

SAFER NEIGHBOURHOOD BOARD (SNB) MEETING

THE STUDIO ROOM, YORK HOUSE, RICHMOND ROAD TWICKENHAM

24 JANUARY 2017 AT 7.00PM

MINUTES

SNB MEMBERS ATTENDING	REPRESENTING
CO Charles Owens	Chair, Coordinator for Twickenham NHW
PBS Peter Burrows-Smith	Treasurer & Royal Parks Link
WKP Wendy Kyrle-Pope	Advisor & LCP2
LP Lesley Pollesche	Advisor Community
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
RA Ravi Arora	EMAG
PK Peter Kirkham	LGBT Forum
MS Martin Sands	Hampton Wick / Teddington Community
MB Mike Brownlee CBE	NHW Representative, Richmond
WC William Collis	North Richmond PLG Community
BK Ben Khosa	Councillor St Margaret's & North Twickenham
RE Richard Eason	LBRuT LGBT Forum
SB Sarah Burley	SNB Business Rep
JM Janet Marriott	Older People's Forum / Police Volunteer
PM Pam McMillen	SNB Minute Secretary

POLICE ATTENDING	REPRESENTING
PS Chief Supt Parm Sandhu	Borough Commander MPS Richmond
KD Karen Duckworth	Chief Inspector MPS Richmond
MB Sgt Michael Boulton	Royal Parks Police / Outer Parks Local Policing Team
John Church	SNB
PC Barbara Avery	PC Richmond Park

COUNCILLORS ATTENDING	REPRESENTING

ORGANISATIONS / PUBLIC	REPRESENTING
MA Mick Allen	LBRuT Community Safety Manager/ Wandsworth SSA
Christina Gore	Secretary Teddington & Hampton Wick PLG
Rosalind Graham Hunt	Public
John Murray	NHW
Christopher Hine	Barnes NHW
Geoff Holden	Oak Lane NHW Coordinator
Julie Hill	NHW Coordinator Twickenham Riverside
Richard Eason	Deputy for Richmond LGBT Forum
Tony Cotton	Richmond Synagogue
AL Anthony Lindsay	NHW Whitton
Margaret Warden	NHW Heathfield Coordinator
Mac McInemy	NHW Heathfield Alliance

APOLOGIES	REPRESENTING
Martyn Kingsford OBE	Chair Teddington & Hampton Wick PLG
Philip Morgan	Chair St Margaret's & North Twickenham PLG
Andrea Samuelson	NHW Kew

Cllr Annie Hambidge	Heathfield Ward
Susie Burley	Youth
John Bell	Advisor Twickenham
Jude Noronha	Victim Support
Cllr Helen Lee-Parsons	West Twickenham Ward
Cllr Steven Speak	Councillor
Robyn Thomas	Head of Community Safety Richmond / Wandsworth Council
Cllr Sue Chappell	Councillor for Twickenham Riverside
Cllr Claire Head	South Twickenham Ward and PLG
Philip Garside	Community/Public/Magistrate

1. CHAIR'S WELCOME AND APOLOGIES FOR ABSENCE

Chair Charles Owens (CO) welcomed everyone to the meeting at 7pm, and apologies were noted. PM apologised for the late room change, and the small size of the room we had been moved to. This change was made by the Council the week before due to a large Council event taking place on the same night.

2. MINUTES OF THE LAST MEETING (25.10.16)

These were approved as being a true record and are now up on the council website. John Evans requested a list of amendments to previous minutes to be highlighted, so that they are easily visible. **ACTION PM** – highlight amendments on minutes going forward.

3. MATTERS ARISING

- Crime prevention advice on reverse of parking place tickets – KD
*Response: **KD** said David Noakes is putting this idea through to next year's team for Community Safety Partnership for consideration. Will continue to update the meeting*
- What percentage of motor vehicle crimes and home burglaries involve unlocked vehicles? – RA
*Response: **KD** – figures to be sent to the secretary to be added to the minutes – 26% of figures do involve insecure premises or vehicles, so this shows a need to work on message to public to educate re the importance of always locking up.*
ACTION KD
- What is the ratio of motor vehicle crime committed on highways as opposed to private premises? – RA
*Response: No update for meeting - keep on minutes – **ACTION RA***
- Confirmation of which six wards are to be uplifted in staff numbers – RA
*Response: KD to confirm six wards. **ACTION KD***
Wards are: North Richmond, South Richmond, Heathfield, Mortlake & Barnes Common, St Margarets and North Twickenham
PS stated that 15 officers have been uplifted since last meeting, 26.10.16
- Cllr. Head asked for details of NHW coordinators on the Ward
Response: KD is in touch directly with Cllr Head regarding this. KD cannot give out email addresses but can forward messages.
- SNB award certificate criteria - (remit to next executive meeting) - CO
*Response: CO is working on this and is considering all types of awards, this one needs to be complimentary not crossing across what is currently available and is looking to reward an exceptional individual. Carry over to the next executive meeting – **ACTION CO***
- Outreach list to be communicated respecting contacting carers relating to scams presentation – CA

*Response: CA is still working on this – keep on minutes – **ACTION CA**
WK said that when they last did outreach a few years ago, they went through
 Careline, who then took the message out to all users, would this be a useful
 suggestion? **SB** suggested reaching out through carers organisations?*

- **Stop Hate Crime** details to be added to SNB minutes – **PM/PK**

Response: Here are the details:

**Report online www.stophateuk.org report by text 07717 989025 and
 24hour helpline 0800 1381625**

*The poster is to be sent out with the minutes and the logo is available. If anyone
 would like the logo emailed to them, please contact PM or PK.*

4. PRESENTATION BY MPS

MOPAC data – (please see attached document for all figures)

Public Confidence and Satisfaction

Richmond Borough is currently ranked 4th in the MPS (December 2016) for “Overall Satisfaction” – at 81%, this represents the same place as the FY 15/16 and an improvement of three points on the last month (November).

MPS average for Confidence is 69% TW is 74%
 MPS average for Satisfaction is 78.0% TW is 81%

To provide you with some context around this...Public Confidence is a measure of how people feel about how their local police (and police across London). It is measured using a series of weighed questions around policing activities generally and how the public feel we deal with issues that matter to them. Respondents do not have to have had any previous dealings with the police.

The "Satisfaction" figures are also a set of questions, but these are aimed at people who have had dealings with the police in Richmond. This would usually be victims of recorded crime or Anti-Social behaviour. Also known as "User Satisfaction", this is something that we have far more control over and something we should and are seeking to improve. The percentage figures I have quoted are known as "Overall Satisfaction".

Richmond currently sits at 81% in overall Satisfaction, importantly, the boroughs of Merton, Croydon and Hammersmith & Fulham also rank in at 81%, with the best in the Met currently Sutton at the top of the table with 84%. It is important to note that very small percentage rises affect the rankings close to the top of the table, an awful lot of work can only shift our rank by a small percentage. Whist this is a good thing, one must consider that a very small percentage decrease also affects us the other way, sliding down the table. Richmond typically sits in the top 5 boroughs each month with little adjustment.

The measure of "Confidence in Policing" is much harder to improve, there are many other factors that can affect this such as negative media publicity, high profile, unfavourable cases against the police, not just in London but Nationally, things like enquiries into historic sexual offences, the Hillsborough tragedy etc. can all affect local confidence in policing. It is however, reasonable to assume that consistent improvements in User Satisfaction will (eventually) filter through as improvements in Confidence in Policing. The basic methodology being that we work hard on User Satisfaction because it is the easier of the two to improve upon.

PS told the meeting about a new local programme that has started called '**Rate Your PC**'. Cards are given out by PCs to the public involved in reporting crimes, to monitor confidence and satisfaction levels.

PS presented data re **call response figures**. S calls should be responded to within 1 hour and I calls 12 minutes, extra training is being given for drivers to improve the figures. A monthly meeting is held where all the figures and reports are monitored to work to improve the confidence figures.

Hate crime report - the figures post Brexit have shown an increase of 24%. These are not violent crimes, they are 'low level', but still very important, eg offensive stickers. The police ask for stickers to be left in place for forensic examination please. Harassment is the main form of hate crime, and the main amount is Brexit linked and verbal. There has been one incident where a female had a headscarf torn off.

Questions from board:

WK asked: re confidence; do the police take questions from meetings into account?

PS – Yes they do and they take suggestions and incorporate them into improving the service.

WK asked: hate crime, are police taking this very seriously?

PS – Yes it is taken very seriously because of the effect on the individual and to society; each crime has an investigating officer.

AL asked: re domestic violence figures, are there any surprises that have come out from the figures? Also are the police aware that the transport police have recently introduced silent text message system where you can report hate crime?

PS said that domestic violence is prevalent everywhere, there are no surprises; however she has seen an increase in cases with grown up children staying at home as they cannot afford to move so situations can occur. Richmond is no different here to all of London.

PS said the police do get data for hate crime, but she was not aware of the silent texting. **WK** commented on the BTP initiative, the text goes to central office and then data is fed back. For information the **BTP text number is 61016** - and was recorded on the previous minutes.

RA said he was aware of a Hate Crime that took place in Hounslow but to a Richmond resident, where is it reported and where is the figure counted?

PS said the crime is reported where it happened, so Hounslow will report it on their figures.

PK asked about the motor vehicle theft increase of 62% what is it made up of?

PS said it is mainly made up of Landrover thefts. The police are in talks with Landover re improving the security of vehicles.

MS asked, in terms of those arrested, are there gangs targeting houses, vehicles, etc or is it individuals?

PS replied that we do not have gangs in this borough, we have individuals who commit many offences, ie one person can be a 'mini crimewave', and occasionally we may have two people working together. However the police are looking into who is committing the Landrover thefts, as this would not be the work of a young individual.

Complaints

WK reported that complaints have gone from 81 comps down to 78. Decrease of 4%, none merited concern, only one or two per year go any further. Janet Marriott commented that many complaints tend to be about realistic expectations of what can or should be done, this crops up in so many places.

WK commented that often complaints are about things eg re traffic, which is not police concern.

PK asked about complaints re the organisation service, there does not seem to be a good system of recording, is there one? **CO** said there used to be a system, but officers running it have been lost now, do we have a system now? **PS** replied that there is still a system, but it is not local, complaints go to a central syst. **PK** said it would be useful to know, can we get feedback? **ACTION PS** to check.

AL asked is there breakdown of figures of 78 complaints against 173 officers? **PS** said yes it will be looked into, and she can provide figures if needed.

Stop & Search

CA reported that some young people are now attending meetings, one person in the group had been stopped and searched and was asked how it had finished. He said the officer thanked him and shook his hand. There are no issues in this borough, no signs of discrimination, but we have a disproportionate ethnic spread. We need to do a street population check, it was last done six years ago, and was different to census population. **PS** said the police are using 12 yr old census data, and comparing college, rugby crowds, private carers etc, shows a very different population to the population who live and sleep here. Are we disproportionate or reflecting the local population? **CA** said we have redacted data and this gives valuable commentary.

PK said the redacted data shows grounds for, are not reported as well as could be for stop and search.

Sarah Burley asked should the police give a slip to the person being stopped and searched? **CA** said yes it is always offered, but not always taken.

5. Other crime data (BTP and Royal Parks)

(Please see the attached copy of the Royal Parks report)

Sgt Michael Boulton gave his report and commented that at this time of year, policing in the Royal Parks is relatively easy, due to the weather and lower visitor numbers in the park, this is reflected in the crime figures, with no major trends, and approx 5 crimes per park, whereas the average in summer is 10.

Bushy Park: the main priorities are policing trade vehicles and speed enforcement, and monitoring activities which the park licences eg fishing and fitness training.

Richmond Park: main priorities as above, and also dog fouling and off track cycling. Re speeding enforcement and fixed penalty, speeding vehicles are generally going at 30 instead of 20. The park is also running cycle safety activity as well.

The deer cull starts on 6 Feb in Richmond Park, and the park will close 8pm – 7.30am to pedestrians, traffic gates will close at the normal time, for 6 wks. Re deer incidents, there are about 5 deers killed by dogs, in Richmond Park per year, and about 3 per year killed by traffic. We need to educate dog owners re risk to/from deer.

There has been an increase in the parks police team at Richmond by three, taking the total to 10 officers.

PBS added that the royal parks have a separate OCU, and remarked on the parks low crime rate. **AL** said it would be good to have context around figures, eg how many vehicles, visitors, cyclists go through the park? **MB** replied that visitor figures are in millions, also totals are very seasonal. Ant L asked if there is any feel re speeding figures, repeat offenders etc? **MB** said they can be cars, speeding to beat gate closures, usually through traffic element, not visitors who are viewing the surroundings. **ACTION MB** – to provide figs for context for a future meeting.

WK asked: as there are more officers, would a dog watch help? **MB** replied that they are looking into this, they did have one, and are looking at regenerating it.

BTP figures

WK reported that there is a new sergeant called Tony Bennett, and we will be getting figures on the BTP website from April 2017. Figures have been circulated prior to the meeting, and it is important to see where they are reported. Twickenham's crime figs are down, but they were previously up due to the rugby world cup. The hope is to bring BTP closer to all the boroughs, hoping to promote safety for women on public transport. **CA** has been invited onto the stop and search London board. **CO** asked if there was a reason figures for Whitton do not appear? **WK** said the figures are still being compiled, some areas may be missing. **AL** asked where is the boundary between BTP and the Met eg if a bike is stolen at a station, who reports the figure?

WK said it is a very delicate situation re boundaries. **CO** said that different stations have different BTP controlled land.

JE commented that Whitton station's footfall is very large, and we need to have figures included.

MS said we need Hampton Wick figures, it is unmanned, and is used by fare dodgers.

PK said that on the figures sent round there are some Whitton figs. **WK** said re Hampton Wick, barriers have been requested from SWT, but have still not been put up. **CA** said it is important to work closely with BTP, as the public are not aware of the distinction.

6. Priority Setting

CA had looked at the Priorities reported back from the Police Liaison Groups and the following were the 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 (contd.)

Julie Hill wants to raise public awareness re the current local animal killing, can we distribute poster to SNW boards. The poster was given to KD, and the meeting approved this.

Mac McInemy asked about 999 calls, is there any feedback re non urgent 999 calls and 12 min target, and is there a 1hr call target for 101 calls?

PS replied that of S calls, 81% meet target ie police should reach within 1hour; of I calls 86% meet target ie police should reach in 12 mins. **PS** said there is feedback on all calls, so results are available re non urgent 999 calls. **CA** looks at figures across all boroughs.

ACTION CA – to look at the figures for non urgent 999 calls.

If you ever have a complaint re a call give **CA** the details and she can follow up re how it was dealt with to help to improve the service.

BK said he thought the rise in hate crime figures, seems higher here in Richmond? **PS** said that our rise is in line across the borough and London as a whole. **PS** is to look at the figures with Ben K. **ACTION PS**

Board reconvenes

8. FUNDING REPORT

PBS reported that the end of our financial year will be 31st March and he will be reviewing projects with KD next week. There will be £28K funding for next year provisionally, so we need projects to work on, around crime prevention, crime reduction, and community engagement. We

can have projects repeating things from this year, but new ideas please. Important to get people who can lead projects through as well. Small items of up to £1000 can be signed off internally; larger amounts need MOPAC sign off.

LP asked, if the new allowance comes in from Apr 1st, is there any money left over from this year still to spend? **PBS** said that all the 2016/17 major project spend had been allocated, but funds were still available for minor items.

9. ANY OTHER BUSINESS

CO reported that Mike Brownlee has stepped forward as neighbourhood watch coordinator for the Surrey side of the Borough and commended his work on contacting coordinators in his area through **KD**. **CO** suggested that the Teddington and Twickenham area coordinators would like a similar mail-out to their NW coordinators. **AL** – is there a map of the full area? **CA** said she would be attending a Neighbourhood Watch Focus Group meeting the following week.

PK said it should not be a Data Protection Act problem, it is a person not wanting their data shared. **CO** said it is an ongoing frustration, to try to get messages to the people who need to know, police cannot give out the data. There will be a NW coordinators' conference on March 7th.

CO discussed the Safer City Consultation document as it will affect future policing. Richard Eason summarised the public consultation document the key things will be the ditching of the MOPAC 7 priorities, boroughs will set local priorities; there could be the addition of an extra pc to neighbourhood teams. There is a pilot of clustering boroughs, no timeframe on this. In Ealing, there is an amalgamation of the management with Hounslow and Hillingdon imminently. There will be three priority areas; safeguarding; violence against women and girls; and standing against hate crime, and intolerance. These will be universal priorities, then boroughs will have their local priorities.

Mick Allen from council community safety commented that MOPAC funding for Richmond will be reduced, but have protected services for 2017-18 - focus on violence against women and girls, vulnerable adults, looking at working with other boroughs, shared staffing etc.

CO - the future structure of the police. **PS** gave a brief overview and advised everyone to look at the consultation document and comment. The two trial pilots are running to the end of June, then there will be a full evaluation; the Metropolitan Police are waiting for a new commissioner, and it depends on the Mayor's priorities too. There is a proposal to brigade Richmond with Wandsworth, Kingston and Merton, we already share services, but this is still in consultation phase.

CO – commented on the change of priorities, which look likely to arise from the Mayor of London's Office – **CA** proposed to co-opt Mick Allen to SNB, which **WK** seconded. The Board voted and passed this proposal unanimously. **CA** is to look for a safeguarding children rep as well.

John Evans raised a point about people cycling on the pavements, especially in view of the new Camden police position, which is discussing allowing this. What is the Richmond borough services police position re children and adults riding on the pavement? **PS** said it is discouraged, and the police do stop people, but do not tend to issue tickets, they prefer to educate. However if people feel it needs taking further she will look at it. **CO** said the fine is £80. **LP** said she has observed pavement cycling in Heathfield. **MB**, said that magistrates are supportive of prosecuting people for cycling offences in the parks.

The meeting closed at 9pm.

10. DATES OF NEXT MEETINGS:

SNB Meeting Minutes 24.1.17

Tuesday 25 April 2017 – The Terrace Room

Tuesday 25 July 2017 – The Hyde Room – AGM – nominations are needed after the next meeting, and **CO** is to stand down.

Time: 7.00pm (refreshments from 6.45pm)

Venue: York House, London Road, Twickenham.

SNB Contact Email: richmondcpp.snb@gmail.com