



**Richmond Upon Thames
Safer Neighbourhood Board**

RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING

Thursday 9 October 2025 starting at 7pm

Salon Room, York House, Twickenham

M I N U T E S

SNB MEMBERS ATTENDING	REPRESENTING
RM Roger Metcalfe	Chair SNB and Met CC lead
PF Pam Fleming	Vice Chair SNB
PBS Peter Burrows-Smith	PLG Chair / Hate Crime / Royal Parks Link
CA Carole Atkinson MBE	Hampton Hill Association and S&S CMG
JM John Murray	NHW Hamptons/Met Volunteer/PLG Chair
AJ Anne Johnstone BEM	PLG Chair Mortlake & Barnes Common / Met Vol.
MA Mike Adams	SNB Treasurer
MS Martin Sands	SNB
Cllr L Pollesche	Community
Cllr Niki Crookdake	Mortlake & Barnes Common Ward
MM Prof Maria Mellins	St. Mary's University / One Stop Shop
AC Avril Coelho	Business
Pam McMillen	Meeting Secretary

POLICE ATTENDING	REPRESENTING
CS Superintendent Chris Scammell	Superintendent Richmond Neighbourhoods, SW BCU
CK Superintendent Craig Knight	Superintendent Richmond Neighbourhoods, SW BCU (Nominate from December 2025)
CJ Inspector Chris Jackson	Inspector Richmond Neighbourhoods, SW BCU

COUNCIL OFFICERS and COUNCILLORS ATTENDING	REPRESENTING
DN David Noakes	Community Safety Service, LBRUT
LS Lee Spear	Community Safety Service, LBRUT
Cllr Paulina Vassileva	Rep Cllr Chris Varley

ORGANISATIONS / PUBLIC	REPRESENTING
JTE John T Evans	PLG Chair Whitton & Heathfield
John Turner	Richmond resident and former Chair, Kingston SNB
CG Christina Gore	Hampton Wick resident

APOLOGIES	REPRESENTING
RA Ravi Arora	Multi-Cultural Richmond
Robert Blakebrough	PLG Chair Teddington
JM Insp Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU
WKP Wendy Kyrle-Pope	MPS Link Advisor & LCP2, IAG Richmond, IAG Frontline Policing
Lynn McInnes	PLG Chair Barnes
John Dodds	PLG Chair N Richmond
Ray Williams	PLG Chair West & South Twickenham
Eric Owusu	Business / S&S
Cllr Chris Varley	SNB Member and South Richmond Ward
JL Jock Lennox	PLG Chair S Richmond
Maria Margiotta	PLG Chair St Margaret's & N Twickenham
Susan Chappell	PLG Chair Twickenham Riverside

1. Welcome and Apologies

Roger Metcalfe welcomed and thanked everyone for attending the meeting.

RM welcomed new Superintendent Craig Knight, who will be taking over from Superintendent Chris Scammell in December 2025. Welcome also to John Turner, former Chair of the Kingston SNB, he has moved to Richmond. Apologies were noted.

2. Minutes of the last meeting and Matters Arising (3.7.25)

These were approved as being a true record and would be placed on the Council website. Proposed by JM; Seconded by AC.

There were no Matters Arising.

3. Chairman's Update & Guidance:

Chairman's Update including:

- Regarding the expected closure of the Front Counter at Twickenham Police Station, there will be a public meeting on 15th December, everyone encouraged to attend.
- MA will be giving a Projects Update.
- IAG is a separate body to the SNB, RM wanted to thank WKP and IAG for all the work they do.

Projects update: MA

- Thanks to all the volunteers who contribute time and effort on behalf of the SNB. MOPAC money is coming through, thanks to LS for getting it to us. Thank you to MM who is working on a project to take onto university student campuses.
- Crime Prevention advice is going well.
- Safe Space takes place on Friday nights, some issues, being ironed out. RM thanked to the Council, Albina Hiorns and Abi Jonas for supporting this.
- MA – MCR large event to be run next year, £3k support.
- Cash grant to Abi Jones for VAWG / assistance with consumables at Safe Space Richmond.
- Re-Engage project is being supported.
- The SNB had supported Met on the Park. Small grants available for NHW, and small one-off projects through the year.
- Secretarial support payment is to be increased by 25%. PBS what has happened re the £250 allocated to each PLG for secretarial support? MA provision was in hand, MA would keep an eye on this and make sure it does not get out of control.

4. Police Performance Report (see MPS presentation slides with SNB slide deck)

CS – as requested by RM – these new figures are displayed to compare current 3 months against last year 3 months.

Key points:

- Residential burglary down on previous 3 months June to August 2025
- Non-residential burglaries (shops, cafes) 73 offences past 3 months
- Increase in personal robbery – 14 – figures can increase in Sept. Down by 17
- Commercial robbery (shops) risen in line with shoplifting offences up by 8 compared to previous three months
- Decrease in shoplifting in last 3 months by 31 – to be a focus for police.
- Theft of motor vehicle – decrease by 43 last three months, keyless car thefts, St Margaret's and E Sheen, police requested extra patrols of hot spots

- Theft from motor vehicle drop in previous 3 months – good crime prevention advice being given.
- Violence with injury decrease from summer figures, police preparing for Autumn nights.
- ASB spread across the Borough, follows the train stations, slight increase in Aug., police use closure notices, extra patrols, CBOs issued against prolific offenders, Community Protection warnings and notices.
- VAWG increase of 10%. Police Action: Weekly One Stop Shop, Uni Safe café every 2 weeks, extra patrols, Safe Space in Richmond.
- CSE, Rape figures are up – police priority
- Personal robbery – down 25% compared to previous year. Home office funding for additional patrols of hotspots eg Richmond Town Centre.
- Vehicle offences averaged around 50, giving out crime prevention advice.
- Increase in theft from person – part of news stats owing to new recording system
- Increase in Hate Crime 28% particularly in August, due to July incidents, protests in town and news coverage.
- Residential burglary 25% increase
- Burglary Mar – Aug 25 – average 55, Hampton North current hot spot. All should note, hot spots are not consistent. Police follow a set Burglary procedure with follow up visit from ward team to id CCTV opps.
- Knife crime is down.
- S&S – had 158 in last 3 months, 60 positive outcomes. Majority 18 yrs plus
- Possession of weapons 51 offences recorded increase of 24 % for 12 months.

5. Community Monitoring Group Update

CA – Community S&S Chairs cancelled meeting in Sept due to lack of MOPAC support. Remit re community engagement, S&S etc but at the meeting this was disregarded. A new meeting is to be set up, to view body worn camera. Very few issues come up.

6. Police Trust and Confidence Report

This was down slightly across all London Boroughs July to Aug2025. Richmond is tracking London figures. Figures are influenced by use of resources, abstractions, news etc.

Royal Parks are losing dedicated officers, creating negative views in wards affected; however, one or two of the Royal Parks officers would be joining the SNT. Closure of Twickenham front desk, causing local concern. PCSOs are targeted each day to sign people up to Met Engage – great way to communicate to ward residents; good news stories.

7. Q & A for SNT:

Police Performance, Trust & Confidence

AC what barriers are you encountering re getting evidence for shoplifting?

CS- Certain stores are not handing over CCTV or reporting. Other stores are working closely now with police and having a positive effect. Shoplifting is a Met Priority. There is an officer working exclusively on this. Prolific offenders have been banned from the Borough and this has decreased offence figures considerably.

AC – what is the specific breakdown re getting CCTV? CS – certain stores have CCTV on 'cloud', difficult to access.

What impact do ASB resolutions have on trust and confidence, does this data contain BTP figures?

CS – BTP figs are separate, huge number of offences are ASB, sometimes do not hit level for resolutions or closure of address. Cllr NC – length of time it takes, CS it is a long process, have to gather evidence, get to courts.

JM – could trust and confidence questions be built into what gets asked at the end of PLGs?

CS - MOPAC decide the questions, also people who have not been affected by crime, read social media and then have a view, which can be negative.

Twickenham Police Station front counter closure

AC – can ward sergeants email Mayor's office re impact of closing police stations?

Re Closure of Front Office – effect on people who cannot use tech, or are disabled.

CS - Police time has been freed up for appointment spaces, online or face to face, by technology.

Cllr Roberts has been making representations, and went and saw the Chief Commissioner. Police had statistics re usage, re crimes reported, Twickenham was lowest in London.

RM – wrong metrics used in his view. SNB need to stand up for the community. RM to write to Cllr GR re cctv and front counter.

AC did attend a meeting at City Hall, and made it clear about needs of most vulnerable.

CS – police are already doing this, by attending people at home.

Cllrs all are behind Cllr GR, what are the metrics being used. Sovereign Gate closed and impact on trust and confidence very important. CS police do understand, even if resources were there.

Holly Lodge

CS, Sth Richmond and Ham and Petersham ward officers will be based at Holly Lodge, not there to patrol park, but their wards. However it will be a visible presence. IT infrastructure will be there. Sheen base not too far away.

8. Borough Level Assessment, Review / Setting of Priorities

Violence Against Women and Girls (VAWG)

Burglary

Anti Social Behaviour (ASB)

Commercial theft (added)

9. Crime Prevention including Scams & Frauds - John Murray

FRAUD STATISTICS REPORT FOR SNB MEETING ON 9TH OCTOBER 2025.

The August fraud figures from Action Fraud (**reported** fraud only) show 101 losses totalling £637,815, the second highest this year. It's slightly distorted by one case of £222,396 which was "abuse by position of trust". This would be something like a friend or relative using a Power of Attorney on behalf of someone not in possession of their full faculties, and using their money or valuables for their own benefit.

The total loss this year to date (to August) is £3,102,734 which is serious but should be lower than last year unless there is a surge.

I asked last time if I could present to clubs, guilds etc so please let me know. Bill Smith and I presented to about 25 ex Hong Kong residents on Wednesday. This was set up by Multi Cultural Richmond to help these very charming people with their knowledge of English.

Subscribers to Met Engage will see that there has been an increase in solicitor or conveyancing fraud which is where a scammer replaces his bank account details with that of a property purchaser. That could stop your purchase and leave you homeless.

The Full of Life Fair is on 24th October and there is a presentation I am organising, working with trading standards, entitled "how to stay safe from scams". The title of the presentation team is "Metropolitan Police Met Engage and Richmond Trading Standards". It was quite interesting to know what material trading standards use. Sadly there is a wealth of information from many sources on that subject yet it still happens.

CCTV Coverage & Monitoring

CCTV Richmond 100 cameras, vs Wandsworth 1000+

RM asking Cllr GR for a multi-year investment plan to support police.

AC there are 14 deployable cameras, can bid for more from Wandsworth. When cameras are fixed they can be adjusted, in case they are missing anything. Can police feed in any needs for areas, as AC can help to possibly get cameras to help? RM & AC are learning a lot from this and visits to the CCTV main joint control centre.

CS – lot of Wandsworth cameras are for social housing. Met Engage is asking people to declare if they have CCTV, so if crime takes place, helps police to track down CCTV.

Cllr NC – does 100 include Housing Ass CCTV.

LS – does have its own housing stock linked to the joint control centre. Deployable camera requests are assessed. Cameras usually up for 2 months, can be extended.

Permanent cameras can go up on case-by-case basis. Deployment is reviewed and can other means be used?

CK – need 10 / 20 yr strategy – on cusp of massive technological changes eg use of facial recognition. Can have a joined-up approach across London, BTP, be automated straight to officer on street. Using drones in response policing, opportunities are incredible – need an integrated police plan for 10 years.

RM – full support for this.

10. Hate Crime Update and plan for Event 2026

PBS – Hate Crime Forum in the Borough. 75% crimes are racially related, very much to the fore at the moment. Poor public awareness and how to report it. Planning an education awareness event in March 2026.

CS after Manchester attacks – police putting on extra patrols, reassurance of the synagogues, be visible but don't panic people.

AC – what are the Hate Crime figures for people with a visible difference? PBS there are lots of new sub divisions coming in. CS visible difference – would be classed under figures for Disability.

11. ASB Case Study and Recommendations (see slides)

Lee Spear / David Noakes / Cllr Niki Crookdake

LS – start with a clear legal definition of ASB. Council have put together an ASB leaflet, how to report each thing.

What is ASB?

Section 2 of the Antisocial Behaviour Crime and Policing Act 2014 states that Anti-social behaviour means –

- (a) Conduct that has caused or is likely to cause, harassment, alarm or distress to any person.
- (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) Conduct capable of causing housing-related nuisance or annoyance to any person

ASB in Richmond

ASB is a priority for the Richmond Community Safety Partnership. ASB problem solving used across the borough for seasonal locations such as Richmond Green & Riverside and Teddington Lock and issue-based hotspots such as around drug activity in Mortlake and Barnes.

Use a problem-solving approach to ASB/crime issues using the SARA process-Scanning, Analysis, Response & Assessment

Set up an overall objective and an action plan, monthly task and finish group, deliver and monitor the plan. Sometimes plans go on for 2, 3 4 years.

ASB Tools and Powers

CPN first step Community Protection Notice, can be used by police, council, housing assoc. Have to evidence and have an end goal. Police, Council, Housing Assoc use.

CBO – Criminal Behaviour Order, needs a high threshold of evidence, replaces ASBO, Police and Council can use.

Closure Orders – 2 types, partial, where person is given support; full closure, person has to move out. Police or Council can use

PSPO – Public Space Protection Order – replaces lots of former orders, very wide ranging. This is used by the Council

DN – Barnes & Mortlake Partnership Plan

Use of problem solving plans: case study in Barnes.

2022 stabbings and drug activity on the estates and open spaces.

Link between Mortlake and Barnes individuals. Some residents gathered a dossier of information and led to a new plan coming into place.

Key point: to remind residents to report things as it is the evidence.

Key points:

Community engagement and reassurance

Promote quarterly PLG meetings to residents

Provide written updates to residents through letter drops

Provide more regular e-mail updates to key/ impacted residents

Remind residents around reporting

LS – CSP are hampered by court delays, also only have 2 officers, very intensive process.

Public sometimes seen as 'things are dragging', need to find a good way to communicate the issues in the process.

RM thank you to LS and DN for the presentation.

ASB Partnership Problem Solving - A Councillor's perspective – Cllr N Crookdake

Cllr NC – plan has been in place for 3 years, has had great results, has taken a lot of work, contributes to improved trust and confidence in police.

People want fast results, need to understand it takes time. Longer it takes to resolve things, takes more and more resources, impact on health, ripple effects from ASB – seen as 'low level' but it ripples through community. Need to manage resident expectations when long periods of ASB.

Suggestions of ways to speed up progress:

Improve info sharing, increase council staff, quicker procedures, evictions eg in High Court; prioritise street improvements; and reduce abstractions of SNTs, more resident engagement.

Community Trigger and ASB review procedures empowering for residents, council need to take this, but monitoring thresholds, resources?

Support community resident associations and events, helps tackle root causes.

Establishing the Chertsey Court Residents Association is a good example of this.

RM thank you for all these very helpful presentations.

LS – there is some new MOPAC ASB guidance re new thresholds, will be a new Borough threshold, can vary by Borough. DN good points – key thing is resident engagement and communication.

CS – excellent example of partnership working at Mortlake/ Barnes, it is time consuming but hope residents see the results.

CA – ASB is often brought up at PLGs, can the ASB how to report leaflet be sent out to all the PLG Chairs, can it be added to Met Engage. LS can give to the Housing Assoc.

AC - AWG – if all Cllrs undertook some training, could help CSP. AC did training on safeguarding, ASB, cuckooing, helps.

Cllr P Vassileva - agree Cllrs do need more training on ASB – some residents think just need to report to a Councillor and that's it. Cllrs need more training to be neutral when taking on case work, ASB is very complex, if distance more at the start helps manage expectations. Training re the legal options, signpost to the correct services. Don't think it should be mandated to councillors, more important to educate residents, as councillors change. Worry re too many people having access to information. Seen improvement in partnership working.

Cllr NC – sharing of information about young people – safeguarding issues, would like better sharing of information. CS – police have to restrict certain information.

12. Any Other Business (including pre-submitted questions)

Issues elevated to SNB by PLG Chairs

AC is doing a fundraising event in support of RUILS and would welcome support. PM to circulate the details to all at the meeting.

CS – New Met Event in December – details tbc.

13. Date of Next Meeting

Thursday 22 January 2026 at 7pm, York House, Twickenham

14. Close of Meeting

RM closed meeting at 9.30pm.

Please note the new e mail address for RM as Chair SNB: richmondsnbchair@gmail.com

SNB Meeting 9.10.25 Minutes