

# SAFER NEIGHBOURHOOD BOARD (SNB) MEETING & AGM

THE SALON ROOM, YORK HOUSE, RICHMOND ROAD TWICKENHAM

31 JULY 2018 AT 7.00PM

## MINUTES

SNB MEMBERS ATTENDING	REPRESENTING
<b>CO</b> Charles Owens	Former Chair, South Twickenham NHW
<b>PK</b> Peter Kirkham	New Chair - LGBT
<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>AL</b> Anthony Lindsay	NHW Whitton
<b>MS</b> Martin Sands	Hampton Wick / Teddington Community
<b>PBS</b> Peter Burrows-Smith	Treasurer & Royal Parks Link
<b>LJ</b> Cllr Liz Jaeger	Cabinet Member for Community Safety
<b>LP</b> Lesley Pollesche	Advisor Community
<b>JM</b> John Murray	NHW Hamptons
<b>WKP</b> Wendy Kyrle-Pope	Advisor & LCP2
<b>AJ</b> Anne Johnstone	Chair Mortlake & Barnes PLG, Met Volunteer
<b>MB</b> Mike Brownlee CBE	NHW Representative and Coordinator, Richmond
<b>JB</b> John Bell	Advisor Twickenham
<b>PM</b> Pam McMillen	SNB Minutes Secretary
<b>JMT</b> Jan Marriott	Older Peoples Forum
SNB MEMBER APOLOGIES	REPRESENTING

POLICE ATTENDING	REPRESENTING
<b>RA</b> Rob Applegarth	MPS - Superintendent
<b>SB</b> Sally Benatar	MPS – BCU Commander / Chief Superintendent
Jan Medcalf	MPS - Sergeant

COUNCILLORS ATTENDING	REPRESENTING
Cllr S Nicholson	Councillor
Cllr A Coelho	Councillor

ORGANISATIONS / PUBLIC	REPRESENTING
Mac McInerny	Heatham Alliance
Christina Gore	Teddington & Hampton Wick PLG
Rosalind Graham Hunt	Public
Clare Head	South Twickenham PLG
Christine Berry	Resident
Jain Innes Burgess	Hampton Wick Association

APOLOGIES	REPRESENTING
Simon Ross	MPS
Philip Morgan	PLG Chair
Richard Eason	LGBT
Tony Bennett	BTP

## AGM sits

### 1>Welcome and Apologies:

Charles welcomed new Chief Superintendent and BCU Commander Sally Benatar and new Councillor and Cabinet Member for Community Safety Liz Jaeger to the meeting.

## **2. Chair report:**

As outgoing Chair Charles expressed his thanks to everyone across the last three years, who has helped keep the SNB going; kept it solvent and kept it passing all audits by the Council and MOPAC. Thanks to members of the SNB Executive and Board, especially for the creativity and innovations, such as the small projects fund; we are the first borough to do this. Nearly everyone who started the journey three years ago is still with us since the transition. We have control of our finances, unlike many other SNBs. Charles also wanted to commend the Borough councillors and MPs of all parties, who have been positive and supportive of the SNB.

Tony Lindsay thanked Charles for all his hard work on behalf of the meeting. Charles was then presented with a gift.

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

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

There has been one nomination for Chair: Peter Kirkham  
 One nomination for co Vice Chairs: Carole Atkinson, Wendy Kyrle-Pope  
 One nomination for Treasurer: Peter Burroughs-Smith  
 All have been seconded and there are no more nominations.  
 Can we take these officers together or separately? **Together**  
**All in favour, unanimous**, no against or abstentions  
 New Chair – Peter Kirkham to take office.

### **3. ELECTIONS: SNB BOARD MEMBERS**

No resignations from board members, so the existing board can continue.  
 PK will sit down with Executive to review all members and see if there are any gaps.

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

Chair Peter Kirkham (PK) welcomed everyone.

## **2. MINUTES OF THE LAST MEETING (24.4.18)**

These were approved as being a true record and will be placed on the council website.

## **3. MATTERS ARISING**

*AL said he had heard of a CCTV initiative in Uxbridge, to make use of privately owned CCTV, would it be helpful to have some guidance as to what CCTV to buy; is there an industry accepted standard? CA said to clarify you can only have CCTV on your property, cannot use it on the public streets.*

Police to research latest Information Commission advice re CCTV in relation to GDPR and bring to meeting. **ACTION Ed McDonagh**

*Supt RA to define prestige cars – ACTION SUPT RA*

Definition of 'prestige' cars – ie expensive cars – action cleared

*Nominated neighbour – carry over to next meeting*

CA noted that the Stop and Search notes etc all went out with last minutes

## **4. PRESENTATION BY MPS**

Supt RA said that the initial implementation phase is still ongoing. RA has not got Stop & Search information for the meeting, CA has not had her meeting yet, when she does she will circulate notes.

PK and RA are to meet to decide how best to present data to the meetings. **ACTION PK & RA.**

SNB Meeting Minutes 31.7.18

Key points from the MPS presentation:

Burglary has risen by 17% - around 1800 offences, lowest point ever was at 2015-16 around 1500 offences, so consistent with long term range. Police have ward level burglary plans, where to prioritise. June saw 20% reduction.

21% reduction in theft of motor vehicle, lot of work has been done on this, and figures are going the right way.

ASB figures: of the top 10 ASB Wards, South Richmond is the only borough which comes into this. Police are watching closely, as response to and reporting of, affects public confidence. There was a public meeting recently at Richmond attended by MP Zac Goldsmith, where residents felt burglary, ASB and bike riding were priority problems.

PK asked why this meeting had not gone through the SNB, especially as the MP was there?

Residential burglary: Richmond is the 7<sup>th</sup> lowest for number of burglaries. There was a peak in October 2017; there has been a general reduction trend, due to specialist squad work tackling specific groups. Focus on this area. Key hotspot last month was North Sheen, showed 10 offences, peak days weekend, peak times overnight. Police are looking at sanction detections. AL asked with the borough group still in formation, will there be extra resources, spare capacity? Chief Superintendent SB told the meeting there is no spare capacity, and police are not able to allocate more. Each ward has two dedicated ward officers and one PCSO, and some proactive resources are available. No additional officers for hot spots, but targeting existing officers to the hot spots.

CA asked could we hold Knowledge Nights in Hot Spot areas? RA said yes that is a good idea and to hold contact sessions there too. PK said the police need to push out information re hot spots to PLGs and NHW.

RA raised the point about the removal of sending out daily crime figures. Sgt Jan Medcalf explained that dedicated ward officers go through the overnight crimes, when they come on shift. JTE expressed strongly - what is the purpose of NHW, now that there is nothing to pass onto residents? The daily crime figures were real time information, told what had happened, how and where. He could put out the information immediately to members and through social media, Whitton Facebook page which reaches 8500 people. There is no point in 'after the event' information. The need is to alert people at the time. RA said that this is now a big bit of work, a full time job; he is taking feedback and will be discussing this with Simon Ross.

CA said that we were lucky as we had an officer on light duties who used to compile figures, can anyone do this now if on light duties? RA said it is a time constraint; it takes someone off pro-active policing. JTE said he has been in the NHW for 35 years, a PLG Chair for 11 years, and communication has never been so bad.

WKP is sure that with Sgt Jan Medcalf they will be able to work something out, NHW must have information, PK said there is information but it has no detail. JTE said the feedback is that no information is coming through; he wrote about this to Simon Ross and has had no reply.

CO said he used to put out information to over 1000 people, he said the use of light duty officers is not the solution. Crime analysis and provision of statistics is the bedrock for PLG chairs and NHW, we used to get all this information, it is a matter of minutes to do the statistics, this used to be done years ago, MET have regressed, undermining PLG and NHW. Need to find the right level and trained people to get this information.

Chief Superintendent SB said we do hear the strength of feeling and need to act to see what can be done to improve flow of information? It is correct that we have very few analysts.

RA said that there is a broader discussion going on across the four boroughs about the use of best practice, reviewing all the solutions used. Cllr LJ said there had been an idea to use volunteers, what about the volunteers who used to run Teddington police station? GDPR saw the end of that. South Richmond have set up a good model to show data. Not let's see how it settles down, need to act now. CA suggested that in each of three areas we need a super NHW coordinator.

Martin S asked about recent reports in the press re low level of crimes solved, can we have details of how things are going and police performance, can we look at a year's figures, what are success rate in clear up rate?

RA said the range of detection rates in MET from 2-6%, performance challenges around forensic, progress this quickly and well, struggle with resources. Chief Superintendent SB said police look at this information very closely, do not include what happens at court, priority is to look at outcomes for victims. MPS can show outcomes of crime investigations – **ACTION RA**

Jan Marriott a volunteer of 15 years at Teddington police station said they had been told there were things they could do to help the police, but they have not had anything, so people have drifted off. Chief Superintendent SB is actively looking at this.

PK said there are two needs for data: first very local full of detail, descriptions, time etc, for NHW to look for focus stuff. The other need is trends over time, clear up figures etc

RA said also need for intelligence from locals. JTE said re the contact sessions, the two officers on his ward, notify him re all details re sessions, he passes this onto the Whitton Village Facebook page, reaches 8500 residents. WKP said some SNB money is available to be used to publicise the contact sessions, eg the use of council notice boards.

Theft of motor vehicles: figures are slightly below three year average, there is a special motor vehicle task force. Have to structure this on the BCU. Some offending in London is displaced into Wandsworth, we are 3<sup>rd</sup> safest borough.

Theft from motor vehicles: decrease from peak in 2017; crime trend, most figures are from stolen mopeds. We are a much safer borough in relation to moped crime.

Violence with injury: we are experiencing a slight increase over this year, keeping a focus on this. In Richmond there is a small (approx 15) cohort of young offenders; but there has been an increase in severity of offences, police are working with youth offending services.

Violence without injury: has increased more substantially, pubs, clubs, alcohol related offences. Borough has a strong licensing team, very robust and pro-active. RA has augmented the licensing set up, with one PC per borough and one sergeant per borough. This is working very well.

#### Questions to the Police:

CO commented that in the early 90s, statistics showed the lowest level of licensing offences.

JM asked could crime figures be extracted by each ward officer? JTE said he used to get figures for the six Twickenham wards and separate out the Whitton figures, but he would also mention the crimes in other wards. PCSO Kyle M used to send out the figures very efficiently.

AL said re the convictions rate, sees it as a joint effort across all agencies, should publicise this to deter others, eg use R&T Times. Re Information given to an officer, how do you give feedback to the individual re what happen next; eg replies to letters? Also moped crime with violence has occurred in one of our wards in Whitton last year.

RA said he will make a note re good news publicity; there is a MPS Communications team who should be working on this. CA said police are using twitter. PK said there should be scope to link to local websites.

JE asked do police ever have a conference with local school heads re petty and youth crime?  
RA said the police have a very good youth engagement and schools officer.

Martin S commented that re moped crime, there was an attack in Ham recently; there is a concern about displacement of crime, eg drug crimes. Criminals looking for softer areas, police need to hit hard to stop this increasing.

PK asked re the youth cohort offenders, have youth services been looking into this? RA yes there is a multi agency approach to leaving care youth, Wandsworth are piloting a scheme. PK asked about the use of police volunteer cadets. RA said we have 160 police cadets on this borough, useful diversionary tool. Can look at use of volunteers; look at 18-25yrs offenders coming into custody, work in progress.

PK mentioned he had been in Richmond town centre and seen street wardens? RA said that there used to be a Richmond town centre team, but funding ended. Richmond Bid a group of local retailers and businesses, have funded CICAS credited street wardens, police will review how this is working. PK remarked that he had noticed more street drinking, sleeping on street etc in Richmond.

Chief Superintendent SB gave an update on the merger on 23 May, of the four boroughs. Still have borough based roles. MPS will look at BCU figures then borough statistics. We are 11 weeks in and stable although we have had a dip in response times. BCU in addition to local priorities has put in four principles to focus on:

1. Excellent emergency response – calls are graded, if immediate, should respond within 15mins, 90% of the time, Met is at around 84%, prior to merger Richmond was achieving 90%, have had a dip, last week was 69%. Reasons all Richmond and Kingston calls are responded to by Twickenham station; new ways of working; how calls are dispatched; still some criss-crossing of calls; extractions due to public order events. Have to look at getting right number of officers and drivers on response. Have learnt lessons from earlier BCUs.

AL asked are closest officers sent; and can they cross BCU borders? Chief Superintendent SB said yes they can cross BCU borders.

MS asked re the pilot BCU response levels which had dipped, have they recovered? Chief Superintendent SB is going to meet the BCU and see what they have done, their levels are now improved to pre-BCU.

JB said if two of the other boroughs have not had a dip, what are the numbers as percentages do not mean anything? Chief Superintendent SB said Kingston was at 63%, Merton and Wandsworth at 82%. Chief Superintendent SB needs to look at where the calls are going to; are any difficult to get to? Officers now have tablets and mobile kits in cars, still getting used to using those

PK asked how far off 15 minutes are the calls? The SNB would like to monitor the calls over 12 months. **ACTION MPS**

Chief Superintendent SB said we still have a borough lead, RA is our lead, and he is the Neighbourhoods and Partnerships Head.

- 2. Excellent victim response
- 3. Every officer will be a safeguarder
- 4. Priority prevention and early intervention where we can, eg schools officers, concentrate on individual offenders.

JTE said in Richmond we have PLGs – what are they called elsewhere? Ward Panels is the answer.

#### **5.BTP Report** (please see attachment to minutes)

WKP gave a summary of the report – crime pretty steady with 58 thefts of pedal cycles.

For information re local stations; Barnes Bridge and Barnes are covered by Stockwell, Hampton Wick covered by Wimbledon.

#### **6. PRIORITY SETTING**

This was agreed as:

Motor vehicle crime

Burglary

Vulnerable victims

ASB

#### **BOARD IN ADJOURNMENT**

#### **7. PUBLIC QUESTIONS TO THE BOARD**

Mac M: Speaking on behalf of Heatham Alliance which has 500 members. They are very concerned re ASB. After recent rugby game, seven fans were caught urinating on camera, is this counted as seven offences or one incident. It was reported to RFU, are these incidents then reported to police by RFU?

RA said seven people equals one ASB; if reported to RFU not necessarily reported to police. RA said usually incidents are dealt with smoothly, but there has been concern with the two recent concerts, where there has been a different tone; more drug dealing, and drug taking, looking at the police response. Police take licensing and drug issues seriously and are working through with RFU, and public order branch SEO 22. RA wants to ensure there is no difference between voluntary agreements in town centre and what the RFU bars do, and has asked for a review.

PK said traffic is an issue, can a small local team work with SEO22? JTE said that Chris Donnelly of the RFU attends all the PLGs, is well aware of all the problems, and works very hard to deal with them. Mac said the same incident happened again, so more steps need to be taken. It is very important that these are counted in police statistics. RA said the RFU are responsive and community focused.

Hampton North councillor asked: is it legal for someone with epilepsy to ride on the pavement? There is no exception in law, police say this repeatedly, however SNTs will apply common sense, and as long as person is riding responsibly they will be fine.

Member of the public, (who had entered late and missed the introductions) asked who is the new borough commander, Chief Superintendent SB introduced herself.

Resident wanted to know who to report suspicious incidents to – police to speak to resident after the meeting ends.

Mac said he recently wanted to report vandalism and decided to use the SNT email; the waiting time on 101 is unacceptable, and the MET online reporting tool is too cumbersome? What methods should he recommend to his members to use? Mac noted that a lot of members do not have the internet.

CA said she can arrange for an officer to come and talk to the meeting re 101 and 999.

#### **ACTION CA**

Chief Superintendent SB said 101 is being dealt with, and the online form is unwieldy. There is a four borough pilot to have ward contact details republished, one of the boroughs is Richmond, so will see what happens after the pilot.

### **BOARD RECONVENES**

#### **8. FUNDING REPORT**

MOPAC have approved £28k funding, PBS says that RA needs to re-install a project wish list.

#### **9. ANY OTHER BUSINESS**

- Cllr LJ said she will try and attend meetings regularly.
- JTE asked what will happen with Sgt Les Jackson's wonderful work, once he steps down? RA said we are not able to have a team to do that so police will look to try and hand over his work and role to the wards and PCSOs to carry on with.
- **The meeting wanted to put on record, a big thanks to Sgt Les Jackson for all his work.**
- AL asked if the Councillor in Richmond newly responsible for walking and cycling can be invited by the SNB to come and talk. **ACTION PK**
- Motorised scooters on pavements – what is the police view? **ACTION RA**
- How accurate are the crime statistics for the borough? RA said that a lot of work is done on crime data integrity; this borough has been audited and is at 93% compliance.

#### **10. DATE OF NEXT MEETING**

**Tuesday 30 October 2018** – The Salon Room

Time: 7.00pm (refreshments from 6.45pm)

Venue: York House, London Road, Twickenham.

The Meeting closed at 9.05pm

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

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