

**SAFER NEIGHBOURHOOD BOARD MEETING**  
**Tuesday 26<sup>th</sup> January 2021 starting at 6pm**  
**(Virtual meeting via Zoom)**

**M I N U T E S**

<b>SNB MEMBERS ATTENDING</b>	<b>REPRESENTING</b>
<b>PBS</b> Peter Burrows-Smith	Treasurer & Royal Parks Link – Joint Chair
<b>WKP</b> Wendy Kyrle-Pope	MPS Link advisor & LCP2 – Joint Chair, IAG Richmond, IAG Frontline Policing, IAG BTP
<b>CA</b> Carole Atkinson MBE	MPS/MOPAC panel re BWV lead MPS Stop & Search & Hampton Hill Residents Association - Joint Chair
<b>JTE</b> John T Evans	Whitton & Heathfield PLG Chair
<b>TL</b> Anthony Lindsay	NHW Whitton
<b>MS</b> Martin Sands	Hampton Wick / Teddington Community
<b>JM</b> John Murray	NHW Hamptons/Met Volunteer/PLG Chair
<b>AC</b> Cllr Avril Coelho	Business
<b>RA</b> Ravi Avora	Multicultural Richmond
<b>AJ</b> Anne Johnstone	PLG Chair/Met Volunteer
<b>PM</b> Pam Mcmillen	SNB Minutes Secretary
<b>LP</b> Cllr Lesley Pollesche	Community
<b>FB</b> Felicity Barkus	Co-chair Mothers against Mugging
<b>JG</b> Jonathan Green	Youth Safety and Engagement - Lead
<b>BLE</b> Barbara Lingle Elliott	Co-Chair Mothers against Mugging
<b>SNB MEMBER APOLOGIES</b>	<b>REPRESENTING</b>
<b>PK</b> Peter Kirkham	Hate Crime- / LGBT Forum
<b>BK</b> Cllr Ben Khosa	St Margarets North Twickenham
<b>DL</b> David Loftus MBE	Disability
Phil Garside	

<b>POLICE ATTENDING</b>	<b>REPRESENTING</b>
<b>RA</b> Roger Arditti	Super MPS SW BCU
<b>RM</b> Rumi Miah	Acting Inspector MPS Richmond Borough
<b>JP</b> Sgt J Prettejohns	BTP

<b>COUNCIL ATTENDING</b>	<b>REPRESENTING</b>
Robyn Thomas	Community Safety LBRUT
<b>DE</b> Daryl Edmunds	Community Safety LBRUT

<b>ORGANISATIONS / PUBLIC</b>	<b>REPRESENTING</b>
Althea Smith	SNB Southwark Chair

<b>APOLOGIES</b>	<b>REPRESENTING</b>
Chief Supt Elisabeth Chapple	MPS SW BCU
Sharon La Ronde	Youth Safety and Engagement - Consultant

**1. SNB sits: Welcome and Apologies.**

Peter Burrows-Smith (PBS) welcomed everyone to the meeting and apologies were noted.

Welcome to Acting Inspector Rumi Miah, welcome to Jonathan Green who is starting a Youth programme in the Borough, and will talk to us about this later in the meeting. Tony L commented that Supt Lis Chapple has sent apologies again and is yet to attend an SNB meeting. (Co-Chairs commented that her presence was not essential, as Super Roger Arditti was already confirmed as attending)

**Petition** Prioritise COVID-19 vaccines for first responders (**police**, fire, ambulance). The British Government need to prioritise and deploy the COVID-19 **vaccine**. Please sign: <https://petition.parliament.uk/petitions/564155>

## **2a. Minutes of the last meeting (28.10.20 via zoom)**

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

## **2b. SNB Update from Wendy:**

A member of the SNB wrote to the three Co-Chairs to ask what we had been doing, and why we do not share this information with the rest of the Board. A good point well made, and a summary had already been issued

The summary lists (in no particular order) some of the work we have been engaged in, and in future we will publish our diaries (as Carole and I used to when we were chairs before).

We took over as a triumvirate in the uncertain and confused days of the first Lockdown, and have been feeling our way to keep as much of the SNB's work going throughout the year, within the borough and London-wide. Having (almost) mastered the new technology which, whether we like it or not, will be part of all our future endeavours, and established the most pressing priorities, we want to move forward this new year, our emphasis must be on an ambitious programme to strengthen and expand both the PLGs and the SNB, organised our Youth outreach work, strengthen communications between the police and our communities, confront Anti-Social Behaviour, support victims of crime, and fight Domestic and Elder Abuse.

The summary shows the work we have been doing in these areas:

1) The PLGs (called ward panels in other boroughs) will undergo an overhaul as a result of the work being done by the MPS centrally and in response to the Mayor's Plan for London. The police will be tasked to ensure that all communities in a ward must be represented, as well as businesses, education, Faith and interest groups. The great work of the NHWs is recognised and these must be refreshed where necessary, and more recruited. Meeting with Mr Arditti this week.

2) Communication is always difficult for the police even in this multi platformed age. We will be going back to basics with old fashioned posters for each ward, given details of each SNT and how to contact them. We hope the PLGs will help not only with their distribution on the streets (Shop windows, libraries, public buildings, faith centres, sports centres – wherever people will see them) but also on local social media.

The SNB will start its own (virtual) newsletter to help with this, as well as to advertise its work in the areas of Youth, Domestic Abuse, Crime Prevention, and other projects. It will be produced in partnership with the police, and, together with other partners, try and achieve the maximum distribution possible. The last matters, because it will also act as a recruiting drive for new members for the PLGs, NHWs and the SNB, from all ages and backgrounds.

3) Youth matters, because the young are our future, and many are vulnerable, more so after the pestilence of the last year. An ambitious plan to bring together all our youth services and projects under one umbrella is in place, lead by a new co-opted member, Jonathan Green,(subject to your approval) who has a wealth of experience in this area and runs, among other project, Resilience, which is aimed to stop children and young people getting into gangs. Another new member Sharon la Ronde (again subject to your approval), formally Grants Director of the Richmond Parish Lands Charity, will help with funding applications and governance. Barbara and Felicity of Mums Against Mugging and Safer Streets are among those at the heart of this new, very ambitious programme.

We hope that all our contacts with Youth will help us recruit young members for the IAG, S&S and perhaps even the SNB.

The Transport Police OCU are very keen to help with this outreach work with Safer Streets, and with Go Girl, when we are released from Lockdowns and start to travel normally.

4) Strengthening ties with our local police by working even more closely with them, helping with Communications, recruiting for PLGs and, as we once did here in Richmond, helping to orientate new recruits and officers new to the borough by going out at walk with them in our wards, to introduce them to our communities, ward trouble spots, ward beauty spots. The idea is to give these officers a view of the streets from a community perspective, not from crime figures, taskings and borough priorities. This is on hold until restrictions are lifted. Cressida Dick likes this idea.

5) Domestic and Elder Abuse. Lockdown, the closing of schools and local amenities, the impossibility of travel, the sharp economic downturn and all the Covid factors, has highlighted the existence and persistence of this problem, and it is a key priority for not only us on the SNB, but the police, the Mayor of London and the Government. The SNB has developed one project to help those who may be trapped at home with an abuser, which is simply a letter delivered with all the food bank deliveries, giving not only of whom to contact for help, but signs to watch for in a friend or neighbour who may be being abused. We welcome the Government's "Ask for Ani" initiative in chemists, and hope it can be established here, to add to our own "Walk in, Walk away" project. We have shared this with the BCU.

6) Community solutions. We have been working with the Richmond Green Working Group since the summer, to find solutions to the serious ASB/drug use and dealing/general nuisance which plagued the area around the Green and the Riverbank for months. This is a community led group, made up of the residents with the PLG and local associations, the police, the Council, the ward

Councillors, local businesses, the MaMs and the SNB. By bringing everyone together to find solutions to Richmond Green's problems, researching the problem via reports from the public, the police and the Park Guards, and a local survey of residents, we hope next summer will be more peaceful. As importantly, this organised approach could act as a template for finding solutions to other local areas' problems.

So we are not idle, but need all of you to help us bring about a new vibrancy and purpose to our PLGs and SNB. **Recruit, Refresh, and Re-imagine Richmond.**

Tony L – thanks to SNB for all this work; however have you taken on too much, should you delegate some of it out? See this amount of work as a vulnerability.  
WKP yes it is a vulnerability, which is why we are taking on new people to spread load, eg J Green, Felicity etc, need to reach new experienced people.

Tony L - Are SNB Chairs aware of Heathfield problems, are you working with Hounslow on this?

CA – did a lot of work at Murray Park last year, are aware of Heathfield problems, please contact SNT and Councillors. Rumi had good meeting today re Heathfield with Hounslow and Cllrs, will update later in meeting.

### **3. Matters arising not covered by the agenda.**

#### Confidence plan RA/WKP:

**RA** – thanks to SNB team. There is a new focus on confidence, would welcome meeting views and ideas on this. (Presentation by RA).

- 1. What is Confidence?** In public attitude to police, can public rely. Basic policing principles, dependent on consent from public, as one, as a community to keep people safe. Better community relations and engagement
- 2. Why is it important?** Confidence – consent – engagement – recognition. Helps support funding argument as well. Metric measurement is through MOPAC annual survey of public perceptions of police in London.
- 3. How are we doing in Richmond?** 7 questions public attitude survey. Above average on most measures, but below on 1 point re police can be relied to be there when needed. Very low everywhere on knows how to contact their ward or SNT officers.

Felicity: are this meeting surprised by the numbers? She is; it is good to know above average, but surprised figures are low, esp. re contacting local ward officer.

RA said it is quite a coarse measure, it would differ between wards.

Cllr AC asked, does survey go to businesses and residents? RA think it is just residents. Cllr AC, what happens to business theft reports, nothing seems to come from reporting lower levels of crime. RA said user satisfaction survey should pick this up.

- 4. What work are we doing in relation to confidence?** Has got very complicated in last 9 months, making it very challenging, lots of demands. Longstanding aim, engagement strategy put tog recently by RA. MPS have created Op Minorca, new bosses, stop and search replaced with confidence.

Key themes:

Accessible and responsive – representative and inclusive – transparent and fair. (Know this is private, not sure public know this)

- 5. What can we do collectively to improve confidence?**

Responsive – eg school children robberies

Transparent and fair – eg leaflets re Domestic Abuse.

Representative and inclusive – engage more youth

What does this mean to residents in Richmond, what are group's thoughts and views, please feedback to RA.

#### Questions:

WKP: at each PLG – ask 3 questions re satisfaction and confidence, in last year meetings have been virtual etc, so more difficult to ask. But questions have been asked for years, if any question answered 'no' is escalated with SNT. SNT should record responses

Tony L – how frustrated are police re stories re police breaking lock down rules, bad publicity impacts local perceptions. RA – Met is a broad church, 38000 officers, and some make mistakes, have to live and learn from it. Confidence is fragile, can be knocked by a small incident, keep trying to do the right thing.

PBS shares surprise re contact fig as low as 20%, can people write in with comments, key thing is RA is addressing it.

JTE surprised re this as you only have to google SNT, put in your postcode and all details for your SNT are put up.

RA – posters are being designed, will make sure details of how to contact ward officer are put on.

FB – Barbara and I are new to this, did not know there was an ‘SNT, or local ward officer’, public don’t know the lingo, make it easy, put posters up. Police need to be visible and have a local presence.

WKP – SNB can make posters too, explain how public are policed. Re police on street, cuts to police mean resources are not there now for police on street, used to have many more officers.

RA – have filled DWA vacancies, replicated across Borough, now need to keep people in post.

MS – measures all sound good, but confidence is based on results, prevention and clear up rate. Tony’s point re policing is good, but every time there is a deficiency it knocks confidence. Need continuity in staffing, massive turnover at senior level, need people with local intelligence, takes more than 18 months in and out, officers who know area.

RA confidence sometimes high with people who have not had contact with police, goes down if you do have contact with police.

WKP – thanks to RA for this report and to Robyn re your comments re posters, but need a basic poster, ‘This is your police contact’.

**Rumi** – Crane Park ASB – Heathfield area, lack of Hounslow police support. Got police, council and stakeholders attended meeting today, so hope to create a solution for problems.

WKP – great to get everyone together.

#### Discussion on commentary for crime figures RA/RR

#### **4. Presentation by MPS**

##### MOPAC Data Jan 2020 – Dec 2020

##### Key points from the MPS presentation

- Crime down as we are in lock down again.
- Peaks of activity are “flattening” which is good.
- Burglary is down by 30 % - people are in lockdown
- Violence against the person is 5% up but the numbers are very low. Harassment takes about half of those figures. Domestic violence no increase in figures.

##### Robbery.

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- This is prioritised as agreed and reflected in the reduction of 35%
- Switch to Spring, summer operations
- Theft is down, mirroring London.

#### Motor Vehicle Crime.

- The theft of catalytic converters has increased recently, big focus in the Borough.
- Targeted work with specific car owners, looking at protection methods.
- Theft of cycles, police are using smart water and working with schools officers etc.

#### Public Confidence and Satisfaction

- Richmond Borough victim satisfaction figures are 65%, slightly down on last year. The Borough's figures are improving but still need to help people know how to contact local ward officers. Going to work on new engagement plans, helps to build confidence, improved communication police with public.
- Ease of contact, working on improving public knowing their ward officer.
- Low figures on offered crime prevention advice, victim's code of conduct.
- Ease of contact with BCU – low timeframe given for visit, one of more follow up calls, 101 call times have improved.

#### Stop & Search

- A change in guidelines means that this is used more often, but within the law.
- So more stops and the majority is for drugs 62%. 4 people arrested, 11 PNDs, 13 Community Resolutions 76% NFA.
- Demographic information being used to help focus engagement, majority 15 -19 yr old white males, and disproportionality is high, due to Borough demographic.
- Stop and Search scrutiny panels held regularly
- CA informed the members that two members of the stop and search monitoring group can once again, after a gap of several months, watch body worn video of searches, have viewed **3\*** of these with social distancing. Have to do an overall assessment of what they view and answer there and then. Have to report back re how they share this information with community. Happy with all 3 videos, 2 had handcuff restraints, 2 community resolutions, and 1 arrest. CA will now report back to Met that she has told this meeting. Need to get more young people involved.
- Ethnicity is now being recorded for car stops. Rumi sits with CA and WKP, need to bring in more diverse and younger panel. Discuss with BCU constantly ways to improve S&S.
- WKP – previously footage could only be seen by people who have been vetted by Met, is this still the case? Rumi needs to find out. CA quality of footage is now much better.
- Richmond figures spike in April – June, due to a Met drive and specific operations; brought in good results.

**(3\* Please note amendment to the meeting minutes - CA informed the members that two members of the stop and search monitoring group can once again, after a gap of several months, watch body worn video of searches, have viewed **2** of these with social distancing. Have to do an overall assessment of what they view and give an assessment there and then. Have to report back later re how they share this information with community. Happy with both stops, 1 had handcuff restraints. The searches resulted in 1 community resolution, and 1 arrest. CA will now report back to the Met that she has told this meeting. Need to get more young people involved).**

#### Domestic Abuse

- Domestic Abuse figures are difficult to interpret. Now monitoring figures more for covid period, difficult to tell if figures due to more reporting or not. A lot is

underreported, these figures are those that have been notified, there is not a clear breakdown re old or new etc. SNB must work to encourage reporting.

- CA and WKP attended a meeting today for DA, very large and complex subject.

#### Richmond Response Performance

Roughly at same point as last year, between 80-90%. Some officers off due to covid.

Any issues please let CA know as she is attending a Response Committee, need date, time and phone number.

Call volume is about the same, response times about the same, getting to calls within the response times is about 79%

#### Good news stories

##### December

Officers 10 arrests, weapon sweeps, 31 community protection notices, 6 charges, 12 community resolutions, lots of good detecting, 6 Merlin reports.

Lots of NHW liaison. Kew ward panel meeting had 25 attendees. All wards increasing usage of twitter and Next Door.

Community conversations in December went well.

Tony L – how many covid notices have been given out? How can police demonstrate this to the public, show what they are doing.

WKP – what about abuse of shop workers, from customers not wearing masks?

Rumi – have had to increase enforcement. New situations to deal with.

Every ward has three priorities: A high harm priority, a high volume priority, and a local priority – work more specific and measurable.

WKP said the SNB are following ward cluster priorities.

#### **5. BTP Crime Figures – PS J Prettejohns**

- Overall crime has dropped by 55% year on year
- Richmond has seen a 33% decrease in crime
- Twickenham has seen a 32% decrease in crime
- Teddington has seen a 23% decrease in crime

NHS staff travelling with construction trade at same time, big opportunity for virus to be spread.

Teddington youth problem during summer, still dealing with some issues.

Tuesday and Thursdays highest for crimes, not been able to see a pattern.

Have noticed people coming in from other boroughs and hanging around stations and local areas causing a disturbance, coming in on scooters, especially in Richmond. Crimes at rush hour and at midnight around last train home.

DE – do BTP have any confidence stats? JP will need to find out and supply if they are available.

**ACTION JP**

JP – BTP team are changing, becoming more pro-active, out and about over area, will link in with JG re youth and local SNTs in Met and Surrey police. JP has also had role extended.

Strawberry Hill Station level crossing will be closed – details below:

*There will be a road closure in place for undertaking major engineering work on the Strawberry Hill Level Crossing, Wellesley Road and Tower Road, Twickenham, Richmond from 0001 hrs on the 28th March until 0600 hrs on the 6th April 2021*

SNB Minutes January 26 2021 (virtual meeting)

*(9 days) During this time there will be no vehicle or pedestrian access over the crossing*

## **6. NHW and OWL**

JM SNB minutes have disappeared from council website, who sorts this out?

DE will look into.

**ACTION DE**

CA – good summary sent out from Council re OWL pre-meeting, thanks.

WKP - Rumi and RA need to arrange a meeting with JM. RA – Partnership and Prevention hub should link in with JM about this. John Murray, CA and RA to discuss a public virtual panel/discussion/presentation on Fraud and Scam Awareness.

## **7. PLGs**

Up to date with all bar two PLGs arranging recent meetings. Zoom meetings are going well.

## **8. Priority Setting for Borough**

Drugs and drug taking

Theft

ASB including covid

(Burglary)

Tony L – fraud is a national threat, will this go onto the priority list? All about the prevention.

WKP – suggested to meeting to keep priorities as they are, remembering domestic violence.

## **9. Funding**

PBS: We at last received MOPAC funds in December; most will go on Youth, have allocated about 75% of it. Very concerned to see if there will be any funds for next year, and future of SNB.

Communications, outreach and youth are prime concerns. Delighted to introduce to Jonathan Green who will be working on a big Youth Project. Very exciting key part of SNB going forwards.

### Jonathan Green

Has delivered youth projects for 4-5 years around country. Invited to talk to people in Borough, over last 2-3 months, council, police, stakeholders, to pull together all youth services. Voluntary organisations need an umbrella, to help all the strands, initial group of 20 plus people who were in agreement re Safer Richmond Project, want to get people involved, regarding education, youth diversion. Want to create a programme championing youth services in the area.

## **10. Any Other Business.**

Tony – re RA and plans re confidence building etc, what if all money is gone next year, how will fund projects next year? PBS – keep suggestions flowing in. WKP – most of our work is very low cost.

Ravi – Hate Crime is rising, 60% increase, is this to do with a covid blame culture?

RA there has been a rise, lots of work going on in background at Met, still a key focus.

PBS – Hate Crime has dropped off agenda, will work to get it back on. Great to have JG on board.



### **9. Date of Next Meeting**

Tuesdays 27<sup>th</sup> April, probably via Zoom; 27<sup>th</sup> July and 26<sup>th</sup> October – venues and times to be informed at a later date.

WKP – thanks to RA and Rumi. Meeting closed at 20.05pm

**61016: BTP non-emergency text number**