superintendent  
Borough Police Commander for Richmond

General overall comments from 1/4/07 to 31/3/08 and current issues for this year.

I wish to take this opportunity on behalf of all my staff to thank all our partners and communities in achieving the objective of making this Borough the 'safest in London'. Since the end of the performance year (March 2008) this has been achieved.

What does this mean? Without getting complicated with statistics it means that we have the lowest number of offences per 1000 population and the lowest number of total offences of any Borough in London. Whilst the Police and partners are not and never will be complacent about the future this is a tall achievement. Well done to all.

Performance for 2007/8 showed that all crime was down by 10% and that serious crime i.e. burglary, robbery, assaults, and theft from and of motor vehicles was down 16.6% from the 2006/7 year.

In many crime types the performance in fighting crime in this Borough was in the top five best performing Boroughs in London. For example the detection of offenders involved in serious assaults (Best in the MPS), detection of Racist Crime (Best in the MPS), detections of Sexual Offences (3rd Best), detections of Domestic Violence (3rd Best), Detection of Burglary and Street Robbery (5<sup>th</sup> Best) and overall reduction of serious crime (4<sup>th</sup> Best performing Borough).

The perception sometimes amongst certain members of this community is that crime rates are on the increase: crimes rates falling and the fear of crime is what we call the 'reassurance gap'. I shall later address these issues and inform you of some measures that have been introduced this year to combat these sometimes-justifiable fears and try to close this gap.

At this point however it is worthy of mention that last year (2007/8) independent surveys on a quarterly basis of sections of the community surveyed showed that at the end of the year 80% were satisfied with initial police action (2nd Best in MPS) and 65% with Follow Up enquiries (6th Best in MPS).

Alcohol continues to play a significant part in Anti Social Behaviour and other crime types i.e. assaults. I am determined with partners to continue prevention, education and enforcement in this important area. During the summer we have Dispersal Zones and Controlled Drinking Zones with powers for my officers to disperse/ban individuals /groups from an area and to confiscate and if necessary prosecute individuals who become rowdy through drink. I have also introduced a firm regime on under age drinking and in particular we now run trading standard operations detecting which licensed premises sell to under age persons.

There are and will continue to be new challenges to policing this Borough, however, through effective partnership and tasking none of these problems are insurmountable. It is all about commitment, positive engagement and a 'can do' attitude.

### **Discussed at meetings and Issues raised throughout the year**

Many of the issues raised are similar to ongoing issues that the Borough responds to both proactively and reactively. The key is getting ahead of the problem, understanding its

causes and then having positive action in place to effectively deal and then learning from the successes or shortcomings.

In April 2007 I introduced the new statistical performance charts of which all members of the public are entitled to have a copy. This chart with present and comparative figures and definitions gives clarity to performance. Due to the introduction of the new Local Area Agreements in April 2008 the format has slightly changed (due to different Home Office Performance Indicators/Targets).

### **Asset Management Plans (AMP)**

The police estate (property) in this Borough is in many buildings old, ineffective and not delivering the full Citizen Service that communities expect in the 21<sup>st</sup> Century. During November 2007 and February 2008 I undertook extensive consultation in a number of open forums and spoke about the future plans. A public consultation meeting was held at the RFU, and discussions took place at meetings of the Local Strategic Partnership (LSP), the CSP and CPP meetings.

Consultation is key and the MPA are currently reviewing all 32 Boroughs' AMP's to continue and support this Borough in achieving a modern police estate. For further detail please refer to the web site at [www.met.police.uk.richmond](http://www.met.police.uk.richmond)

### **Controlled Drinking Zones and Dispersal Zones**

These are very important powers in the fight against anti social behaviour by some members of the public whose behaviour is unacceptable through drink. Officers have power to disperse groups and to confiscate alcohol from individuals. Residents quite rightly expect that where groups congregate whether it is on Richmond Green or Twickenham riverfront they should behave to a certain standard. The local ward SNT's and Metropolitan Specials (MSC) enforce these powers and respond with the Police/Local Authority Licensing officers in dealing with local Ward problems.

(The Dispersal Zone for this summer runs for 6 months (maximum allowed) from 27<sup>th</sup> June 2008 to 26<sup>th</sup> December 2008.)

### **The Local Area Agreement (LAA)**

The LAA was agreed in March 2007 ready for 2008-11. Also the Local Strategic Partnership (LSP) has published its Community Plan for 2007-17.

The priorities for the LAA build upon and are now more closely aligned to the Community Plan. Priorities for inclusion in the LAA were put forward by the thematic partnerships, based upon current performance and consultation with the local community. The priorities include Tackling Disadvantage and inequalities, being the greenest borough, being the safest borough, growing up in Richmond, creating a healthy and caring LBRuT, creating a vibrant and prosperous LBRuT and improving access and participation.

Within the priority of being the safest borough (priority 3) the National Indicators include:

- Reductions in Serious Acquisitive Crime (i.e. burglary, robbery, theft of and from motor vehicles)
- Dealing with local concerns about Anti Social Behaviour
- Reducing assaults with injury crime rates.

## **Knife Crime and Blunt 2.**

As of the date of this report over 21 persons in London have been murdered as a result of knife crime. In response the MPS launched Operation Blunt 2 to deal with the carrying of knives and sharp instruments and the detection of knife offences. The strategy involves coordination of activities engaging in particular the young of the communities. The activities include youth forums, school visits, diversion tactics, prevention and enforcement.

The carrying of offensive weapons (knives) will more than likely result in a charge.

Since April 2008 this Borough has seen a 43% reduction in knife crime offences. Much of the day-to-day work is conducted by the SNTs in the Wards, in conjunction with the communities and through the Police Liaison Group meetings. This Borough has also seen an increase in the use of Search Arches at for example railway stations to act as a deterrent for persons entering the Borough with weapons. This Borough actively promotes the proportionate and necessary use of the powers under PACE (Stop and Search/Account) and is transparent in its accountability of this power.

## **Fear of Crime**

Whilst crime rates are falling and have done so for the last two years, the perception amongst certain quarters is that it is rising and so the 'fear of crime' rises. This is in large part due to low level anti social behaviour that affects all communities. This may for example range from graffiti, noisy neighbours, and drunken youths or to loud behaviour on buses and trains, all potentially raising the fear of crime.

Communication is key in delivering messages to the community through the SNT's and Police Liaison Groups. Continuing efforts are being made in partnerships to communicate with the harder to reach groups e.g. youth groups, elderly or vulnerable members of the community and discuss the issues. Identifying local community fears and dealing with them on a local level is key and both the SNT and STT teams are continuing to perform this activity.

Recently a number (11) of Plasma Television Screens have begun operating around this Borough in public places to disseminate public information messages, emergency messages or reassurance / crime prevention messages to name a few. This will also increase the community's awareness, and help reduce the fear of crime.

## **Racial, Homophobic and Domestic Violence**

The reporting and detection of these despicable offences is and will remain a priority for the police and their partners. It is recognised within this borough and London that these crimes are under reported. It is therefore necessary that all agencies work together to gain the confidence of the public in the police so that these crimes are reported.

## **OTHER POLICE FORCES**

### **British Transport Police (BTP)**

Inspector Allan Withers  
Team 5 Inner London

By the end of the fiscal year, London South Area of the BTP will have, once again, achieved all of its operational Policing Plan objectives. This is the third consecutive year that our Area has managed to achieve all of its objectives. Overall, crime is down by 15% and in some

categories the decrease has been phenomenal, robbery for example, has reduced by 56%. Officers on London South continue to detect almost twice the number of offences as the force average, which is no mean feat, considering London South accounts for around 25% of all recorded crime. New targets have been set for 2008/9 with an increased emphasis on further crime reduction. Strategies for achieving the new targets were discussed at the Area Management Team meeting at the end of February. The Area continues to stay on target for the majority of crime related objectives, although thefts from ticket vending machines, recorded staff assaults and graffiti offences continue to provide a real challenge.

The London South Area has five Core response teams based at Ebury Bridge Police Station. The Area is divided into Boroughs of responsibility, which are then allocated to each team. The Richmond Borough is the responsibility of Core Team 5 led by Inspector Allan Wither. Richmond Borough continues to be one of the safest Metropolitan Police areas; BTP will not rest on its laurels and will continue to adopt a partnership approach in policing the borough. Over the last year BTP, supported by the SNTs and STTs has enjoyed success with operations at two of the borough's busiest stations, Richmond and Twickenham.

May 14<sup>th</sup> this year saw the advent of British Transport Police's newest Neighbourhood Policing team based at Clapham Junction. The team has responsibility for the South West Trains Metro area, which 'ploughs a furrow' through the heart of the Richmond Borough. They will be focusing their attentions towards all the railway stations within the borough and with continued support from the Metropolitan Police Safer Neighbourhood and Transport teams, will strive to provide policing excellence and to make the rail network a safer and more secure environment for passengers and staff alike.

### **Met Police Royal Parks Operational Command Unit**

Inspector Mark Foden

Richmond Park Police have had a wide range of issues to deal with over the previous year. We have worked closely with the Safer Parks Panel which has tasked us with a large number of concerns such as off road cycling and barbecues. The Panel has been existence for over a year and we regularly meet to review the tasks set. This has led to a number of people being reported for Park regulation offences such as dogs worrying and injuring deer. In addition there have been two public meetings held where members of the public are invited to discuss the policing of the park. These were very constructive and created a good exchange of views.

Last winter I re introduced the use of the laser speed gun which is hand held by an officer to detect speeding cars. Its use has increased throughout the months and we are currently at about 50 convictions a month.

Overall statistics from July 2007 to June 2008 for enforcement:

- Excess Speed - 293
- Illegal trade vehicles - 368
- Theft of Mobile phones - 110
- Total offences reported - 837

Overall reported crime is low with only 64 reports for the whole year. There have been no reports of street robbery or similar street crime despite thousands of visitors. This report is a snapshot of the type of work we undertake. We have also made a significant number of arrests and convictions for many offences and have been called to incidents in park for a wide range of events. This included, for example, an unexploded bomb from World War 2.

## **RICHMOND UPON THAMES COMMUNITY SAFETY PARTNERSHIP (CSP)**

Anne Lawtey  
Community Planning Manager  
LBRUT

The CSP is committed to working closely with the police and other partners such as the Primary Care Trust, the London Fire Brigade, the Magistrates Court, Probation Service, the MPA and Registered Social Landlords. Those relationships, as well as work with Council teams, have enabled a number of joint ventures.

### **Operation Lockout:**

Further to last year's report the Operation Lockout 'brand' has now become the identifiable face of crime prevention initiatives across the borough, tackling all acquisitive crime and gaining recognition as a prime example of good practice amongst other London Boroughs and Local Authorities nationwide.

Over 3,500 Selectamark DNA property marking kits have been distributed to borough residents. Since we introduced cycle security marking, using Bikeregister.com, over 2,500 cycles have been marked at community events, road shows, train station action days and individually by Safer Neighbourhood Team officers.

We are working with SNTs to identify premises and vehicles which are vulnerable to crime, providing advice to the owners.

### **Green Safe and Clean Weeks:**

Over this financial year the Council will be running a Green Safe and Clean week in each ward of the borough. In these weeks intensive action will occur in the 'hotspot' areas of the ward to make them cleaner, greener and safer. This work involves a number of local authority departments and partners. With action such as:-

- removing graffiti;
- removing chewing gum;
- removing fly tips;
- providing crime prevention advice through Operation Lockout at ward road shows, security marking cycles and mobile phones;
- truancy sweeps;
- fire prevention.

### **Anti-Social Behaviour:**

The last year has been a busy one for the ASB Panel. Incidents of anti-social behaviour have occurred in various locations within the borough, particularly in Richmond and Twickenham town centres. Over the last twelve months a total of 32 people have been referred to, and dealt with by, the Panel. In a majority of cases behaviour improved following notification of referral but 9 ABC's and 4 ASBO's have also been imposed. One focus of the Panel's work has been a group of anti-social female teenagers whose challenging behaviour has been successfully addressed.

### **London Week of Peace:**

The London Week of Peace (LWOP) is an annual week of high profile events, initiatives and action organised principally by communities and individuals but also engaging organisations,

businesses and public agencies, to promote greater community cohesion, safety and peace across the capital. It will take place from the 14th - 21st of September 2008.

Under the banner Reconciliation, Celebration, Collaboration, tens of thousands of Londoners from all walks of life will participate in a range of citywide and local activities, engaging local community and voluntary organisations, businesses, public agencies and individuals. The theme for this years' celebration is Developing Real Examples of Mentors (D.R.E.A.M.S). The website is [www.weekofpeace.org.uk](http://www.weekofpeace.org.uk).

### **Safe Streets:**

Working in partnership with a variety of enforcement agencies, the Safe Streets Co-ordinating Group (SSCG) aims to achieve a visible reduction in low-level crime and disorder, anti-social behaviour and environmental crime. The SSCG meets monthly. Issues are dealt with by following an established Problem Solving Process (PSP) in partnership with the SNTs and relevant sections from within the Council. The partners are:

- Consumer protection
- Parks and open spaces
- Street Scene
- CCTV
- Youth Offending Team
- Richmond Housing Partnership (RHP)
- Safer Neighbourhood Teams (local police).

Email: [safestreets@richmond.gov.uk](mailto:safestreets@richmond.gov.uk)

### **Safer Transport Group**

This membership of this group comes from the transport operators in the borough, Metropolitan Police and British Transport Police. Over the last year all the train stations have had a visual audit, where a number of improvements that could reduce crime or fear of crime, have been identified. These have been written into work programmes and will be addressed over the next year. Safe Travel Action Days have also been held, generally to coincide with Green Safe and Clean Weeks. Information is available at a station in the Green Safe and Clean area, promoting personal safety when travelling; ticket revenue operations are also held to coincide with the Action Days, particularly at stations that are generally not staffed.

### **Domestic Abuse Forum (originally established by the CPP In 1987)**

During the last year the Domestic Abuse Forum has undertaken a range of activities. In November the Forum ran a series of events for the "16 Days of Action and the White Ribbon Campaign", the highlight being an event for female survivors, their children and friends. The theme was 'celebration', with women planning and organising an event with support and facilitation from Refuge. More recently, the Domestic Abuse Forum has produced a range of new publicity to advertise the One Stop Shop ([http://www.richmond.gov.uk/domestic\\_abuse\\_support.htm](http://www.richmond.gov.uk/domestic_abuse_support.htm)), to go alongside the toilet stickers that were released last year.

The introduction of a Multi-Agency Risk Assessment Conference (MARAC) is part of a co-ordinated response to domestic abuse. It brings together agencies to share information and plan actions to increase the safety of the highest risk victims of domestic abuse. The Forum

is also running regular workshops (from September 2008 these will be held every two months) and has produced a work plan for 2008-2009. This, along with the Domestic Abuse Strategy, forms part of the Community Safety Partnership Plan for the same period.

## **COMMUNITY AND POLICE PARTNERSHIP INITIATIVES OUTREACH AND CONSULTATION WORK**

### **LBRUT Stop and Search Group (S&S)**

Carole Atkinson

CPP Vice-Chairman/ Chair of the Stop and Search Group

The six members of the borough's S&S Monitoring Group have continued to oversee policing with regard to stops and searches within the borough. The stops statistics, including stop and account and stop and search, have been perused quarterly with the help of the Chief Inspector responsible for this activity in Richmond. Chief Inspector Anthony Enoch held this role at the start of the year but on his departure to the Safer Neighbourhoods Section, the group welcomed Chief Inspector Dave Henfrey in February 2008. Both officers were extremely helpful to the group and their expertise was much appreciated.

The borough's stops and searches with relation to ethnicity continue to be measured against the resident population ethnic breakdown as recorded in the 2001 census and disproportionality remains a challenge for the borough. One of the problems is that the resident population is from birth to over 100 whereas some 70% of stops are in the 10 to 25 year old range and about half are from out of the borough. Following last year's six 'dips' into the S&S data, revealing no evidence of discrimination during the stops, despite this disproportionality, a further six are being undertaken over the same period for this year as it is essential that this disproportionality is fully understood.

During the more recent dips it was noted that CCTV had been effective in helping to target S&S activity including stops for drugs and for drinking in Controlled Drinking Zones. Operation Blunt 2, involving search arches has led to stops within the borough and a recent exercise at Hampton Wick Station, in the presence of revenue collectors, resulted in many passengers being given advice on the need to purchase a ticket prior to travel.

Richmond has continued to be represented on the London wide Community Monitoring Network and I was on both the S&S Conference Board and the S&S DVD Board. The Conference: 'Stop Right Now, Thank You Very Much' was a one-day event held to review the MPA, MPS and the London achievements in the stop and search arena. The S&S DVD: 'Stop & Search, Go Wisely', issued at the conference, was "commissioned by a partnership of groups including community and charity organisations, the police and police authorities to examine the issues, educate officers in how to use these tactics appropriately, and inform everyone of their rights during a Stop & Search encounter." A resource pack is included with the DVD which should enable youth groups and others to explore issues around S&S.

During the year the Flanagan Report on the review of policing gave rise to a number of recommendations, one of which relates to Stop & Account:

Recommendation 24:

"The current comprehensive form for Stop and Account should be removed and replaced with the following measures:

- (a) Any officer who asks an individual to account for themselves should provide that individual with a 'receipt' of the encounter in the form of a business card or

- similar, and use Airwave to record the encounter, including the ethnicity of the person subject to the encounter to enable disproportionality monitoring, and
- (b) Supervisory officers should 'dip' sample these recordings.

These proposals should be piloted in the West Midlands and evaluated by the end of summer 2008."

As more than 60% of the stops in Richmond are stops to account, it is not yet understood how community monitoring can be effectively continued and the report of the pilot is eagerly awaited.

Whilst information on S&S is being received from the Youth PLGs/Panels, young people are under represented on the S&S Monitoring Group and would be welcomed to the meetings.

### **Police Liaison Groups (PLGs)**

The PLGs have once again gone from strength to strength and thanks go to the Chairman for her support and encouragement; she continues to attend PLG meetings on behalf of the CPP. The minutes of PLG meetings are attached to the CPP's agenda, which ensures that members are aware of the issues relevant to each Ward. The police and the CSP are made aware of the concerns/problems raised at those meetings and respond as appropriate.

The PLG's meet on alternate months or quarterly whichever is best for them. Each has its three key objectives, which are monitored at each meeting. As well as community police officers, attendees include local Councillors, business representatives, pupils from nearby Secondary Schools and interested members of the community. Police officers attend meetings and respond to local concerns.

### **Youth Police Liaison Groups (YPLGs)**

In order to give young people a voice, a number of YPLGs have been established in the borough. These are being progressed by SNT Sergeants in some instances and by the CPP's Vice-Chairman. These are very much in their infancy but are working well and those that attend are pleased to have the opportunity to communicate their views. Issues discussed by one YPLG were Stop and Search, the drinking culture in the borough and how to fully engage with young people. They meet at a variety of venues including a local coffee shop and community centres.

### **Youth Crime Conference 2008 – "One of The Crowd Not One of The Group" - Tackling Knives, Guns And Gangs**

The fourteenth Youth Crime Conference was held on Wednesday 13th February 2008 at the St George's Suite at the Rugby Football Union, Twickenham. This was the second joint Richmond upon Thames and Hounslow Conference. The Borough Commanders from Richmond upon Thames and Hounslow - Chief Superintendent Rick Turner and Chief Superintendent David Bilson, opened the event. The Mayors from both boroughs also attended.

Six Secondary Schools from Richmond upon Thames and seven from Hounslow participated in the 2008 Conference, totalling 140 Year 9 students. Students rated the experience very highly and it is hoped that the number of students attending can be increased next year.

Over 20 police officers, including police community support officers, as well as other professionals and volunteers who work with young people and youth offenders facilitated on

the day. They lead the workshops, encouraging discussion and challenging and supporting the students to deliver their poster project. The aims of the day were:

- To raise awareness amongst young people of particular community safety issues – this year's theme was 'Knives, Guns and Gangs'.
- To bring young people together with police and other community safety statutory and voluntary agencies to build constructive relationships and consider the impact of community safety issues on young people's lives.
- To work jointly with young people to produce publicity material on community safety issues aimed at their peer group.
- To gather information on the community safety issues that concern young people so that they may be incorporated into community safety plans and strategies.
- To provide information to young people about community safety issues and encourage them to pass the information on to their school communities.

The report on the day is available from the CPP and the issues of concern for the students are set out at - **Appendix B**.

## **CCTV REVIEW JULY 2007 TO JUNE 2008**

Keith Free

CCTV & Careline Service Development Manager

The London Borough of Richmond upon Thames currently has 71 CCTV Cameras including 51 controllable and 20 static cameras in 8 of the Borough's wards. During the period under review CCTV has been instrumental in over 1600 recorded incidents, 304 arrests and has provided video data for analysis, by police and other agencies, relating to offences ranging from murder to fly tipping.

We are at the installation phase of six more cameras, situated between Twickenham RFU Stadium and Twickenham Rail Station, which were approved by Cabinet in 2006, as well as including an upgrade of the RFU Control Room. These cameras will operate on a wireless network thus saving substantial ongoing costs when compared to transmission by fibre optic cable. This system will enable the police, and the stadium authorities, to monitor crowd and traffic movement and thus make for a safer event venue. Together with this benefit the borough system will make full use of the additional cameras to further our aims of making Richmond a safe and welcoming environment.

The development of Richmond Town Centre continues to move forward with specifications written for 14 additional cameras. These cameras will also operate on a wireless network and will greatly enhance the coverage of the town centre. The camera positions have been reviewed several times, taking into account both the need to maximise coverage and the requirements of urban planning. This scheme is linked to the completed installation of a camera on Richmond Riverside to cover the Hotham House area. An upgrade to the Civic Centre control room system, to monitor the additional cameras, is about to be completed. This will also, to some extent, 'future proof' the system by creating spare capacity for future projects.

The 8 Rapid Deployment Cameras (RDCs) have been used effectively in the past 12 months to provide quick solutions for data recording in identified hot spots. CCTV continues to be an integral part of our every day lives and, in partnership with the Police, local businesses and other Council departments, continues to significantly contribute to ensuring that this borough is a safe place to live, work and visit.

## **THE INDEPENDENT CUSTODY VISITING PANEL**

Sally Speed  
Chairman

### **Who are we and what do we do?**

Independent custody visitors are volunteers from the local community who make regular, unannounced visits to police stations to check on the treatment of detainees held in custody. Custody visiting is governed by a range of legislation and guidance including the Police and Criminal Evidence Act (PACE) 1984, Home Office Codes of Practice and National Standards.

Following each visit a report is prepared for the MPA. The panel meets every two months to discuss significant issues with the police; the local Custody Inspector attends the meeting to respond to any concerns raised by the panel.

### **Major events in 2007**

The administration of the panel passed from Richmond Borough Council to the Metropolitan Police Authority in April 2007. Richmond and other panels in West London form a cluster, with regular meetings for information and best practice sharing.

Plans for a new purpose built 30 cell custody suite in Teddington fell through. Richmond remains the only custody suite in regular use, with Teddington and Twickenham used only occasionally. Compared with other West London boroughs, the panel is well-staffed and currently has a waiting list of volunteers.

### **Outcomes and key data**

In the twelve month period from January 2007 to December 2007 the panel made 63 visits, 51 of which were to Richmond Police Station. In the same period, 3,905 people were detained in custody in the borough. The panel interviewed 88 of them (2.2% of the total) and offered interviews to another 44 detainees.

In the majority of cases no significant issues had to be brought to the attention of the MPA or required a response from the local police. However, there were some issues:

- Detainees held in custody for longer periods are not routinely offered a shower despite the fact that one is available.
- One visit was made to Twickenham while it was used for Operation Safeguard. There are concerns that prisoners are not allowed free association, cannot take exercise and therefore have fewer rights than when in prison.
- During one visit access to a juvenile detainee was denied. The incident was resolved locally but was of sufficient seriousness to be reported to the Scheme Manager.

## **METROPOLITAN POLICE AUTHORITY**

A very successful Community Engagement Conference organised by the MPA was held on 23 November 2007. The day was for Borough Commanders, Community Safety partnership officers and members of CPPs/CPCGs. The event was well attended and informative and in the afternoon looked at initiatives in place in other boroughs used to engage young people.

The MPA had increased the amount of funding for which each group could apply and the Executive Committee/Treasury Sub-Group's bid to the MPA for 2008/2009 of £47,950.54 was successful, for which the CPP thanks the MPA. The funding will enable to CPP to continue the initiatives started previously and to develop many of the new compass point

initiatives listed in the Chairman's report. The Group's Work Plan for the year was submitted with the bid.

## ACKNOWLEDGEMENTS

The CPP's thanks are once again extended to the Borough Commander and all his officers, including those that make up the SNTs, with particular thanks going to the Special Constables. Officers have unfailingly supported the CPP's activities over the last 12 months. The dedication and hard work of the borough's police officers contributes greatly to the safety of those living and working in the borough and is greatly appreciated. Members were sad to see the retirement of Anne Johnstone and pay tribute for her tireless work as a Special Constable. The CPP also thanks LBRUT Councillor Tony Arbour, the MPA link member, who attends meetings when his time allows, his support too is greatly appreciated and his contributions will be greatly missed.

## THE FUTURE

It is acknowledged that the crime levels in the borough are not as high as in some areas of London. In being seen as the safest, there is no room for complacency as it is far from being crime free. The CPP will continue to ensure that the MPA/MPS appreciates that, although it is a quieter, greener and leafy borough on the periphery of London, it still has its problems. The CPP will continue with its core objectives:

- To ensure that the CPP represents the views of the local community as widely as possible by acting as the bridge between the community and the police.
- To raise awareness of the CPP within the community.
- To ensure that CPP members are well informed about policing issues (national, regional and local).
- To work in partnership with statutory and voluntary organisations in order to reflect the views of residents and other stakeholders.
- To ensure best value and good management in the running of the CPP's affairs.

The CPP will continue to work to keep Richmond upon Thames the safest borough in London.

**NB** The CPP's Work Plan can be requested from the Administrator, whose details can be found inside the front cover.

## GLOSSARY OF TERMS

<b>Acronym:</b>	<b>Full Name:</b>
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Orders
BOCU	Borough Operational Command Unit
C3I	Command, Control, Communication and Information
CCTV	Closed Circuit Television
CPP	Community and Police Partnership
CS	Chief Superintendent
CI	Chief Inspector
CSP	Community Safety Partnership
DCS	Detective Chief Superintendent
DAF	Domestic Abuse Forum
EMAG	Ethnic Minority Advocacy Group
LAA	Local Area Agreement
LCP2	London Community and Police Partnership
LSP	Local Strategic Partnership
MET	Metropolitan Police
MPA	Metropolitan Police Authority
MPS	Metropolitan Police Service
PCSOs	Police Community Support Officers
PLGs	Police Liaison Groups
SLA	Service Level Agreement
SNTs	Safer Neighbourhood Teams
S&S	Stop and Search
RSL	Registered Social Landlord
YCC	Youth Crime Conference

# APPENDIX - A

## LONDON BOROUGH OF RICHMOND UPON THAMES COMMUNITY AND POLICE PARTNERSHIP MEMBERSHIP AS AT JUNE 2008

### Police

Detective Chief Superintendent Rick Turner

Superintendent Jim Davis

Chief Inspector Anthony Enoch

Chief Inspector Dave Henfrey

### British Transport Police:

Inspector Allan Withers

### Met Royal Parks Operation Command Unit

Inspector Mark Foden

### The Council

Councillor Head  
Councillor Jaeger  
Councillor Jones  
Councillor Khosa  
Councillor Williams

### Members of Parliament:

Dr Vincent Cable MP  
Susan Kramer MP

### Community:

#### NAME:

#### REPRESENTING:

Mrs Wendy Kyrle-Pope, (Chairman)

Barnes Police Liaison Group

Mrs Carole Atkinson, (Vice-Chairman)

Hampton Hill Association/Stop and Search Monitoring Group Chair/Hampton Hill and Fulwell Police Liaison Group

Mr Chris Jarvis, (Treasurer)

Twickenham Christian Concern

Dr Jenny Atton

Cole Park Residents/St Margaret's and North Twickenham Police Liaison Group

Mrs Ruth Bamforth/Judi Braddock

Kew Police Liaison Group

Mr John Bell

South Twickenham Police Liaison Group

Mr Peter Burrows-Smith

The Friends of Richmond Park and Richmond Park Police Panel

## APPENDIX - A

Revd. Peter Bustin	Richmond Churches
Mr Noel Davies/Ms Ashi Dhillon	Richmond upon Thames Ethnic Minorities Advocacy Group (EMAG)
Mr John Demont	Teddington Society
Mrs Carol Edwards	Teddington Area Housing Panel
Mr John Evans	Whitton and Heathfield Police Liaison Group
Mr Nick Gale	Ham and Petersham Police Liaison Group and Ham and Petersham Association
Ms Sue Godfrey	Probation Service
Cllr Celia Hodges	North Richmond Police Liaison Group
Mr Tom Hood	Richmond Housing Partnership
Mr Peter Kirkham/ Richard Eason	LGBT Forum
Mr Martyn Kingsford	LBRUT Churches Housing Trust/Teddington Police Liaison Group
Mr Cass Mann (till May 2008)	Positively Healthy
Mr John Mellor	Governors Voice
Mr Andrew Mensah	St Mary's University College
Cllr Phillip Morgan	Twickenham Society
Mrs Helen Nicholls	Friends of Twickenham Green/Domestic Abuse Forum
Mrs Helen Page (till May 2008)	Victim Support, Richmond upon Thames
Mrs Alison Parry	St Margaret's Estate Residents Association
Mrs Clare Phelps and Mr Matthew Hull	Strawberry Hill Residents Association
Mr Maurice Press	Disability Resource Team and Richmond Disability Forum

## APPENDIX - A

	Miss Jillian Richards	FISH Barnes and Mortlake
	Mr David Shaw	Albert's Community Association and The Richmond Society
	Lisette Simcock	South Richmond Police Liaison Group
	Sally Speed	Independent Custody Visitors Panel
	Mrs Mireille Stanton	Mortlake with East Sheen Society
	Mrs Angela Style	Barnes Police Liaison Group
	Mr Richard Turk	Andover and Mereway Residents
	Mr Ian Tyson	Twickenham Riverside Police Liaison Group
	David Leftwich	Visor
	Mr Griffiths Vaughan-Williams	MPS Pan London LGBT Advisory Group
	Mrs Sheena Wellesley	Sheen Police Liaison Group
	Ms B Westmorland	Barnes Community Association/Chair Domestic Abuse Forum
	Mr Geoffrey Wheeler/Mrs J Marriott	Richmond Forum for Older People
	Mr Ray Williams	West Twickenham Police Liaison Group
<b>Statutory Agencies</b>	Councillor Tony Arbour	MPA Link Member
	Mr Alan Johnston	Environmental and Operational Services, LBRuT (CCTV)
	Mrs Anne Lawtey	Community Safety Partnership Manager, Community Planning, LBRUT
	Mr Chris Smith	Environment Planning and Review, LBRuT
	Mrs Juliette Taylor (CPP Administrator)	Community Planning, LBRUT
<b>At the Chairman's Invitation</b>	Mr Ken Wood Councillor David Trigg	

## Appendix – B

### Responses from Richmond upon Thames Students, to Specific Questions set out on the Evaluation Form 2008

<p><b>From today's issues, which are problems for you?</b></p>	<ul style="list-style-type: none"> <li>➤ Terrorism x 2</li> <li>➤ Robbery x 3</li> <li>➤ Murder x 2</li> <li>➤ Gun crime x 2</li> <li>➤ Knife and gun crime x 6</li> <li>➤ Bullying x 3</li> <li>➤ Abuse x 3</li> <li>➤ Gangs and robbery</li> <li>➤ Burglary</li> <li>➤ Violent crime x 3</li> <li>➤ The risks</li> <li>➤ Sexual Abuse</li> <li>➤ Racism</li> </ul>
<p><b>What information, advice and support do young people need about alcohol and or drugs?</b></p>	<ul style="list-style-type: none"> <li>➤ Police Officer coming to our school</li> <li>➤ More education in schools</li> <li>➤ Why they shouldn't take them</li> <li>➤ See what drugs do to you</li> <li>➤ It can harm you, it's not that good for you</li> <li>➤ Harm, what it can do x 2</li> <li>➤ Don't do it x 6</li> <li>➤ Leaflets and posters</li> <li>➤ It's bad for you x 2</li> <li>➤ The effects x 5</li> <li>➤ There not good for you and you won't get no where x 2</li> <li>➤ It's bad and can harm you</li> <li>➤ Makes you unaware and other worse things</li> <li>➤ 1 day workshops at schools</li> <li>➤ What it does to them</li> <li>➤ How to use them in moderation</li> <li>➤ Speakers coming into schools</li> <li>➤ Advice and that it's not cool to do it</li> <li>➤ The dangers x 2</li> <li>➤ Don't take any drugs it will effect the rest of your life</li> </ul>
<p><b>Is bullying in the community a problem for you? If yes please give examples.</b></p>	<ul style="list-style-type: none"> <li>➤ Verbal abuse x 4</li> <li>➤ You may witness it and not know what to do</li> </ul>

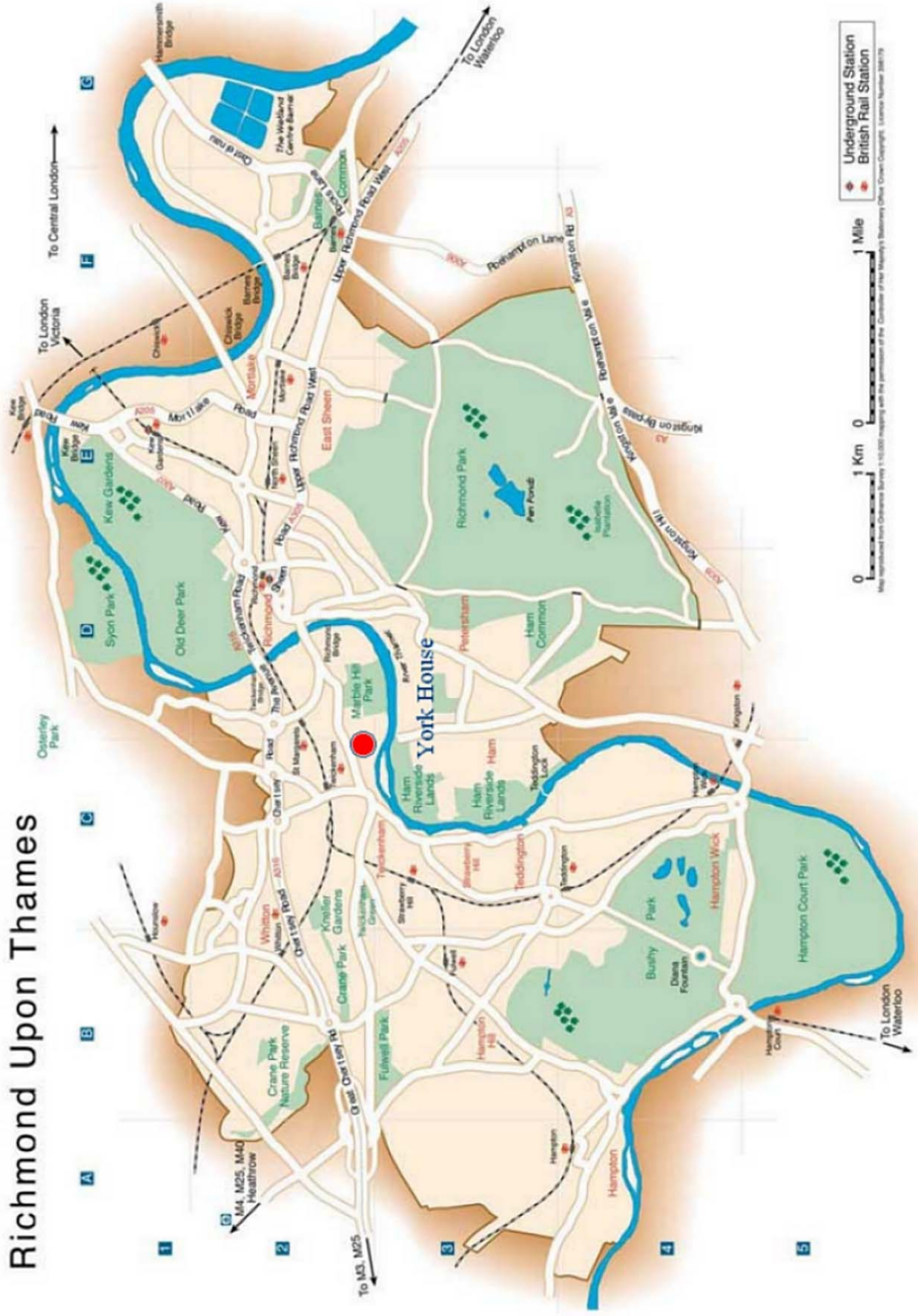
**NB It should be noted that not all the students responded to all the questions**

## Appendix – B

<p><b>If you have ever been a victim of an incident of harassment or discrimination please give examples:</b></p>	<p>No x 22 Yes x 7</p> <ul style="list-style-type: none"> <li>➤ Victim of racism by local community and Police bully Young People</li> <li>➤ People shouting at me</li> <li>➤ Robbed</li> <li>➤ Knife to my face</li> <li>➤ On the bus Christ pupils tend to intimidate Waldergrave girls</li> <li>➤ Phone stolen</li> <li>➤ Intimidation</li> <li>➤ Someone tried to get me in their van</li> </ul>
<p><b>Lunch:</b></p>	<p>Excellent x 3 Good x 26 Average x 17 Poor x 3</p>
<p><b>Conference overall</b></p>	<p>Excellent x 13 Good x 33 Average x 3 Poor x 0</p>
<p><b>Name of school:</b></p>	<p>Waldegrave x Christ's x Sheen x Greycourt Orleans Park Hampton Community College German school x 1 student Other students x 3</p>
<p><b>Some of the General Comments:</b></p>	<ul style="list-style-type: none"> <li>➤ More statistics about crimes</li> <li>➤ More role play x 5</li> <li>➤ Play was very good</li> <li>➤ We got to meet new people</li> <li>➤ The Trident presentation</li> <li>➤ Icebreakers very good</li> <li>➤ Very good day</li> <li>➤ Provide a cloakroom</li> <li>➤ More advice about drugs x 2</li> <li>➤ Would like to have gone outside x 2</li> <li>➤ It was excellent</li> <li>➤ Fabulous!</li> <li>➤ I thought it was really interesting</li> <li>➤</li> </ul>

**NB It should be noted that not all the students responded to all the questions**

# Richmond Upon Thames



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Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne receptionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

Albanian

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

Arabic

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

Bengali

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

Farsi

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

Gujurati

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Punjabi

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براؤکرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹرپرائٹنگ سروس (ٹیلیفون پرترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

Urdu

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