

# SNB Agenda and Minutes

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Community safety

*27 October 2015*

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## SAFER NEIGHBOURHOOD BOARD

Meeting on 27 October 2015 at 7pm  
in the Hyde Room at York House, Twickenham

### AGENDA

- |   | Paper |
|---|-------|
| 1. Welcome and Apologies  |       |
| 2. Minutes of Last Meeting (28 July 2015)   | 1     |
| 3. Matters Arising <ul style="list-style-type: none"><li>○ Racial Hate Crime</li><li>○ MOPAC crime definitions</li><li>○ Additional CCTVs</li><li>○ BTP feedback on Rugby World Cup</li><li>○ Lack of ticket barriers at railway stations</li></ul> |       |
| <b><u>SNB sits</u></b>  |       |
| 4. Presentation by MPS <ul style="list-style-type: none"><li>○ MOPAC data</li><li>○ Public Confidence &amp; Satisfaction</li><li>○ Complaints</li><li>○ Stop &amp; Search</li><li>○ Rugby World Cup</li></ul>                                       | 2     |
| 5. Other crime data (BTP and Royal Parks)   |       |
| 6. Priority Setting   |       |
| <b><u>BOARD in adjournment</u></b>  |       |
| 7. Public Questions to Board  |       |
| <b><u>BOARD reconvenes</u></b>  |       |
| 8. Funding Report   |       |
| 9. Any Other Business   |       |
| 10. Date of Next Meeting - 26 January 2016  |       |

**SAFER NEIGHBOURHOOD BOARD (SNB) MEETING & A.G.M.**

**THE SALON ROOM, YORK HOUSE, RICHMOND ROAD TWICKENHAM**

**TUESDAY 28<sup>TH</sup> JULY 2015 AT 6.45 PM**

**MINUTES (amended 21.8.15)**

<b>SNB MEMBERS ATTENDING</b>	<b>REPRESENTING</b>
<b>CA</b> Carole Atkinson	Chair SNB, Stop and Search
<b>WKP</b> Wendy Kyrle-Pope	Vice Chair & LCP2
<b>PB</b> Peter Burrows-Smith	Richmond Park PLG/Treasurer/SNB
<b>CO</b> Charles Owens	Chair South Twickenham PLG & NHW
<b>JB</b> John Bell	Advisor, Twickenham
<b>RA</b> Ravi Arora	EMAG
<b>JE</b> John T Evans	Chair Whitton & Heathfield PLGs & NHW
<b>AJ</b> Anne Johnstone	Chair Mortlake & Barnes Common PLG
<b>RE</b> Richard Eason	LGBT Forum
<b>PK</b> Peter Kirkham	LGBT Forum
<b>JM</b> Janet Marriott	Older People's Forum
<b>TL</b> Tony Lindsay	NHW Co-ordinator
<b>MS</b> Martin Sands	Hampton Wick Community
<b>DG</b> David Green	NHW Co-ordinator Hampton
<b>PG</b> Phil Garside	Community
<b>LP</b> Lesley Pollesche	Community
<b>WC</b> William Collis	North Richmond PLG
<b>SP</b> Samantha Popely	Victim Support
<b>SB</b> Sarah Burley	Community / Business
<b>DL</b> David Loftus	Kneller Hall / Disabled Persons Rep
<b>JH</b> Julie Hill	SNB Minute Secretary

<b>POLICE ATTENDING</b>	<b>REPRESENTING</b>
<b>HW</b> CI Hannah Wheeler	MPS
<b>HM</b> Hannah McCully	MPS
<b>MW</b> PC Mark Watson	Royal Parks Police
<b>AJ</b> Inspector Andy Jackson	British Transport Police

<b>COUNCIL ATTENDING</b>	<b>REPRESENTING</b>
Cllr Tony Arbour	Hampton

<b>ORGANISATIONS / PUBLIC</b>	<b>REPRESENTING</b>
Mac McInerny	Heatham Alliance & NHW Co-ordinator
Chris Dunlop	Heatham Alliance
Richard Eason	LGBT Forum
Christina Gore	Hampton Wick & Teddington PLG Secretary & NHW Co-ordinator
Peter Holland	Hampton Wick
Edward Henson	West Twickenham
Pindi Tamana	Twickenham Society
David Shaw	The Alberts Community Association
Ray Nicol	Public (Heathfield)
Clare Toberty	Public (Heathfield)
Juliette Taylor	Public (South Twickenham)

<b>ORGANISATIONS / PUBLIC</b>	<b>REPRESENTING</b>
Derek Sanders	Public
Rosalind Graham Hunt	Public

<b>APOLOGIES</b>	<b>REPRESENTING</b>
C/Superintendent Colin Kennedy	Borough Commander
Sgt Michael Boulton	Royal Parks Police
Sgt Inocencio Lobo	British Transport Police
Cllr Ben Khosa	SNB & St Margaret's & North Twickenham Wards
Maurice Press	SNB Education
David Green	NHW
Martyn Kingsford	Chair Teddington & Hampton Wick PLG
John Coates	Chair South Richmond PLG & NHW
Philip Morgan	Chair St Margaret's & North Twickenham PLG
Nicola Colley	Hampton Wick PLG Member
Margaret Warden	Whitton & Heathfield PLG & NHW Co-ordinator
Michael Warden	Whitton & Heathfield PLG & NHW Co-ordinator
John Cane	Whitton & Heathfield PLG Member
Anthony Cotton	Richmond Synagogue
Sarah Denton	MOPAC
Andrea Samuelson	Public

## **1. CHAIR'S WELCOME AND APOLOGIES FOR ABSENCE**

Chair Carole Atkinson (CA) welcomed everyone to the meeting and apologies were noted. A warm welcome was also given to prospective new SNB Members David Loftus representing disability and Sarah Burley representing business. Thanks were expressed to retiring members, including John Coates for his work as PLG Chair.

## **Agenda for first AGM of the LBRuT Safer Neighbourhood Board (SNB)**

### **1. ANNUAL REPORT 2014-15**

This was accepted.

### **2. ELECTIONS: EXECUTIVE**

Nominations had been received for the SNB 2015 – 2016 and the VOTE: UNANIMOUS.

Co-Chair: Peter Burrows-Smith

Co-Chair: Charles Owens

Vice Chair: Martyn Kingsford

Treasurer: Peter Burrows-Smith

EMAG: Ravi Arora

Councillor: Tony Arbour

Executive Member – Organisation & S&S: Carole Atkinson

Executive Member – Community: Lesley Pollesche

Surrey side advisor & BTP: Wendy Kyrle-Pope

Middlesex side advisor: John Bell

Executive Member PLG: to be appointed

Executive Member: NHW: to be appointed

NHW – tbc

PLG Chair - tbc

## **2. ELECTIONS (CONTD)**

### **SNB BOARD MEMBERS**

Nominations had been received for the SNB 2015 – 2016 and the list had been circulated

<b>Name</b>	<b>Rep</b>
Charles Owens	NHW/PLG
Philip Morgan	PLG
Philip Garside	Com/Pub/Magistrate
Lesley Pollesche	Community
Anthony Lindsay	NHW
Alan Bailey	NHW
John Evans	PLG/NHW
Anne Johnstone	PLG
William Collis	Community
Martyn Kingsford	PLG
Martin Sands	Community
David Green	NHW
Carole Atkinson	SS
Jack Lewis	Youth Council
Tony Arbour	Councillor
Ben Khosa	Councillor
Peter Burrows-Smith	Park PLG Treasurer
Samantha Popely	Victim Support
Peter Kirkham	LGBT
Ravi Arora	EMAG
John Bell	Advisor
Wendy Kyrle-Pope	Advisor
Gary Flynn	Street Pastor
Janet Marriott	Older People
David Loftus	Disabled
Maurice Press	Education
Sarah Burley	Business
??	Faith
??	Independent Advisory Group

**Vote: unanimous**

**CA** gave thanks to everyone who had given his or her time to the SNB. **JB** made a speech, acknowledging **CAs** hard work on behalf of the SNB and a presentation was made to **CA** from the SNB and also the Police.

## **3. CONSTITUTION - working draft circulated**

SNB Meeting Draft Minutes 28.7.15 (amended)

Thanks were recorded to **JB** for all his work on the Constitution.

**New Co-Chair Charles Owens (CO)** then took the Chair and reminded members of the Public that they would have an opportunity to ask questions later in the Meeting.

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## **AGENDA FOR LBRUT SNB PUBLIC MEETING**

### **1. MINUTES OF THE LAST MEETING**

These were approved as a true record with the amendment that Jan Marriot represented the Older Peoples Forum not Hampton Wick and Richard Eason represented LGBT not LBRuT.

### **2. MATTERS ARISING**

\* Comparison of A316 with other roads

\* Outcomes of Projects - Projects Leaders will submit reports at the end of each project - **PBS** to monitor

\* Working group to inform Estate Agents about security of possessions

\* Action Fraud Statistics – to be covered in the Police Report

\* BTP info on local issues – to be covered in BTP Report

### **3. PRESENTATION OF CRIME FIGURES BY MPS**

Chief Inspector Hannah Wheeler gave the Presentation.

**OP PURGE** – focusing on crime prevention, visiting residents and victims of crime (Super Cocooning)

**OP OMEGA** – targeting high harm and wanted offenders, visiting them at their home addresses to ensure that they are meeting their rehabilitation appointments, targeting crime hotspots, holding PLGs to account for crime prevention, encouraging residents to think about how they can secure their property better.

**THEFTS** - June/July has seen a spike of car contents thefts in Kew. Whitton is being targeted for burglary. Police carry out bespoke anti burglary surveys.

**MOPAC 7 CRIMES** - Richmond is making headway in dealing with main crimes but criminal damage remains challenging.

**OP ENDEAVOUR** – A great deal of work has gone into preventing high value keyless car thefts. Mopeds and motorbikes are being targeted and Police are giving out information to owners on how to secure their vehicles.

**VIOLENCE WITH INJURY** – The Home Office changed the way this crime is recorded, so now domestic abuse incidents and even a bruise and mild reddening to skin are included.

#### **QUESTIONS:**

**RA** asked about racist crime figures and was assured that there was not a pattern but Police would look at this with EMAG. **ACTION: HW / EMAG**

**PK** asked if information could be provided from MOPAC as to how the figures are defined. **ACTION: HW**

**MS** asked about youth violence was assured there is no particular school or area where there is any specific problem.

**WKP** suggested that the Executive considers how to approach MOPAC and formulate exact questions to ask with regard to the way figures are presented. **CA** added that MOPAC would give us an interactive youth dashboard, which would allow us to compare the figures with other Boroughs. **PK** offered to draft possible questions. However, it was agreed to take a view when the MOPAC dashboard was available in September. The target to reduce MOPAC crimes is 18% and the Borough is currently at 17.5%.

**Complaints and misconduct** – we have seen a reduction in complaints compared to the last reporting period. Public complaints are mainly to do with not understanding the process.

**Stop and Search / Stop and Account** - Police are pro-active and often using knife arches.

**Public Confidence** – This is currently top at just under 80%.

**Satisfaction** – currently 3<sup>rd</sup>.

### **3. PRESENTATION OF CRIME FIGURES BY MPS (CONTD)**

**Action Fraud** – Currently there are no Borough specific profiles. MPS are currently seeking to develop a digital solution to obtain figures from Action Fraud. OP Falcon link in with Action Fraud and want to draft a force level assessment with all Borough Commanders involved. This will assist local police in seeing fraud threats, keeping residents safe and assisting in briefing key partners like the SNB.

Action Fraud reporting data currently covers cheque card/bank account fraud, application fraud, telecom fraud / misuse of contract and victim ages 20-29, 30-39, 40-49.

### **4. PARKS POLICE REPORT**

**MW** gave the Parks Police Report detailing the MOPAC 7 offence and number of offences:

#### **Richmond Park**

Violence with injury: Nil

Robbery: Nil

Burglary: 1

Theft person: 2

Theft from motor vehicle: 4

Theft of motor vehicle: 1

The Police, Royal Parks Agency and other Park stakeholders had attended the third meeting chaired by Zac Goldsmith MP on park cycling issues. 40 motorists had been reported for speeding since April; the highest speed being 47mph. 20 cyclists had been reported for park regulation offences, including speeding. Numerous verbal warnings had also been given. The child injured by a falling tree branch is slowly improving and the matter is in the hands of the Health and Safety Executive and Royal Parks Agency.

**PBS**, who also represented the Friends of Richmond Park, expressed concern that no information was forthcoming about the changes taking place to Parks policing. This was noted and would be taken back.

#### **Bushy Park**

Violence with injury: Nil

Robbery: Nil

Burglary: 2

Theft person: Nil

Theft from motor vehicle: Nil

Theft of motor vehicle: Nil

1 Sergeant and 1 Police Constable have been selected to fill vacancies in the Park. No decisions have yet been made regarding the future of the Royal Parks OCU and the matter is still at the consultation stage.

### **5 INDEPENDENT ADVISORY GROUP (IAG)**

There is not currently an Independent Advisory Group and it is recognised that a formal Group needs to be set up to meet, as necessary if there is a major critical incident in the Borough. The purpose being the Group is independent of Police but could be called upon often at short notice to attend police stations and offer advice, support and act as a 'critical friend'. **JB** has produced an excellent paper about how to behave in an IAG.



## **6. INDEPENDENT CUSTODY VISITORS (ICV)**

No Report. Applications from individuals interested in becoming an ICV were welcomed.

## **7. RUGBY WORLD CUP**

Prior to the tournament, two Test Events will take place. An expected 60,000 crowd will be attending the test event on 15<sup>th</sup> August with an 8pm kick off. A second test event will be on 5<sup>th</sup> September with a 2.30pm kick off. Residents who would like to discuss the first event are invited to attend a drop in session on Thursday 20<sup>th</sup> August 4.00pm - 7.30pm at the Clarendon Hall, next to York House, Twickenham. You must register online to attend on [www.richmond.gov.uk](http://www.richmond.gov.uk) or ring Richmond Council if you do not have Internet access: 020 8891 1411.

**TL** referred to Keith Free's CCTV report (Paper 9) and asked if it would be possible for the SNB to consider requesting the purchase of more CCTV cameras. **CA** to discuss this with Keith Free.

**ACTION: CA & KF**

Inspector Andy Jackson, British Transport Police briefed. There will be an enhanced capability during the Rugby World Cup of 60 officers per match. Officers will primarily be deployed at Twickenham, Richmond, Clapham Junction, Hounslow and Waterloo. A robust policing operation is planned with positive action being taken to prevent drunken behaviour disrupting travel. Additional, later and longer trains will be running on match days, with last trains leaving to Waterloo approximately 0200.

Concern was raised about the number of fans using Whitton Station as link lines will no doubt be utilised too, no additional police capacity had been factored in. **ACTION: BTP to feed this back.** However, Sgt Lobo BTP had noted in his Update (Paper 5) that *"The BTP will be in the forefront of policing this event, playing a very prominent part in ensuring safe and secure travel on the railways. Richmond, Twickenham and Whitton Stations will be especially affected with tens of thousands of enthusiastic fans pouring through."*

**PK** asked whether rapid response engineers would be in place should urgent engineering works be required. **ACTION: BTP to feed this back.**

**WKP** asked if a new timetable would be published to give details of the additional services during the tournament. **ACTION: BTP to feed this back**

**JE** had been informed that there would be about the 100 buses going directly from the Stadium to Waterloo and 50 to Boston Manor. Additional toilet provision is being put into Whitton so it was important that enough policing was in place. **ACTION: BTP to feed this back.**

*NB Following the meeting it was confirmed that no buses would be going to Boston Manor.*

## **8. PRIORITIES SETTING**

After discussion these were agreed as:

1. Burglary
2. ASB
3. Car Crime (taking of and theft from)

**HW** confirmed that crimes occurring during the RWC would be flagged and so would not impact on the crime figures produced for the Borough during that period, as compared with other Boroughs.

**CA** confirmed that the suggested priorities come from PLG meetings and in consultation with the Borough Commander.

SNB Meeting Draft Minutes 28.7.15 (amended)

## **9. PUBLIC QUESTIONS**

Mr Dunlop asked as a commuter who has to travel into London what times the Police will be on duty prior to and after matches.

**BTP** – Police will work shift patterns and be on duty 3-4 hours before kick off and after too.

**JE** added that he understood the RFU will allow drinking in the Stadium for one hour after matches finish and that no one would be allowed in the pubs.

Mr McInerny representing Heatham Alliance raised a concern about 'self induced incontinence' (urination). Members of the community are severely affected by this and he asked if **HW** could convey the public feeling to officers. **HW** assured him that Police are aware of this problem and have been working with the RFU to obtain more toilets. Officers and PCSOs give tickets for urinating in the streets. The Borough has also a 'spend a penny' initiative where people can use business. **SB** pointed out that many businesses do not want very drunken people coming in and using their toilets and most of those urinating and defecating on the streets are doing so in between the Rugby Stadium and the Town. Mr McInerny felt strongly that increasing the number of portable loos addressed the symptom but not the root cause, which is there are too many bars inside the Stadium.

Mr Dunlop added that the aftermath following the recent Army and Navy and particularly the Sevens matches was the worst he had ever seen. It seemed that the RFU is blind to the fact that allowing people to stay in the Stadium for hours after the match, results in them getting even more drunk and keeping people in the Stadium doesn't help.

**LP** asked if a significant amount of loos could be in place.

**JE** thought that those leaving by bus or coach would depart soon after matches. He had been told at an RWC Briefing that fans could carry on drinking in the Stadium for one hour after the matches end. It is hoped that a different demographic of fan will attend the RWC.

**PK** – asked if local diversion routes were planned for the A316. **TL** had raised his concerns about what signage would be put in place. It was agreed that this was an important issue, which residents should continue to raise at the Briefings.

A proper Traffic Manager has been appointed who will oversee the Test Events.

It had been reported that TFL had said they were confident there would be no increased traffic on rugby days, which residents did not believe would be the case at all. **Public concerns were noted in this regard.**

**RE** asked what monitoring is in place to ensure residents who contact 101 Service are able to see their reports recorded as crimes and whether they are dealt with in an efficient manner as there seemed to be a real disconnect. **CA** asked **RE** to give her bullet points, including date and time of incidents and she will take these back to the next Meeting. **HW** added that if someone is experiencing crime, they should ring 999 and not 101. **ACTION: RE & CA**

**PK** added that where numerous calls are made about the same problem, different call handlers record the calls. However, they should be recorded in such a way that they are linked. If anyone would like to visit a 101 Call Centre, **CA** would be happy to arrange this.

Public perception of what is a crime and what isn't is not always the same. **RE** added that some people are concerned that what they are reporting isn't serious enough for a 999 response.

## **9. PUBLIC QUESTIONS (contd)**

Mr Holland raised a concern about skateboarders, many of whom come out of Hampton Wick Station and skateboard along the road to the Skate Park. He had not seen any police presence in Hampton Wick for some time. **HW** will take the gentleman's details and contact Inspector Perrit. **HW** will also let the Safer Transport Team know too. **CO** had also raised the issue of the lack of ticket barriers etc. at Hampton Wick Station. **ACTION: HW**

**SB** asked what the regulations were regarding skateboarders using roads. **JB** confirmed that under the Highways Act if you consider a person to be *riding* on a skateboard in theory they could *ride* on roads.

Christina Gore, Hampton Wick & Teddington PLG Secretary added that another local resident had raised the issue recently of skateboarders hassling customers outside Priyas Londis in the High Street, trying to get them to buy cigarettes for them. **CG** had signed up the Skateboard group and said she would take this concern back to them. **ACTION: CG**

Mr Sanders from Hampton recounted a negative experience following the loss of a phone. The phone had been fitted with a tracking device but when the Police were told its location, the caller was accused of being an amateur detective. **HW** was sorry to hear that as the Police support the use of tracking devices on mobile phones.

Mr Dunlop raised a concern about the lack of visible policing checking tickets at Twickenham Police Station, as a substantial amount of revenue is lost as a result. **ACTION: BTP to take this concern back.**

## **10. FUNDING BIDS FROM 2014-15 and for 2015-16**

**PBS** confirmed that the £28,0000 annual allocation of funds from MOPAC had been announced. £5,200 was allocated for administration and the rest was for specific projects. The SNB had already received approval for 90% of its proposed projects.

## **11. ANY OTHER BUSINESS**

None.

## **DATE OF NEXT MEETING**

Tuesday 27<sup>th</sup> October 2015 at 7.00pm. The Hyde Room, (annexe to the left of York House, London Road, Twickenham.

**HW** and **CO** thanked everyone for coming to the Meeting. **CA** added that this had been an excellent first meeting of the newly formed Safer Neighbourhood Board. The Meeting closed at 20:45.

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