

SAFER NEIGHBOURHOOD BOARD (SNB) MEETING

THE SALON ROOM, YORK HOUSE, RICHMOND ROAD TWICKENHAM
TUESDAY 25 OCTOBER 2016 AT 7.00PM

MINUTES

SNB MEMBERS ATTENDING	REPRESENTING
CO Charles Owens	Chair, Chair South Twickenham PLG & NHW
PBS Peter Burrows-Smith	Treasurer & Richmond Park Link
WKP Wendy Kyrle-Pope	Advisor & LCP2 & BTP representative
MK Martyn Kingsford OBE	Chair Teddington & Hampton Wick PLG
CA Carole Atkinson MBE	Stop and Search & Hampton Hill Residents Association
JE John T Evans	Chair Whitton & Heathfield PLG
AJ Anne Johnstone	Chair Mortlake & Barnes PLG, Met Volunteer
DL David Loftus MBE	Kneller Hall / Disabled Persons Rep
TL Tony Lindsay	NHW Whitton
SS Stephen Speak	Councillor
MS Martin Sands	Hampton Wick / Teddington Community
MB Mike Brownlee	NHW Representative, Richmond
WC William Collis	North Richmond PLG Community
PK Peter Kirkham	LGBT Forum
BK Ben Khosa	Councillor, St Margaret's & North Twickenham
RE Richard Eason	LBRuT LGBT Forum
SB Sarah Burley	SNB Business Rep
SB Susie Burley	Youth
JM Janet Marriott	Older People's Forum
JN Jude Noronha	Victim Support
JB John Bell	Advisor Twickenham
PM Pam McMillen	SNB Minute Secretary

POLICE ATTENDING	REPRESENTING
RA Rob Applegarth	Superintendent
KD Karen Duckworth	Chief Inspector

COUNCILLORS ATTENDING	REPRESENTING
Cllr Helen Lee-Parsons	West Twickenham Ward
Cllr Claire Head	South Twickenham Ward and PLG

ORGANISATIONS / PUBLIC	REPRESENTING
MA Mick Allen	LBRuT Community Safety Manager
CG Christina Gore	Secretary Teddington & Hampton Wick PLG
RGH Rosalind Graham Hunt	Public
MH Martin Hewstone	Public
PM Philip Morgan	Chair St Margaret's & North Twickenham PLG
AS Andrea Samuelson	NHW Kew

APOLOGIES	REPRESENTING
Ravi Arora	EMAG
Cllr Geraldine Locke	Hampton Wick
Michael Bolton	BTP and Royal Parks
Philip Garside	SNB Community/Public/Magistrate
Cllr Annie Hambidge	Heathfield Ward
Lesley Pollesche	SNB Advisor Community
David Green	SNB NHW
Sarah Denton	MOPAC

1. CHAIR'S WELCOME AND APOLOGIES FOR ABSENCE

Chair Charles Owens (**CO**) welcomed everyone to the meeting at 7pm. Apologies were noted. A one minute silence was held in memory of PC Sidhu as today's date was the 17-year anniversary of his death on duty.

AGENDA FOR LBRuT SNB PUBLIC MEETING

2. MINUTES OF THE LAST MEETING (26.7.16)

These were approved as being a true record with amends to be made on pages 1, 3, and 7, **ACTION - Secretary to amend and Chair to sign off.**

3. MATTERS ARISING

Contact with BTP and Royal Parks

There is a technical problem with their crime figures – **WKP** – they are working on improving this and should have had figures tonight, but they are not available. Apologies received from BTP representative. **PBS** to speak on this later.

Constitution

CA - A slight technical issue needs resolving in the removal of reference to street pastors, who feel that membership would be a conflict of interest. There will be a new police and crime plan in April, so the SNB will then have a constitution meeting headed with John Bell. Decision to keep constitution as it is, with this one change – Meeting all agreed.

4. PRESENTATION BY MPS

MOPAC data:

Rob Applegarth – handed out a MOPAC 7 information sheet to everyone at the meeting and went on to explain the tables and figures.

He explained we are in a post MOPAC phase now, with a new mayor, and new commissioner police chief to come in. The police are still focusing on 7 key crime subjects, some crime types are not covered in the figures, as time goes on we will start to see new performance challenges, focusing on more areas such as vulnerability. Richmond is an affluent area; burglaries, car crime etc have been priority areas.

TNO – total notifiable offences, year on year, saw a 4.5% increase. The figures include sexual offences where there has been a rise in reporting, domestic violence and harassment as well. Social media offences eg trolling, and harassment, etc are also leading to rise in figures.

FYI – on the tables, dotted grey line = 3 yr mean

RA – Tables provide a quick picture. Particular challenges, priorities such as theft of motor vehicles, in April/May we saw a spike. Police are refocusing on this. The spike also corresponded with an increase in residential burglaries. Targeting this area is a priority for the borough – theft of motor vehicles, and mopeds leads to risk of injury to public, offenders and an increase in anti-social behaviour. Police will focus on individuals, integrated offender management, diversion of activities etc, to see a reduction in figures.

Burglary is the second priority, interior residential, and exterior eg from sheds. Good reduction in figures, 40% over MOPAC period, lots of work being done on crime prevention.

Bad news figures – theft from motor vehicles, has seen an increase in figures, have had to focus on theft of, not theft from, now having to shift resources to deal with this. Challenges, 50% theft occurs when items are left on show in cars, and from non-borough residents. Police are working to put more pressure on car park and hotel owners to highlight risks to car owners, to help get

the message across. A PC was put in post to focus exclusively on this, working with Shell and BP garages to drive crime prevention message over summer.

Reasonably good position with all other graphs, need to drive on with reductions, reviewing night time economy, our figures lower than rest of Met.

Questions from the Board:

TL - 1/ asked about thefts from motor vehicles, how successful are the police in apprehending offenders, and finding out why they do it?

TL - 2/ also stated that 2 or 3 meetings ago, he suggested investigating printing on the back of parking tickets the message, 'do not leave valuables on display', what has happened about looking into that?

RA – re 1/ there are no exact figures but thefts from motor vehicles have reduced, current rolling 12 months by 1.1%. Very reliant on forensics, and this service has been centralised for the Met. Together with the use of CCTV, and witness statements; look at hot spots, target people to those areas, arrest going equipped figures. Why people do it? Can be to fund drug addiction; part of chaotic lifestyle and reoffending. Looking at integrated offender managing eg 4 people can be committing 80% of offences.

KD – 2 / will follow up re finding out about printing on the back of parking tickets, apologies that this had not been done before now – **ACTION KD**

JE – asked how many car or home break-ins are to unlocked property or vehicles?

RA put the preventable crime statistics at around, property 27%? 9% motor?

RA to check and confirm figures – **ACTION RA**

RA stressed it is very important to get crime prevention message out, helped by supplying local ward figures and helpful tips.

CLLR SS – asked for a breakdown of figures for – motor theft; on the public highway and on private land?

RA – does not have figures with him, can source figs, and would expect cars on streets to be more at risk, as more easy for opportunistic crime. – **ACTION RA**

PK thanked RA for the figures, and asked if it is possible to include hate crime in the figures?

RA said post MOPAC these figures will be included, hate crime in general, and disability hate crime, also elder abuse. Do we have a problem in this borough with elder abuse? We do not know at the moment, need to investigate.

Public confidence and satisfaction

RA advised that a monthly meeting has now been instigated to discuss confidence and look at indirect police communication in the media, law, order, public services. We have seen an improvement over the last quarter to 79% but we should be first in the borough listing, above MPS average.

Satisfaction = measured direct service of police, eg initial actions, follow up etc, this area can be improved, currently at 81%, down on last quarter. Victim care card – does it affect figures? Key thing is not getting a follow up for victims. Need to be honest re level of resourcing in Met, and help manage expectations.

We are 6th overall in Met out of 33 boroughs.

WKP – Barnes has an unsupported officer, confidence question failed 3 months ago and failed again last week, it's a busy ward, and this has been going on for some time, fear of crime has gone up, residents do not feel safe, need more support for PC Wilding.

RA – accepts point re perception and increase in crime figs, Met follow corporate model of support for neighbourhood policing. Barnes comes into a Tasking area; focus on hot streets, Understands problem with local people not 'seeing' police on streets, looking at new ideas like 'adopt a street', eg to have a specific officer for a specific street to drive increased visibility.

Inspector John Evans and **KD** are aware of this.

KD gave an update regarding extra officers:

There has been an uplift of the borough SNTs by 6 officers from within the existing numbers. Profile of the six busiest wards is (Subject to confirmation): Heathfield; Whitton; South Richmond; North Richmond; St Margarets and North Twickenham; and Mortlake and Barnes Common. Additional staff are coming from Westminster, 4 PCSOs, so we will have in effect 5, which is good as we had thought we were losing 1 officer, but keeping the officer, so will have 19 staff in total.

Neighbourhood watch – we are currently in the ‘Autumn Nights’ period, this has been extended through to next March, now planning what to target, where extra demand is needed?

Neighbourhood watch **Knowledge Nights** coming up on 3 and 17 November, aimed at Neighbourhood watch coordinators and their members.

Topics covered will be;

- Moped enabled crime, the problem and the police response (Inspector John Evans)
- Autumn nights – crime free run up to Christmas (Detective Inspector Amanda Mawhinney)
- Scam demonstrations (Sgt Les Jackson)
- Fly tipping – what you can do (P Vanessa Figg)

CA – added that members of SNB, and PLG chairs should be given the information as well to circulate it.

Cllr Ben Khosa asked **RA** to confirm the 6 wards for uplift.

RA – officers will be allocated according to need, in 2 tranches, now and in 2017, extra 4 PCSOs good news.

Complaints

WKP confirmed there have been 69 complaints for this year to present, with 48 outstanding.

RA regarding those outstanding, if they are sub-judice, they cannot be completed yet. No trends that are causing concern, they monitor by team and complaint type. Focus on learning process, level of complaints at lower end of spectrum. Use of excessive force complaints, can occur, as officers have to use some amount of force. No discrimination complaints. **RA** would like to use complaints constructively to help train officers.

WKP reminded the meeting that the SNB do come in and look through the figures at least once a year, and will come in again next Spring.

MK asked about the body camera roll out? With the roll out, the two headings; excessive force / rudeness and incivility, should lead to a reduction in figures?

RA told the meeting a full roll out comes in December, it will not be a trial roll out. It should lead to complaint reduction, as gives strong evidence, against complainants and especially useful for domestic violence.

PK asked for figures of complaints against the Met as an organisation, as opposed to complaints against officers?

RA said this was a good point; it would be good to classify this as an outcome.

PK asked if there were any IPCC references, can we have this routinely on the figures?

RA replied that there were one or two IPCC referrals, eg deaths following police contact. The police can report on these numbers routinely.

JE asked about body cameras, do they have pre-recorded 30 seconds before switching on?

RA said he not had that level of detail.

PBS said he had been told it does go back 30 seconds.

RA – **ACTION to clarify**

PK said he had just checked on the internet and confirmed the cameras do go back to pre-record by 30 seconds.

MK stated that in nine months, with the thousands of interactions between local population and the police, 69 complaints is a reassurance and compliment to the police.

Stop and search

CO stated that on page 4 there were a couple of typos, **CA** to adjust, report accepted.

5. Other crime data - BTP and Royal Parks

PBS stood in to cover the Royal Parks report as no officer could be present to present it. The report states that crime is very low in the parks, they are very safe areas. We have two Royal parks within our borough. There is a dedicated parks officer. Currently deer protection is the key issue, and the parks face specific issues at different times of the year.

CO highlighted from the report that there had been two defibrillator resuscitations by police in Richmond Park.

WKP reported to the meeting that if you are on public transport and see something suspicious on the train or tube, **text 61016** and you can report it to the BTP control room.

6. Priority Setting

The meeting agreed to keep the existing priorities:

Anti-Social Behaviour (ASB)

Burglary

Motor Vehicle Crime

It was agreed that these would remain as above.

Board in adjournment

7. Public Questions to the Board

Mr Hewstone drew attention to a letter published in the local paper, re police corruption, and then a few days later the top police team were removed including the Borough Commander and two superintendents, the letter appeared six months ago. Was this connected and what were the details and what has happened to the officers concerned?

CO replied that we have referred Mr Hewstone to IPCC previously and do so again. This is not a matter for the SNB. It is factually incorrect as well as there have not been two superintendants here since amalgamation of Richmond and Twickenham many years ago. As the letter was sent to the paper before the last SNB meeting, this matter should have been discussed at the last meeting. **CO** advised Mr Hewstone to refer to the press release on the Met website re the matter and that he can also make a FOI request.

Board reconvenes

8. FUNDING REPORT

PBS reported that the full amount had been approved. 3.5k is allowed to be allocated by the SNB, towards small projects, such as crime reduction and prevention, community engagement. **PBS** would like some new ideas, let us know, eg projects around hate crime. Send suggestions directly to **PBS**.

MS asked that at the end of the year, it would be good to hear how projects have done, how successful they have been?

PBS replied that we have to account to MOPAC, eg on a new project at Fulwell Park to install alley and kissing gates, we are looking at giving a contribution to that. Need to report on all outcomes now.

CA commented that the EMAG report talks about money received and outcomes, if Ravi was present he would confirm.

CO stated to the meeting that SNB have to make lots of amendments to one project for MOPAC approval.

9. ANY OTHER BUSINESS

CO stated that Twickenham Riverside PLG – need to find a new chair.

Cllr Claire Head asked how to contact the safer neighbourhood watch coordinators on her ward? **KD** is to supply her with the contacts.

PBS stated that South Richmond PLG – need to find a new chair too.

Cllr Ben Khosa stated that he had received 4 complaints after the NFL game at Twickenham Stadium last weekend re the length of road closures, and the quality of the stewards, from local residents; can the police follow this up? Also with the November games, will same closures happen? Please can the police press the impact of getting road planning correct?

RA the police will need to follow up with the RFU, and Centrally controlled Met policing for matches. This is not now directly a local policing matter, as RFU are responsible for planning, but the police can raise it?

CO commented on the increase in lack of local control, eg with Licensing at the ground.

MK stated that two meetings ago there were suggestions re building stronger links between SNB board and police. Could the board make an annual SNB presentation at one of the Borough Commander's commendation ceremonies? We could present an award and the SNB Chair make a speech? The borough commander would chose who gets the award, and suggested a £40 book token to thank the police officer?

There was general support from floor, however **CA** did not agree with money being given, a certificate would be much better. This was then agreed on the floor.

So going forward in principle:

WC the process should be that SNB should set the award criteria and pass it to the police; **RA** will then suggest a short list and SNB choose an office from it.

KD – borough commander commendation coming up in next 5 weeks,

SNB to work on criteria **CO** – **ACTION FOR THE FOLLOWING AWARD CEREMONY.**

TL asked whether shift changes affected the ability for phone line 101 to be answered, as he had need to phone at 6am and could not get through.

A point was raised regarding the talk on 3 November – is there evidence of bank scams in local area? **CO** – yes, he knows of a neighbour who lost money.

SB asked is there a target group for the bank scams presentation? It would be good to get vulnerable people's carers etc along to it. **CA** can supply an outreach list – **CA ACTION**

MA suggested a link up with safeguarding adults groups.

KD told the meeting that Operation Falcon works with banks to alert bank staff to customers under pressure of crime, nb this is different to the bank scams presentation.

WKP – has experience of being questioned at bank, when she was asked was she being co-coerced?

SB - working on known offenders, do you have focus re last week's funeral offences?

RA replied that at the traveller community funeral, a sergeant and 6 PCs, were present. They were aware of traffic offences, and the sexual offence, but not other offences. If police had been more aware of the actual numbers arriving they would have had a larger police presence.

SB – can shops and local businesses be pre-alerted to event?

RA – local licensees were alerted, and could employ door staff or could close, ward officers could deal with situations as they saw fit. Have to be careful with relationships with transient community and local community.

PK Re hate crime can the Stop Hate Crime details be added to the SNB minutes and can the logo be sent round? – **ACTION PK TO EMAIL TO PM – SNB Secretary**

PK asked for help finding an outdoor projector? SB can help.

There were no further questions so **CO** thanked everyone for attending and closed the meeting at 21.10pm

DATES OF NEXT MEETING:

Tuesday 24th January 2017

Time: 7.00pm (refreshments from 6.45pm)

Venue: The Salon, York House, London Road, Twickenham.

SNB Contact Email: richmondcpp.snb@gmail.com