



RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING

Thursday 3 July 2025 starting at 6.30pm

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
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
WKP Wendy Kyrle-Pope	MPS Link advisor & LCP2, IAG Richmond, IAG Frontline Policing
Eric Owusu	Business / S&S
AC Avril Coelho	Business
RA Ravi Arora	Multi-Cultural Richmond
Pam McMillen	Meeting Secretary

POLICE ATTENDING	REPRESENTING
DK BCU Commander Dan Knowles	BCU Commander, Chief Superintendent
CJ Inspector Chris Jackson	Inspector Richmond Neighbourhoods, SW BCU
CS Superintendent Chris Scammell	Superintendent Richmond Neighbourhoods, SW BCU
TD Sgt Tim Dye	BTP

COUNCIL OFFICERS and COUNCILLORS ATTENDING	REPRESENTING
Cllr G Roberts AM	Leader of LBRUT
LS Lee Spear	Community Safety Service, LBRUT

ORGANISATIONS / PUBLIC	REPRESENTING
JTE John T Evans	PLG Chair Whitton & Heathfield
Michael Fulton	Richmond resident
CG Christina Gore	Hampton Wick resident
Julie Hill	PLG Secretary / NHW
Maria Margiotta	PLG Chair St Margaret's & N Twickenham
Robert Blakebrough	PLG Chair Teddington

APOLOGIES	REPRESENTING
MM Prof Maria Mellins	St. Mary's University / One Stop Shop
Cllr Niki Crookdake	SNB Member, Mortlake & Barnes Common Ward
PBS Peter Burrows-Smith	PLG Chair / Hate Crime / Royal Parks Link
JM Insp Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU
Lynn McInnes	PLG Chair Barnes
John Dodds	PLG Chair N Richmond
Ray Williams	PLG Chair West & South Twickenham
Inspector Ritu Sharma	BTP
Cllr Chris Varley	SNB Member and South Richmond Ward
JL Jock Lennox	PLG Chair S Richmond

1. Welcome and Apologies

Roger Metcalfe welcomed and thanked everyone attending the meeting. RM welcomed and introduced Cllr Gareth Roberts, Leader of the Council; Chief Superintendant Dan Knowles, new Commander of the MPS SW Basic Command Unit; and PS Tim Dye BTP.

RM also looked forward to welcoming later special guests PCSO Maz Regan (Hampton) and PCSO Bill Smith (Whitton & Heathfield) who had received British Empire Medals. Apologies were noted.

2. Minutes of the last meeting and Matters Arising (3.4.25)

These were approved as being a true record and would be placed on the Council website.

Proposed by WKP; Seconded by AC.

Thanks recorded to Julie Hill for her excellent Minutes.

The last meeting was also the AGM, so welcome to Mike Adams, Cllr Varley and Cllr Crookdake new members. Proposed new members are Eric Owusu (to represent Business and S&S), and Garvin Snell. The Chair would send a note to all SNB Members with the decision, by Mon 7 Jul 25. The Chair also noted that Martin Sands was back from his long trip to SE Asia; and would rejoin the SNB with effect 3 Jul 25.

3. Chairman's Update & Guidance:

- Ensure each ward has a Police Liaison Group, engaged with its SNT, organising regular Ward Panel meetings
- Monitor Police performance – not only tracking the number of incidents; also
 - promoting Police performance and effectiveness
 - Encouraging crime prevention; Visible patrolling; Targeted operations
 - Attending incidents and conducting effective investigations, leading to arrests and charges
 - Improving Trust and Confidence
- Address specific issues of community concern – main channels through Ward Panel meetings, PLGs with MPS SNTs
- Improve links with SW BCU
- Establish policing priorities; encourage MPS to adjust plans and resources accordingly
- Address specific issues of community concern – Council / CSP
- Water safety; ASB; Risk based CCTV resourcing
- Re-establish community engagement with BTP
- Welcome to new SNB Members Mike Adams, Cllr Chris Varley, Cllr Niki Crookdake
 - Prospective SNB Members: Garvin Snell, Eric Owusu
- Returning SNB Member: Martin Sands
 - SW BCU Commander, Chief Superintendent Dan Knowles
 - Leader of Richmond Council, Cllr Gareth Roberts AM
 - Celebrating the PCSO
 - PCSO Maz Regan BEM
 - PCSO Bill Smith BEM
- Thanking MPS, SNB Members, PLG Chairs and Secretaries

4. South West Basic Command Unit Commander, Chief Superintendent Dan

Knowles

CS DK: very pleased to be here, joining a successful team that is delivering for London. 20% of offenders committing 80% crime, so will be a relentless pursuit of offenders. Need to be agile, in face of shrinking resources, numbers of officers, increase in costs, policing with 'tough choices.' This BCU due to lose 13 officers and some staff, will have to deal with this. Engagement will be affected eg at fairs, schools. Will partner more, more interactions with victims, more media to public, sharing body worn video etc.

5. SW London British Transport Police – PS Tim Dye

Cover a large area, key thing is reporting incidents, if a witness or active bystander, report it. If BTP don't know it's happening, cannot target it. Twickenham and Richmond focus with ASB, shoplifting etc. Need to spot patterns, repeat offenders etc

61016 is the text number to report on the transport system.

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

Residential burglary down on previous 3 months March to May 2025

Non-residential burglaries (shops, cafes) 73 offences past 3 months

Reduction in personal robbery – 27 last 3 months, drop of 28 offences compared
Down by 17

Commercial robbery (shops) risen in line with shoplifting offences up by 5 compared to previous three months

Increase in shoplifting in last 3 months – to be a focus for police.

Theft of motor vehicle – rise last three months, keyless car thefts, St Margs and E Sheen, police requested extra patrols of hot spots

Theft from motor vehicle drop in previous 3 months

Violence with injury drop from previous 3 months

VAWG increase of 10%.

Uptick in offending, lot of it down to shoplifting (3-14%) police are targeting prolific offenders and move them on out of the Borough.

Total notifiable offences have dropped by 10%

Personal robbery – down 25% compared to previous year.

Increase in theft from person – part of news stats owing to new recording system

Residential burglary 44.7% drop

Overall two years trend seen reductions

Residential burglaries map, Whitton and Hampton have been hot spots recently.

Met Engage will allow police to know who has ring doorbell properties to help get video evidence if crime committed locally.

SNB Meeting 3.6.25 Minutes

Personal robberies are down, but police will be monitoring gatherings of youths, outside Borough offenders coming in over the summer months.

Business robberies spate of thefts by a group of 4, all been identified, arrested and charged, this group responsible for a large amount of crime.

Uptick in Lexus thefts especially in St Margarets, keyless theft. Also in Barnes and Kew.

Try and track stolen cars, but criminals change numberplates.

Theft from MVs, opportunistic crimes, PCSOs give crime prevention advice.

Reduction violence with injury especially in our main town centres. Lot of it is spontaneous. Extra police patrols.

ASB – tends to concentrate in town centres, Richmond town centre a priority for the summer, given extra funding by Home office for additional patrols with Park Guard. Lot of work going on around this.

Also identifying shops which are handling stolen goods, and proactive action against them will be taken.

Rape figures low, rare for a stranger rape. Usually in a domestic situation. Figures may show increase due to more reporting, increase in confidence to report.

Domestic abuse increase in figures reported, not necessarily a bad thing as shows more confidence to report. One stop shop and Prof Maria Mellins working on this.

Gun crime, 2 incidents in last 2 years, suspects arrested and charged.

DK – areas of challenge, some offences very difficult to catch people in act. Met Engage now has 10k subscribers, people can map ring doorbell, if an offence happens, can use local ring doorbells. Want to use as an engagement tool, linked to priorities. Tangible potential of this CCTV, can be used to catch offenders. Please champion Met Engage to all your networks.

7. Community Monitoring Group Update

WKP welcome to EO who is being trained up re S&S, watching body worn video.

Next week first S&S with the new officers.

CA, WKP & EO had viewed body worn camera footage of three Stop & Searches which were all justified. Felt that in one case things could have been done better and feedback for improvement. Officers in all cases behaved correctly.

We are looking to recruit more young people to serve on the Group and welcomed those in particular who were likely to be stopped and searched.

A new free project is up and running to train youth workers about how to behave when stopped and searched and those stopped more control of situations. Most said it was a bad experience, felt ashamed. Need to take charge of your situation to take away shame.

DK – S&S is an important tool, must be done correctly and be appropriate. Context needs to be correct, quality of encounter needs to improve. Feel quantity is correct for this area, more work to do. CS 30-35% positive outcomes from S&S.

8. Police Trust and Confidence Report

This was down slightly across all London Boroughs Jan to March 2025. To be circulated with the Minutes. Richmond is tracking London figures.

Royal Parks are losing dedicated officers, creating negative views in wards affected.

PCSOs are targeted each day to sign people up to Met Engage – great way to communicate to ward residents good news stories.

DK – haven't solved enough crime, need to focus effort on what can be solved, be truthful with victims re what can be achieved. Satisfaction down 3%, want to improve that. DK wants to improve all figures. Can police be relied on? Problem is from police abstractions on this area, DK sensitive to this and amount of central aid asked for. Wants police out, not in behind desks.

9. Q & A: Police Performance, Trust & Confidence

MPS reorganisation

RM – this Board understands level of resources the BCU has, number of abstractions etc

RM – burglary update on investigations? Have offenders been caught? CS – No, all lines of enquiry have been followed up.

Cllr GR – problem for CSP to get information when a major incident eg Strawberry Hill murder. TD – when very serious needs to be escalated to senior level, this case was at a murder level. DK in future please pass enquiry to DK or CS for escalation.

Cllr GR – re Royal Parks extra responsibility, how will this be dealt with by existing lower resources? DK – it will have to be part of policing plan, can target extra resources, but will mean less community engagement to fill the void. Some places lost are vacancies anyway so no difference. Some parks police have gone into the normal police force posts. End of the day it is a reduction. Met Specials – there are a good number on this area, want to go over 100. Need to look after Specials who give up free time.

MS – money laundering businesses suspicious, no customers. Is there a concern re this in this Borough? DK cases of taking advantage of vulnerability are very important. Need to focus on child, vulnerability exploitation. Will lean on financial fraud experts to lead on this.

WKP – boy assaulted in Putney, initial response from police not good, has caused a huge local furore. DK – yes initial response was not good, action being taken. Community are upset, police asking them to subscribe to Met Engage to share communication.

RB – are police still being supplied / funded by councils? DK – not doing it now, officers have been funded by organisation in the past eg by Royal Parks, TFL. Cllr GR Richmond it is not a useful use of public money, fund things instead like Park Guard.

RB - If particular problems in locations, can we provide extra officers at Borough expense? Cllr GR – this already happens, business groups can resource this or streets can pay for private officers. Cllr GR takes advice from senior police re this.

10. Borough Level Assessment, Review / Setting of Priorities

Violence Against Women and Girls (VAWG)

Burglary

Anti Social Behaviour (ASB)

11. Crime Prevention including Scams and Fraud – J Murray /

CCTV coverage and monitoring – Lee Spears

Fraud statistics for Richmond Borough Report for the SNB Meeting by John Murray

The May fraud figures from Action Fraud (reported fraud only) show just over £146,000 which is good news – the second lowest figure for a long time. But still too high!

And a new scam! Quishing – which is fake QR codes. Car park machines, café tables and posters are all potential traps.

In 2024 about £8.7 million was lost in reported fraud in this borough alone, represented by 1003 offences. If that were compared to burglary there were 1013 offences so similar numbers. But it's difficult to compare the efforts made to investigate and solve these frauds. Another similarity is sadly the effect on victims – lack of trust, a feeling of being personally attacked and sometimes embarrassment.

I have presented to the Hampton Society and a care home in St Margaret's recently and keen to do more - please let me know. There are many clubs, guilds, societies in our wonderful borough so they are ideal material. Such presentations are always done with the ward officers so they can talk about local issues.

Background.

To summarise briefly I am a long serving volunteer for the Met, and spent 55 years in various areas of financial advice. These figures from Action Fraud include a lot of practical advice and information, and incorporate some of my suggestions. Then this bulletin goes to –

1. My Hampton /Hampton North database of about 600 members. Within that are some clubs and guilds with probably 100 members.
2. All our wards with instructions to further distribute to their NHW members, and talk about it at street briefings.
3. Sent out from Met Engage by Inspector Jackson.
4. To all PLG/Ward chairs and SNB committee members to further advertise.

That I estimate is getting to about 2500 individuals, and rising, as I investigate new sources. Please tell me if you can think of others.

I have just had details of the Full of Life Fair in October, and can confirm there will be a Met Police stand to deal with about 2000 attendees over the day.

CCTV coverage and monitoring – Lee Spears

RM: opportunity to visit Wandsworth CCTV centre with RM in August, if interested please contact RM.

LS - 2 deployment cameras for Richmond Green as an option, engineering team reviewing how to attach them. Go up for crime and ASB requests for a set period, then monitor and decide if permanent cameras needed. Can be delayed if fitting problems. Teddington Lock is a proposed site, due to summer bridge issues. Additional signage has also been put up, area has been closed for 2 years so may not be as big an issue now. Also working on water safety, after death 2 years ago. Cross partnership working with all local agencies, siting of throw lines, water safety work with local schools.

WKP – is there a link to water safety video in the presentation? LS – yes, will send to WKP tonight.

12. Hate Crime Update PBS / RA

PBS unfortunately unable to get to the meeting tonight to give an update so RA filled in. RA is looking into organising a Youth Hate Crime Conference at the Allianz Stadium, possible date being 15th October. Speaking to schools and the stadium. Hoping to have 300 plus people attend.

The most concerning hate crime in LBRuT is racial hatred.

RM numbers are low. RA 1 crime is 1 crime too many, even if numbers are low.

RM – SNB will provide a grant towards the event.

13. Championing Police Community Support Officers.

Special guests PCSO Maz Regan (Hampton) and PCSO Bill Smith (Whitton & Heathfield) who have received British Empire Medals joined the Meeting and the role of PCSOs was celebrated by RM and the meeting.

RM made a presentation of SNB Certificates of Appreciation to PCSO Maz Regan & PCSO Bill Smith. Both awarded BEM in the New Year's Honours. Photos were taken and Congratulations to them both!

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

Issues elevated to SNB by PLG Chairs

None had been received.

15. Date of Next Meeting

Thursday 9 October 2025 at 7pm.

16. Retire for Refreshments

17. Close of Meeting

RM closed meeting at 8.40pm.

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