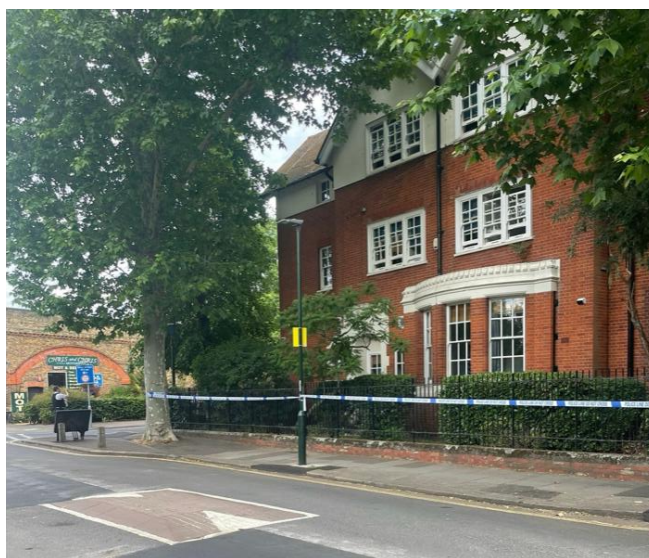




**SAFER NEIGHBOURHOOD BOARD, LONDON BOROUGH OF RICHMOND UPON THAMES
- CHAIR'S UPDATE FOR THE BUSINESS COMMUNITY OF RICHMOND BOROUGH, AS AT
22 JULY 2026**

1. I took up the appointment of Chairman of the Safer Neighbourhood Board of the London Borough of Richmond Upon Thames in January 2024; my Vice Chairman is Mrs Pam Fleming. This is a special SNB Chair's update, for the business community of Richmond Borough; our representatives for the business community are Avril Coelho, and Eric Owusu.
2. The role of the SNB, mandated by the London Mayor's Office for Policing and Crime (MOPAC), is to bring together the Police and communities to establish local policing and crime priorities, make sure the public is involved in community safety decisions, monitor Police performance and public Trust and Confidence, and fulfil a range of important specific functions. This includes ensuring that every ward has a viable Police Liaison Group (PLG), whose Chair will arrange Ward Panel meetings with the MPS. The SNB also provides crime prevention advice, supports projects, and encourages dialogue between the Police and hard-to-reach groups.



A Police line at the Bail Hostel in Kew, following a serious assault inside, 31st May 2026

3. The geographical coverage of the SNB across the Borough has been excellent, with a functioning Police Liaison Group in every Ward. However, the SNB has more to do to ensure that the **concerns of our business community, including the retail sector, are heard**. Businesses are continuously investing and innovating to improve their security and crime prevention strategies, but they rightly expect the Police and Council to play their part. The

SNB is a staunch supporter of more CCTV coverage, and of tough sanctions against petty crime, theft, assaults against staff, and ASB.

Functions

5. MOPAC has mandated 7 functions for SNBs:
 - a. **Enable local engagement with the Police.**
 - b. **Enable local accountability of the Police.**
 - c. **Focus on the (London) Police and Crime Plan key principles and priorities.**
 - d. **Monitor crime performance and public perceptions.**
 - e. **Inform the development of policing priorities in the Borough.**
 - f. **Monitor the MPS support for delivery of Ward Panel meetings and community contact sessions.**
 - g. **Engage with the Borough Independent Advisory Groups and other local mechanisms (eg NHW and Stop and Search Community Monitoring Group (S&S CMG) to support and inform their work across the Borough.**

6. The SNB has translated these MOPAC mandated functions, into an SNB Plan; in order to deliver the functions effectively (updated for 2026/27):

a.	Enable local engagement with the Police.	• The most important functions are the local ones, to ensure that all Wards have a functioning PLG; and to support NHW. The SNB and PLGs hear updates from MPS leaders on Borough level and Ward level crime performance, and Trust and Confidence. • Richmond MPS has resourced Safer Neighbourhood Teams into 8 clusters, each under an MPS Sergeant, and the 8 x Sergeants are in place. Police Liaison Groups for each Ward are organised to match the MPS clusters. There are 18 PLGs, working effectively. • Local engagement is arranged via Ward Panel meetings, led by Police Liaison Group Chairs; via SNB meetings; and through regular interpersonal meetings at Inspector, Superintendent, and Chair Inspector levels. • The SNB Chair will arrange for engagement with specialist BCU departments, for example the Burglary unit. • As a Member of the VAWG Strategic and Practitioners' Groups, respectively, the SNB Chair and the SNB Member leading VAWG, will influence and champion local initiatives and programmes for the safety of women and girls.
b.	Enable local accountability of the Police.	Local accountability of the Police will be enabled through Ward Panel meetings, and Safer Neighbourhood Board meetings. All these meetings will be open to the public; if the Chair and MPS wish to discuss sensitive topics they are entitled to do so, by arranging for a private session of the meeting, before the public is admitted.
c.	Focus on the (London) Police and Crime Plan key principles and priorities. The Richmond SNB will deliver various outputs against the first two Priorities which are:	Reducing violence and criminal exploitation Building safer, more confident communities

d.	Monitor crime performance and public perceptions.	The SNB will receive the Performance report of the MPS, as submitted quarterly by the Borough Superintendent, hear his narrative and ask questions; and use the MPS Crime Dashboard (Public Tableau) to present further insights and ask questions accordingly.
e.	Inform the development of policing priorities in the Borough.	The Police Liaison Groups will decide their Ward level priorities at their Ward Panel meetings. The SNB will decide Borough level priorities at each SNB meeting.
f.	Monitor the MPS support for delivery of Ward Panel meetings and community contact sessions.	Ward Panel meetings in Richmond Borough are not arranged by the MPS, but are led by the community. 14 different Chairs arrange meetings covering all 18 Wards in Richmond Borough; these are open to the public, and elected Councillors are also invited to attend. The SNB supports these meetings, providing a temporary Chair where necessary (for example for sickness or where there is a gap) and arranging or supporting elections of new Chairs. The SNB issues guidance for PLGs. The SNB supports PLGs including secretarial payments, and paying for hall hire where necessary.
g.	Engage with the Borough Independent Advisory Groups and other local mechanisms (eg NHW and Stop and Search Community Monitoring Group (S&S CMG) to support and inform their work across the Borough.	The Constitution of the Richmond SNB stipulates that the Board membership will include IAG, NHW and S&S CMG. The SNB will not supervise their work, but will support and hear updates from them, assisting public awareness and facilitating understanding and development.

7. **Neighbourhood Policing Guarantee**¹. The SNB reviews crime data and MPS performance, and community confidence, at quarterly meetings. The SNB is asking the SNT to include these elements of the Guarantee in their Plan, and to report against these. Normal scrutiny of crime levels and Police performance will continue, with a focus towards investigations, and communications between BCU, SNT and residents.

a. **Police back on the beat:** A Neighbourhood Policing Team in every local area, carrying out intelligence-led and visible patrols, including in town centres and on high streets. We (*Home Office*) will hold forces to account for ensuring neighbourhood policing teams are protected, so they remain focussed on serving communities.

b. **Community-led policing:** A named, contactable officer for every neighbourhood, responsive to local problems. Residents and local businesses will be able to have a say on the police's priorities for their area.

c. **Clear performance standards and professional excellence:** New training for officers and standards for professional excellence will ensure neighbourhood policing is developed as a specialist policing capability.

d. **Crackdown on anti-social behaviour:** Neighbourhood policing teams will have tougher powers, and be supported by other agencies, to tackle persistent anti-social behaviour. This includes piloting the new Respect Order to enable swift enforcement against prolific offenders, and a dedicated lead officer in every force working with communities to develop a local anti-social behaviour action plan.

e. **Safer town centres:** Neighbourhood policing teams will crack down on shop theft, street theft and assaults against retail workers, so local people can take back their streets from thugs and thieves.

8. **Key Issues:**

a. SW BCU has 4 Boroughs but only 2 Response teams. This is the worst provision in the Capital. It means that if there is a burglary, or other 999 call, it is likely that response will take longer. The local ERPT had to deal with a fatal Road Traffic Accident on Twickenham Bridge on Tuesday 16th June; the SNB Chair visited the ERPT a short time after this incident took place.

b. The small MPS teams, training, absence for leave, and abstractions continue, and the community suffers from inadequate front-line policing as a result. The level of abstractions, and the effect upon the neighbourhood police teams, must be appreciated; I am asking MPS to conduct a review of abstractions management, examining whether and how holding officers in readiness can be done differently, allowing most to continue their normal duties, for at least part of the requirement.

¹ Home Office Police Standards and Performance Improvement Directorate.

- c. The SNB is asking for a risk study and multi-year investment plan for more CCTV coverage in specific risk areas in the Borough. I am following up with the Council Leader, and Pam Fleming is working through the Finance, Policy and Resources Committee.
- d. With the recent formation of the SW BCU Volume Crime Team (VCT) there is early promise of better resourced investigations teams, and better organisation. The linkage between the BCU and the SNT has been much improved, and we hope for better performance against volume crime in the coming months. The commander of the Volume Crime Unit will deliver a presentation to the SNB on 9 Jul 26.
- e. In the face of lobbying by the SNB, the MPS finally closed the Front Counter of Twickenham Police Station at the end of February 2026. This affected Trust and Confidence; the SNB is campaigning for the Front Counter service to be reopened.
- f. The MPS seems to have lost additional funding for counter-VAWG patrols.
- g. **The SNB is actively seeking the views of the business community, to help communicate their priorities to the Police and the Council.**
- h. .. The SNB has supported PLGs in the fight against ASB, and will assist in risk appreciation, and co-ordination, so that victims can see progress.

Developing the SNB and Supporting the PLGs

- 11. The Board meets quarterly; upcoming highlights are:
 - a. Over the summer and autumn of 2026, the SNB will attend a number of fairs and similar events, in co-operation with the Police and Community Safety Officers.
 - b. There will be a focus on tackling Volume Crime at the SNB on 8th October 2026.
 - c. There is an aspiration to conduct a Crime and Community Safety Summit at York House in 2027.

Diary**12. Key dates in SNB diary:**

Date / Time	Event	Status / Remarks
Thu 8 Oct 26	SNB mtg	7pm start. York House (open to all)
TBC Oct 26	Hate Crime event	Organised by Multicultural Richmond, supported by SNB. To be held during Hate Crime Awareness Week, 10-17 Oct.
Thu 28 Jan 27	SNB mtg	7pm start. York House (open to all)
Date in 2027	Crime and Community Safety Summit	Concept to be discussed with CSP.

Thank you for all you do, as we work together to help keep our community safe!

Best wishes,

Roger Metcalfe

Chair, Richmond Safer Neighbourhood Board

22nd July 2026