

## **SAFER NEIGHBOURHOOD BOARD (SNB) MEETING**

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

**24 OCTOBER 2017 AT 7.00PM**

### **M I N U T E S**

<b>SNB MEMBERS ATTENDING</b>	<b>REPRESENTING</b>
<b>CO</b> Charles Owens	Chair, Chair South Twickenham PLG & NHW
<b>CA</b> Carole Atkinson MBE	Stop and Search & Hampton Hill Residents Association
<b>JTE</b> John T Evans	Chair Whitton & Heathfield PLG
<b>DL</b> David Loftus MBE	Kneller Hall / Disabled Persons Rep
<b>JN</b> Jude Noronha	Victim Support
<b>PK</b> Peter Kirkham	LGBT Forum
<b>PG</b> Philip Garside	Community/Public/Magistrate
<b>JM</b> Janet Marriott	Older People's Forum
<b>BK</b> Ben Khosa	Councillor St Margaret's & North Twickenham
<b>MB</b> Cllr Mark Boyle	Cabinet Member for Community Safety
<b>WC</b> William Collis	North Richmond PLG Community
<b>PM</b> Pam McMillen	SNB Minute Secretary
<b>RE</b> Richard Eason	LBRuT LGBT Forum
<b>WKP</b> Wendy Kyrle-Pope	Advisor & LCP2
<b>AJ</b> Anne Johnstone	Chair Mortlake & Barnes PLG, Met Volunteer
<b>RA</b> Ravi Arora	EMAG
<b>PBS</b> Peter Burrows-Smith	Treasurer & Royal Parks Link
<b>JB</b> John Bell	Advisor Twickenham

<b>SNB MEMBER APOLOGIES</b>	<b>REPRESENTING</b>
<b>SB</b> Sarah Burley	SNB Business Rep
<b>MA</b> Mick Allen	LBRuT Community Safety Manager/ Wandsworth SSA
<b>AL</b> Anthony Lindsay	NHW Whitton
<b>MS</b> Martin Sands	Hampton Wick / Teddington Community
<b>LP</b> Lesley Pollesche	Advisor Community
<b>MK</b> Martyn Kingsford OBE	Chair Teddington & Hampton Wick PLG
<b>MB</b> Mike Brownlee CBE	NHW Representative and Coordinator, Richmond

<b>POLICE ATTENDING</b>	<b>REPRESENTING</b>
<b>PS</b> Karen Duckworth	MPS

<b>COUNCILLORS ATTENDING</b>	<b>REPRESENTING</b>

<b>ORGANISATIONS / PUBLIC</b>	<b>REPRESENTING</b>
Robyn Thomas	Head of Community Safety Richmond/Wandsworth Council
Celia Holman	Twickenham Riverside PLG Chair
Mac McInerny	Heatham Alliance
Christina Gore	Secretary Teddington & Hampton Wick PLG
Rosalind Graham Hunt	Public

<b>APOLOGIES</b>	<b>REPRESENTING</b>
<b>PS</b> Tony Bennett	BTP
Cllr Geraldine Lock	Councillor for Hampton Wick Ward

PS Colin Fox	BTP
Sarah Denton	MOPAC London
PS Richard Willis	BTP
PS Chief Supt Parm Sandhu	Borough Commander MPS Richmond
Cllr Annie Hambridge	Heathfield

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

Chair Charles Owens (CO) welcomed everyone to the meeting at 7pm, and apologies were noted.

### **2. MINUTES OF THE LAST MEETING (25.7.17)**

These were approved as being a true record and are now up on the council website.

### **3. MATTERS ARISING**

- Crime advice on reverse of parking tickets – David Noakes  
No update yet from DN - need to carry over.
- SNB – use of Facebook – Celia Holman  
Celia is working with CA and Mike Brownlee. They have attended two training workshops held by Digital Superhighways, on how to use Twitter and Facebook. CH said that Digital Superhighways are a good organisation to partner with and we are now seeing the increase in social media use by the MPS. The aim is to be able to offer to the NHW co-ordinators an introduction to Twitter and Facebook at a ward, borough and local level. Then following this initial training we would like to have a follow up meeting with the NHW co-ordinators for a tailored approach. CH stressed that this is not to replace the work NHW co-ordinators do, but enhance what they do and increase the flow of information with the MPS. This is still a work in progress, but we are getting a good lead from MPS, so we want to give tools to the NHW co-ordinators and then they can use the skills as they want to. CH asked should this come under the SNB Communication?
- Cycling on the pavement – raised at last SNB meeting by John T Evans  
CO noted that this matter had been raised at the last meeting and since then both JTE and CO have taken the matter further as follows:  
CO has recently attended the LCP2 Meeting with Commissioner Cressida Dick held on 12th September where a question on cycling on the pavements was raised.  
CO referred to his minutes from the meeting: 'CD said she was not the expert on this, but the Mayor and TFL take an interest in this as well as the Roads Transport Policing Command. Local authorities could pass bye-laws. SNTs would take part in operations to deter and catch such cyclists and enforce the laws. MS said this was ASB and it was an offence to ride on the pavement. Ward panels could ask local police to work on this - that is where the focus was.'

JTE showed the meeting an article from a national paper, reporting that 25 pedestrians have died over the past 7 years, from accidents with cyclists. At the last SNB meeting the point was made that PLGS need to work on this, and this is what JTE has been doing. Please see a copy of his report attached with minutes:

At the meeting at City Hall, the Chair of the Transport Committee suggested an approach could be made to the council to have a bylaw made re cycling on the pavement, which would mean the council could appoint traffic wardens to police it.

CA asked for a copy of John's report to be sent out to all PLG chairs. **ACTION PM**

Cllr Mark Boyle is to look into a bylaw creation. **ACTION Cllr MB**

PBS asked are we just talking about cycling on pavements, or cyclists going through red lights?

WC said certain boroughs use shared cycle paths, but cyclists will then stay on the pavements, cycling on the pavement is an **offence**.

JTE said the only reason for creating a bylaw is that it would allow other people than the police, to issue tickets.

BK asked can the MPS mount another cycle operation? KD said this can be done and is ongoing.

CH said she doesn't think that cycling on pavements is always ASB, she will cycle on pavements carefully, to stay safe, as cycle tracks on road suddenly start and stop. A 'one size fits all' bylaw will not work for everyone, as sometimes it is safer to be on the pavement. CO said we need to remember the distinction between responsible and reckless cyclists. MPS need to exercise discretion, look at the person, how they are riding and what they are doing. 220 cyclists have been killed in the last 5 years. Many problems are caused by cyclists, pedestrians, and drivers.

CO thanked JE for the very good work he has done in raising the profile of this matter since the last SNB meeting. This matter will not go away; it has come up regularly over the last 40 years. JM said that cycling on pavements is particularly dangerous for old people walking on pavements.

### **3. PRESENTATION BY MPS – (please see attached powerpoint presentation for all details)**

Presentation by MPS

- MOPAC data
- Public Confidence & Satisfaction
- Complaints
- Stop and Search

Points made during the presentation:

The crime figures are showing an increase due to more people coming forward to report things.

Operation Sceptre is taking place in the borough to tackle knife crime, eg early intervention with local colleges.

The recent Hate Crime Event was very successful. DL wanted people to be able to recognize Hate Crime, and know how to report it, the event had very good feedback.

Operation Autumn Nights is going on to tackle ASB now with dark late nights, fireworks etc.

The majority of motor crime is theft FROM motor vehicles; we all need to continue to educate people, about not leaving valuables on view.

Burglary, the borough had had a good reduction in burglary, but a change in reporting rules, means sheds are now included in the figures.

Re: Working to help vulnerable elderly victims; MPS are holding lots of scam events, please encourage neighbours to attend them, NHW need to promote events and spread the information. WKP reported the Focus Group have designed a letter which will be going out to NHW, and rather than making people be frightened, it will be asking people to help, watch out, take descriptions, etc 'be eyes and ears'.

### **Public Confidence and Satisfaction**

Richmond Borough is currently ranked 3<sup>rd</sup>.

MPS average for Confidence is TW is 78%

MPS average for Satisfaction is TW is 78%

WKP reported that work is going on to update the three standard PLG meeting questions, to bring them up to date.

KD confirmed that PLGs will continue and MPS work hard to engage with them.

JM reported that a lot of older people will not come out in the evenings, and do not know how to contact their local police. KD said that this is where the NHW network can come into their own, concerns can then be fed back. JM asked whether information can be put into a newsletter?

CH remarked that in the presentation the three points that are red, all relate to communication, an effective use of social media will help address this; we can put out how to communicate with SNT to all residents.

BK asked where are we in the safest borough rating? Sarah Denton said we are 5<sup>th</sup>.

JTE remarked that lots of elderly people in the borough are scared of social media and scams, we used to have an inspector in charge of NHW, we used to publish a monthly newsletter and post it to every address. Could MPS do an annual newsletter? JTE said currently NHW get information on email and then have to print out at their own cost for residents not on email.

PK asked is the person responsible for messing up the MPS website, going to be held to account? Also it is often the same faces at PLGs, there is scope to use a newsletter to get information out to a wider local public.

KD said SNT try to make communication current, but they can look at an annual newsletter idea with JTE. The Local Authority do send out communications re police figures etc.

CA said the short answer to JTE is yes, we need to work out a strategy. The Council could be involved, could they send out a NHW letter at the same time as they send out council tax letters?

WC said we could do with a single borough police phone number. 101 is not working, people want to phone a local police station to make contact or a leave message. Need to establish a single number.

Robyn Thomas said that there are lots of changes coming up; in MPS numbers; contact points; there is going to be a more digital offer from police. KD said MPS are moving towards massive change next May, and need to work out how to engage. RT said some issues are beyond ability to do things about, or make changes. Is there a piece of work that could be done in Richmond, eg work with PLGs, re where contact hubs should be?

KD said that the best way to contact SNT is currently to email. JM said if we do get a single line, there are lots of police station volunteers who could man it.

PBS asked can we fund an overall communication budget, fund 50% and borough fund 50%?

PK said he had support for JM idea re volunteers; also what about having stands at local stations, to reach the majority of the local commuting population?

JTE asked is NHW newsletter funding something we could put in for with The Richmond Village Fund? Cllr MB said no it is not, however there are a lot of current avenues to circulate information and contact details, eg the Local Village newsletter, although that is email. JM said there are the Hampton Fuel Allotment Charity, and Richmond Parish Lands funds to look into.

### **Complaints**

Nothing substantial to report, please see presentation details.

WKP reported that complaints figures are going down and are usually down to misunderstandings.

### **Stop and Search**

The notes from the last borough Stop and Search meeting will be circulated with these minutes.

CA said that it was good to see the ethnic spread in the presentation figures for positive actions.

CA reported that at the last London wide SS meeting Operation Sceptre had been explained.

This was to combat knife crime and the three priorities from this operation were weapon sweeps; test purchases and surrender bins – all of which were followed in Richmond upon Thames.

CA and WKP are to report back on body worn cameras at next meeting. **ACTION CA / WKP**

KD said the MPS are getting good results from body worn cameras leading to a reduction in complaints against police.

### **4. Other crime data (BTP and Royal Parks)**

Increases in crime figures are due to cycle theft; fare evasion, and also where a crime is committed and then reported. BTP priority is to take response calls, but they are also mounting operations, eg start week at Richmond College.

Crime at Mortlake station has gone down, with lots of work done to reduce cycle crime at the station.

The SNB are starting a joint operation with BTP and MPS re women travelling alone on public transport, lots of work to be done on this.

No report from Royal Parks.

### **5. Priority Setting**

Anti-Social Behaviour (ASB) – London wide priority

Burglary

Motor Vehicle Crime

Borough's 'new' priorities:

Theft of and from motor vehicles

Burglary

Elderly victims

CO asked if the meeting wanted to make any changes to priority setting.

WKP made a reference to Barnes having a priority re moped crime. Cllr MB has produced a statement re moped crime that can be used in victim statements.

CO said the MPS Commissioner is lobbying to have indemnity for officers who pursue offenders on mopeds. CO said there is also a shortage of pursuit trained officers, as lots have retired.

KD said the police are being given a spray to mark suspects with a type of smart water, and this can be used in evidence. CH asked how long the spray marks for, CO said two years outside, five years inside.

CO asked the meeting for agreement to hold priorities as they are; meeting voted to hold them.

### **BOARD in adjournment**

## **6. Public Questions to Board**

Mac McNerny from Heatham Alliance, urged the SNB to think local when it comes to communication, rather than piggy backing on council communication. Better to get something out regularly rather than a big annual newsletter.

CO said yes, he agreed, we should follow up local bulletins etc

## **BOARD reconvenes**

## **7. FUNDING REPORT**

PBS reported that the SNB had helped MPS in August with funding towards a soccer school for vulnerable children in the borough. It was a very successful intervention event, funded by SNB. Any ideas for projects please feed through to PBS.

CA said she has heard that the SNB need to get bids in early for next year's funding. PBS reported that the SNB have been audited by the Council.

CA reported that at the recent Fulwell and Hampton Hill PLG, Cllr Cardy had suggested a joint initiative with MPS to get a speed radar gun and do residents' training etc; which could then be shared with other wards. CO informed the meeting that this is Traffic Watch, where residents use a speed gun, then report drivers to police who follow up.

CA to email KD about this – **ACTION CA**

## **8. Any Other Business**

DL commented on the success of Twickenham Police station open day, SNB had supported this.

CO told the meeting of the resignation of Sarah Burley from the SNB, we need to fill gaps on SNB board.

WC commented that the Stop and Search figures show the number of arrests, but why do we not see any arrest figures for other crimes?

KD is to look into this. **ACTION KD**

PK asked are there any shortages of police for Remembrance Sunday events in the local area? KD said no. Anne Johnstone thanked police for providing cover.

Ravi thanked the people who attended the Hate Crime Event and made it the success it was.

CH thanked JTE for his help with the social media planning.

## **9. DATES OF NEXT MEETING:**

**Tuesday 30 January 2018** – The Terrace Room

Time: 7.00pm (refreshments from 6.45pm)

Venue: York House, London Road, Twickenham.

The Meeting closed at 8.40pm

**SNB Contact Email:** [richmondcpp.snb@gmail.com](mailto:richmondcpp.snb@gmail.com)

**Report online** [www.stophateuk.org](http://www.stophateuk.org) **report by text 07717 989025 and 24hour helpline 0800 1381625**