



**Richmond Upon Thames
Safer Neighbourhood Board**

RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING

Thursday 22 January 2026 starting at 7pm

Terrace Room, York House, Twickenham

MINUTES

| 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 |
| Eric Owusu | Business / S&S |
| MA Mike Adams | SNB Treasurer |
| WKP Wendy Kyrle-Pope | MPS Link Advisor & LCP2, IAG Richmond, IAG Frontline Policing |
| CB Claire Bethel | Advisor to SNB |
| NC Cllr Niki Crookdake | Mortlake & Barnes Common Ward |
| MM Prof Maria Mellins | St. Mary's University / One Stop Shop |
| AC Avril Coelho | Business |
| JT John Turner | Richmond resident and former Chair, Kingston SNB |
| Pam McMillen | Meeting Secretary |

| POLICE ATTENDING | REPRESENTING |
|--------------------------------|--|
| CK Superintendent Craig Knight | Superintendent Richmond Neighbourhoods, SW BCU |
| JM Insp Jon McLoughlin | Inspector Richmond Neighbourhoods, SW BCU |

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

| ORGANISATIONS / PUBLIC | REPRESENTING |
|------------------------|--------------|
| | |

| APOLOGIES | REPRESENTING |
|-----------------------|---|
| RA Ravi Arora | Multi-Cultural Richmond |
| MS Martin Sands | SNB |
| AJ Anne Johnstone BEM | PLG Chair Mortlake & Barnes Common / Met Vol. |
| Lynn McInnes | PLG Chair Barnes |
| John Dodds | PLG Chair N Richmond |
| JTE John T Evans | PLG Chair Whitton & Heathfield |
| 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 |
| Cllr L Pollesche | Community |
| Zara Chambers | SNB |

1. Welcome and Apologies

Roger Metcalfe welcomed and thanked everyone for attending the meeting.

Slides had been sent round in advance of tonight's meeting.

Welcome to Superintendent Craig Knight. Welcome to two new SNB members Zara Chambers, who gives apologies tonight, and John Turner, who brings a wealth of experience as a former SNB Chair of another Borough. Welcome also to Cllr Vassileva standing in for Cllr Varley. Apologies were noted.

2. Adoption of Minutes of Previous Meeting (9.10.25)

These were approved as being a true record and would be placed on the Council website. Proposed by CA, Seconded by MA.

Matters Arising

There were no Matters Arising.

3. Chairman's Update:

The key function was to ensure that each ward has a Police Liaison Group, engaged with its SNT, organising regular Ward Panel meetings.

The SNB continues to monitor Police performance, noting and supporting the shift towards innovations, and harnessing technology for more effective crime intervention and prevention; visible patrolling however continued to be vital.

Improving Trust and Confidence

MOPAC had proposed changes in governance, and the introduction of 'Local Scrutiny Groups' to take over the scrutiny function; SNBs to lead with engagement; and IAGs to continue with advisory provision. MOPAC have a budget challenge £5 million short, looking to cut funding from SNBs, short or long term, not clear.

LCP2 was leading with communicating with MOPAC and MPS on the issue.

It was disappointing that the December Richmond Community Safety Partnership Board meeting had been cancelled, with these fundamental changes in process for implementation in April. RM would write to the Chief Executive Andrew Travers.

RM had written to LCP2 encouraging more effective links between SNBs and their BCUs / Chief Superintendents.

Key issues for the SNB this year: VAWG; Volume crime; Water safety; and CCTV resourcing.

The SNB noted that Insp David Cameron had taken over as the local BTP Commander; RM had invited him to the SNB meetings, and would request a meeting.

The SNB would continue to proactively help with PLGs if Chairs require it, please let us know if help is needed.

Challenges for Met continue.

WKP – whatever changes happen because of Richmond's unique situation with police, council, partners, we will carry on, and continue, may need to change name, been through many changes, so it is not a worry for here.

RM thank you to all SNB Exec members who have helped with this and our contribution to this. We are doing well with our projects.

RM – full of confidence re Volume Crime team – doing good work. CCTV increased level of understanding on this with EO and AC.

4. SNB Projects Update – Mike Adams

Last year we invested in a gazebo and some stand-alone noticeboards to raise our profile and encourage further engagement by the general public. We had a pitch at the Kew and Barnes fairs and the noticeboards promoted MetEngage and a number of

Borough initiatives, including One-Stop-Shop, Safe Space, StreetW!se, Multicultural Richmond and VAWG. The local Safer Neighbourhood Teams seemed to appreciate it and there was positive feedback from the general community. Going forwards, we would like to extend this initiative to include other ward-based events and also the Richmond fair and possibly the Full of Life event.

We are now looking at the possibility of a website for the SNB but we are wary of treading on toes and don't wish to replicate what the Met already does. So it is more a case of understanding how we can best support what already happens. I have to say that MetEngage appears to be working well but the challenge is about getting the message to those who haven't signed up.

Finally, we are having a look at social media and the challenge here is to counter the negative posts with positive ones. I understand that the Next Door network is particularly challenging in certain parts of the Borough.

Finance

At our last meeting in early October, I was muttering that we hadn't as yet received the grant monies from MOPAC. Shortly afterwards this came through and most of it has been distributed. It looks as though there will be a residual amount left over and, in the next few days, Roger and I will meet up and discuss how this can most usefully be allocated.

This is the time of year when we start taking applications for grant monies for the next financial year. However, I am reluctant to do this until we receive clarification from MOPAC as to the amount of funds we shall receive. I suspect that this guidance will be with us shortly.

RM – thank you to MA – great work in the Borough.

PBS – one of the former problems – council and police work together re choosing projects, need to be aware of this.

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

Superintendent Craig Knight

Sept 25 to Dec 25, Key good news points:

- Overall number of incidents reported down by 1.2%
- ASB – up by 130 incidents (30 per month) – much more focus on key areas, precision crime fighting (cops on dots). Can be after the fact, but research shows concentrate on ASB areas, drives figures down.
- Now have few police vacancies which is good, have not been in this position for a while, still need more. Crime trends generally down.
- Burglary down 1.2% - 7 offences
- Robbery, MV, shoplifting crime down

Challenges

- DA up total 725 this year, should be working to halve this figure. Have improved ability to report, take reports seriously, improvement in detection rates.
Challenges are court system to get offenders to court, can be up to 4 years, Gov issue rather than Borough issue, need to understand context to increase in figures. Need to improve detection rates.
- Drug possession figures increase by 30% - officers intervening on street. Need to look at how dealing with young people, change in process for police re drugs possession reporting, making it much simpler.
- S&S – positive outcome rate is good, 4 out of 10 stops find something. Volume of S&S is down, it is a good tool, not used enough, need to have better outcomes. From 1 Feb launching a new strategy re S&S, leaders need to better understand how officers deal with this on street.
- Public space violence against women and girls, ASB, improve closure orders on places and people in a positive way. Wider debate around police reform, opportunity for London. London may remain as is, debate re BTP, and serious and organised crime and terrorism, may move from Met?

Q: AC – are there maps for business robbery figures? CK – the maps produced tonight took 2 officers time to produce at a cost. Need to standardise what we produce.

AC – could inspectors give target areas and report back at the meeting? Difficult to focus on those areas.

Q Cllr NC – re ASB – is there anything the council or partners can do to help with this? CK – different areas have different strategies, would like more partnership activity on closure orders, rather than street offences, more effective long term. Lot of agencies can come to table and support on this, eg graffiti, lots of agencies have influence.

LS – 2 community safety officers cover Borough, work closely with the BCU, closure orders take time and resources, have to get it right with a long term plan. DN is multi agency response, CL does individual complex cases.

Cllr PV – agree with LS – pushing for multi agency cooperation, issues on resourcing and legal framework. Engagement with services, some people refuse to engage. Will expansion of S&S increase refusal to engage with services, perception by vulnerable residents that they are being criminalised.

CK – procedural justice on S&S. Biggest thing is how it is done, historically have not explained it well, why being done etc. Not about numbers, need to do for right reasons and justify in the community.

WKP – all about how it is done, usually done well in this Borough. Have watched lots of video of S&S.

PBS – pages of figures, do we need all these figures? Could we have a simple version?

MM – re VAWG statistics, we want them to go up, shows impact of reporting.

CK – re figures, has to look at figures and trends, agrees with PBS, would rather focus on just 5 or 6 figures and deep dive into particular crimes, look at simpler graphs.

CA – re figures ask what ward panels want, key crimes, what is up, what is down?

CK – re crime, reliant on political boundaries re reporting crime. Ward panel data is produced for the ward, data is not always useful, as perception can give false impression.

SNB should have informed debate, ie likelihood of crime is low, but it happens tell us and give opportunity to fix it. At moment people not reporting, need communities to stand together.

JT – re developing good news stories, in Kingston, concentrated not so much on data, but what police are doing and what are the effects.

RM – interested in crime figs and technology, simplicity is key.

6. 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. Still waiting to find out what is going to happen. Apparently new independent scrutiny body to be set up, no terms of ref yet.

Richmond group view S&S videos, generally handled very well. Did report on 1 issue.

PC Dean Smith is going to do an exercise with St Marys students to look at old videos and then comment, will use as a teaching aid. EO – this will be very positive to work with the students.

7. 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.

100 people are asked 8 questions, 77% trusted, 50% re doing a good job, 53% are we there if needed, in bottom quarter of Borough.

Met engage 3000 plus have signed up, ward panel membership figures are good. Want to see trust and confidence figure higher in Richmond, tell what we are doing and how doing it.

CA – where are the 100 people from? In ward panels usually 100% confidence, they understand the local issues.

WKP – first question is re safety on ward – answers can vary.

CK – survey is what it is, gives a guide. WKP – the MOPAC questions results from the ward panels should be compiled and sent to CK.

PBS – what percentage of residents in Richmond understand policing? About one third?

A lot of people just don't understand.

8. Q & A Police Performance, Trust & Confidence

PBS – Richmond Park Policing

It would be useful to have an update from the police on the 2.5 months since 1 Nov 2025 that the SNT has been responsible for policing in the Park.

CK – nothing significant to report.

RM – any changes re front closure at Twickenham? CK – no changes

RM – any news re police e-bikes? JM – no news, pushing for them especially in Parks. Not got paperwork signed off yet for this. PF – in Camden have been trialled and used successfully. JM – depends on part of London and trends.

9. Borough Level Assessment, Review / Setting of Priorities

Violence Against Women and Girls (VAWG)

Burglary

Anti Social Behaviour (ASB)

SNB Meeting 22.1.26 Minutes

Commercial theft (added)

Meeting agreed to keep the priorities as they are.

10. Crime Prevention including Scams & Frauds

Fraud Statistics Report For SNB Meeting 22 January 2026 – John Murray

In terms of scam figures I regret to confirm that the monthly statistics will no longer be produced. It takes a lot of effort to set out all these and I suspect that this might be the reason. In adding up what has been issued, the cumulative loss for nine months of the year 2025 was £8,097,150 with 818 cases. The actual figures will be higher as no figures were issued for November or December. In 2024 there were 1003 offences with a loss of £8,767,100. So 2025 totals probably exceeded 2024 if the whole year figures were available. And yet again can I remind you this is only **reported** crime.

The Met are taking action on this and are recruiting cyber and economic crime champions. This role will be in addition to their normal one and is to increase knowledge of cyber and scam information throughout the Met. I am looking at whether I will be part of this.

Note – Report Fraud replaces Action Fraud. Watch out for more detail to follow.

Need to do more education of public. JM is going out to local groups to talk to them. Embarrassment holds people back, need to get message out to public eg via Met Engage.

CCTV coverage and monitoring

RM – thanks to AC and EO for work on this. PF the 2 temporary cameras on Richmond Green have been very successful. AC – thank you to LS and DN for organising the cameras. Board would like greater input into planning of cameras with council.

NC – request for Chertsey Court cameras, thanks from residents, very successful, now need to see the improvements. It is police and housing assoc responsibility. AC can cllrs urge council to resource cameras, use good evidence eg from Richmond Green.

11. Hate Crime Update – Peter Burrows-Smith

Incidents still low locally

- Whilst situation quiet, could spark off any time
- Significant and serious Hate Crime issues developing both nationally and globally
- Regular media coverage
- Situation not helped in UK by Free Speech principles

- Police not helped by unclear/changing guidelines – also very difficult to be non-political
- Confusion on NCHIs does not help

AC – do schools still have dedicated officers and know how to report? CK – dedicated officers are removed, general officers now liaise with schools, pupils can contact the police through schools.

JM – new Inspector Mike Lewis knows schools and is engaging with pupils. Cllr NC has a meeting next week, please can CK let me know anything that needs raising.

12. VAWG Case Study and Recommendations – Professor Maria Mellins

One Stop Shop

Hampton, based in Citizens Advice – Fridays 10-12.

Multi partnership, Refuge, Housing, Legal Help, SNT, Counselling etc

One Stop Shop useful link:

https://www.richmond.gov.uk/media/3snpcv4p/one_stop_shop_card.pdf

Uni Safe

Change in education law, condition E6 – Unis have to publish how they respond to sexual violence, preventing and responding to, for students and staff..

Safety clinics in partnership with Met, drop in works really well, can signpost to One Stop Shop, takes place every Tuesday. Here is the link to find out more:

[St Mary's University Community Safety Partnership](#)

There is also training for staff and students and a CCTV camera on site, which police organised.

WKP – do you have elder abuse cases at the One Stop Shop? MM – yes do have cases, people may come in for other reasons to the CAB.

AC – is everyone aware of Valeries Law? Could be done in conjunction with MCR. MM – could be a good training exercise.

Cllr NC – are there women only refuges? Seems to be mixed. MM – housing is very difficult, no easy solution, but thanks to council housing team who help.

CB – do perpetrators go the One Stop Shop? MM – staff do pick up on it, as sometimes people come in to get info. CB – do you see children and young people? MM – at Uni see young people. At One Stop, children come in usually with parents.

RM – thank you for all you are doing, is this being replicated at Roehampton and other unis? Kingston would like to take on, but it is a funding issue, which is why great that the SNB are helping. Need great police officers to take it on, like the 3 in Richmond. CK – please provide funding data, can then share across London.

AC – under 18s do they go to Off the Record referrals? More referrals from AFC.

NC – under 18s – issue getting child data from police, how can speed it up? CK – legal data issue re what can be shared.

RM - Thank you MM for all this great work.

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

Issues elevated to SNB by PLG Chairs

New Inspector Sue Darby is on the BCU, come over from counter terrorism.

14. Date of Next Meeting – SNB AGM

Thursday 26 March 2026 at 6.30pm, York House, Twickenham

Please complete forms if you wish to stand again, these will be circulated date tbc.

15. Close of Meeting

RM closed meeting at 9.10pm.

Please note the new e mail address for RM as Chair SNB:

richmondsnbchair@gmail.com