



**Richmond Upon Thames
Safer Neighbourhood Board**

RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING

Thursday 9 July 2026 starting at 7pm

Online Teams Meeting

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
WKP Wendy Kyrle-Pope	MPS Link Advisor & LCP2, IAG Richmond, IAG Frontline Policing
JKM John Murray	Fraud Advisor, Met Volunteer, PLG Chair
AJ Anne Johnstone BEM	PLG Chair Mortlake & Barnes Common / Met Vol.
MA Mike Adams	SNB Treasurer
MS Martin Sands	SNB
JT John Turner	SNB
AC Avril Coelho	Business
Pam McMillen	Meeting Secretary

POLICE ATTENDING	REPRESENTING
SD Superintendent Susan Darby	Superintendent Richmond Neighbourhoods, SW BCU
JM Insp Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU

COUNCIL OFFICERS and COUNCILLORS ATTENDING	REPRESENTING
LS Lee Spear	Community Safety Service, LBRUT
PV Cllr P Vassileva	Councillor Richmond South
Matt Almond	Parks Department, LBRUT

ORGANISATIONS / PUBLIC	REPRESENTING
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JTE John T Evans	PLG Chair Whitton & Heathfield
G Davies	Park Rd Surgery
JL Jock Lennox	PLG Chair S Richmond
I Williams	Resident
C Hyde	Resident
M Woods	Resident
P Goyal	Resident
Nicholas Grundy	Resident
S Zuckerman	Resident

APOLOGIES	REPRESENTING
Cllr L Pollesche	Community
Teresa Jennings	PLG Chair St Margaret's & North Twickenham
Susan Chappell	PLG Chair Twickenham Riverside
CB Claire Bethel	SNB Advisor

1. Welcome and Apologies

Roger Metcalfe welcomed and thanked everyone for attending the online meeting, held online due to the extremely hot weather. The meeting is being recorded for accuracy. Welcome to Superintendent Richmond Neighbourhoods, SW BCU, Susan Darby.

2. Minutes of the last meeting and Matters Arising (26.3.26)

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

There were no Matters Arising.

3. Chairman's Update

- Council: First SNB since local election. Welcome Cllr Fiona Sacks to the SNB. Welcome Director Public Protection Neil Thurlow.
- **PLGs:** Teresa Jennings, new Chair SMNT PLG. Support John Evans and Heathfield and Whitton PLGs as they seek a new Chair on John's retirement.
- **Police:** Engagement at Inspector, Ch Insp, Supt and Ch Supt levels.
- **Public:** Improved communications plan; updated content on Council website. All Ward Panel meetings and SNB meetings open to public.
- **Crime headlines:**
 - ASB reduction by 2.5% year-on-year
 - Most prevalent crimes in Richmond: Theft, Violence Against the Person, Vehicle offences. Public order offences and ASB remain as big concerns.

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- https://public.tableau.com/shared/6XB9BN7RS?:display_count=n&origin=visual_share_link
- Front counter at Twickenham police station – the SNB will continue to campaign to have it reopened.
- RNLI Water Safety – SNB have put in a proposal to help, RM working on next steps. LS to liaise with RM. Likewise AC to talk with RM.

4. Richmond Borough Police Performance Report

SD presented the figures across last 4 weeks

Key points:

- Residential burglary decrease, seasonal variation
- Total notifiable offences figures down by 4%
- ASB decrease
- Non-residential burglaries (shops, cafes) 73 offences past 3 months
- Decrease in personal robbery
- Theft of MV down but theft from is up, much of it relates to external car badges
- Increase in Hate Crime – please make sure to report it
- Commercial robbery (shops) risen in line with shoplifting offences down compared to last year – good news
- Decrease in shoplifting in last 3 months – to be a focus for police.
- Violence with injury decrease from winter figures.
- Domestic VAWG increase – seasonal increase eg during the World Cup
- Non domestic VAWG figures are down
- S&S decrease in figures.

SW BCU Response

I calls, within 15 mins – Richmond response is improving. Figures are affected currently by the weather, more calls coming in. Seasonal variations and events etc

S calls, within an hour, figures show a slight decrease in target time.

Met Engage

Highest sign ups in Hampton area

Lowest in West Twickenham, working on a strategy to improve sign ups.

5. Community Monitoring Group Update

CA – Community S&S meeting on 1 June. 3 new members. 20 May meeting of all Chairs in all London Boroughs, re future of the Group. S&S CMG will remain separate from the Scrutiny Group. Waiting for more information to come out about the future plans in July.

6. Police Trust and Confidence Report

This was down slightly across all London Boroughs. Richmond is tracking London figures. Figures are influenced by use of resources, abstractions, news etc. In line with Met Average. Lower categories will be considered as to why figures are lower than Met average.

7. Q&A for Richmond Borough Police Safer Neighbourhood Team (SNT):

Q: Cllr PV: Re VAWG the well intentioned message re women 'watch how you are dressed', should not be still presented in 2026 – should be, 'don't assault'.

SD – re advice about clothing, where is this being seen? Cllr PV, officers are giving this advice. SD – it is a valid point, officers should not be blaming victims or adultification, but officers will give prevention advice.

Q: Cllr PV: How to report ASB, 101 is so slow, people are discouraged to ring it? SD when calls are made, the call handler does the grading, ie I or S. Can report online.

Q: JT: What's the timetable for bringing down the crime stats? Is there an increase in support for victims, also wider family of victims of VAWG? SD: children who witness domestic violence are graded as victims, and will be given different priority support. Every victim will have a police officer support, and victim support will come from group outside the police.

SD – re crime trends and variances, analysts will keep looking at figures and see trends, do analysis to see if repeat victims, can then focus resources.

Q: MA: re Hate Crime stats, reassuring increase represents increase in trust and confidence. Shoplifting decrease is good, is a prolific offender is behind it? Theft of MV who are the owners? SD no data re who owns vehicles and addresses to hand, would have to guess which is not appropriate.

Re shoplifting, shops can sign up to a system, platform enables retailers to give info, so an offender can be charged with all crimes. JM: Aura has made a great difference, can see all info in 1 place, not aware of 1 prolific offender. Police also doing day operations with retailers, has been a successful collaboration.

Q: WKP: could do with actual crime numbers, percentages go up and down, but numbers are usually small.

In this hot weather can police do anything for the officers? SD police are trialling new uniforms, but officers must wear protective vests, jackets etc.

Q: CA: theft of car badges is very strange, is it a tik tok trend? JM not aware of any trend, will have a look. PBS people are taking the VW badge and the sensor behind it.

Q: Resident: will help publicize Met Engage through GP surgery

Q: Resident: Garfield Rd, lots of ASB, drinking, fighting, abuse. Resident been to PLG no resolution, has rung 101, 999, police interact in a friendly way with the group there. Resident has had enough, what can be done? JM – aware of this area and the problems there. Working with LS and the council, will take this away and look into it again. Will look into PSPO for this area again with council. **ACTION MPS/ Cllr**

Q: Resident: Is it police policy to make the female responsible? SD – absolutely not the policy, policy is to look at language, and be the opposite. Resident reported 2 situations, RM has asked resident to write to him about these concerns. SD if you are dissatisfied with police conduct, there is a process to go through to report it.

Q: Resident: lives opposite Heathfield Park rec, last week, a family were attacked by a group of youngsters and injured. Concerned re what will happen next, has raised with local Cllrs. JM aware of this incident, have spoken to Cllrs, are identifying the offenders will be meeting with partners next week. There have been 3 incidents, police are patrolling the area actively and progressing the operation. Will have a presence and speaking to the schools, working with Council CSP, meeting tomorrow to put a plan in place.

Resident: can the SNT meet residents once a week over the summer to talk to and reassure residents? JM – a street briefing will be held, cannot promise weekly meet, but ward team will be on the case.

Cllr PV: this incident is being treated seriously, Cllrs are working with police and CSP and all partners.

7. Feedback and Priorities from Police Liaison Groups / Ward Panel Meetings **(See addendum sent out with these minutes)**

8. Review of PSPOs and Action Plans across Borough. Case for investment in CCTV, Police, and Park Guard

Lee Spear Community Safety LBRUT

Issues: Teddington Lock, people jumping off bridge. Issues with some partners, hoping to resolve next week. Offence of jumping off bridge is very difficult – having conversations with Environment Agency re the bylaws. Updated Comms, meeting youth

council, meeting schools, need to improve comms to young people. RNLI and Park Guard are patrolling, police can use dispersal powers.

Richmond Green lots of ASB issues, despite planning around key dates. Park Guard is a limited resource, working with AFC and youth services, CCTV has been agreed for 5 cameras around the Green after the summer period. Temp cameras will stay up.

Team has 2 CSP officers covering the Borough, managing more than 20 complex cases also 131 complex questions to reply to, so stretched resources.

Matt Almond Parks Department

Park Guard – is funded by Parks, 2 officers. Sunday to Thursday 1 officer then double crew on Friday & Saturday. Park Guards have limited powers, can give tickets, seen as a point of reassurance, to engage with people, educate them, in final case, enforcement. At Teddington Lock the Bridge is not included in PSPOs.

140 sites across the Borough all have issues, but do report issues.

Jock Lennox (PLG Chair South Richmond) & Peter Hill (resident) re ASB in South Richmond

JL: How is ASB being treated in Richmond town centre and the Green? Waiting for a meeting with Council, not aware of the extra cameras until tonight. Not enough resources and are they being best used? We are reactive, not ahead of it. Peter Hill lives in the thick of it, continual ASB for last 2 years, drug dealing outside homes, all being reported, nothing being done. Have engaged with police, PLG, council, need more help, surveillance.

RM this is a long standing ASB issue, perception it is getting worse.

Cllr PV we need to look at this strategically, currently use of resources is inefficient.

Waterloo Place needs to be patrolled as it is a link to ASB in Waitrose car park. Council need to meet with police and residents. ASB on Green links up to Union Sq and Sheen Rd, more patrols might help keep on top of this.

SD need intel to be proactive, usually police are called to respond. It is a police priority.

In JM – take on board what JL and PH say, if they get intel, can get ahead of the ASB.

Section 35 or Section 60 can only be used when police have the resources. Need to combine resources with partners.

LS – CSP will have more in-depth conversation at the PLG next week.

JL: do understand, not expecting an instant answer, need a re-allocation of resources, and a strategic plan for residents. In Kingston, more police for the town centre, Richmond has less resource. A temporary cctv camera in Waterloo Place would be a good move.

Cllr PV – Green and Waterloo Place should be considered together in 1 plan. Richmond town centre is a large area to be covered.

9. Borough Level Assessment, Review / Setting of Priorities

Violence Against Women and Girls (VAWG)

Burglary – increases in hot weather, windows open

Anti Social Behaviour (ASB)

Commercial theft

The priorities were kept the same as the previous meeting.

10. SNB Projects Update – Mike Adams

(See addendum sent out with these minutes)

MA – MOPAC funds have come in to the Council

Fetes are run by volunteers – police and council could be helped more,

11. Scams and Fraud Update – John Murray

I would like to explain in that preparing this statement I am wearing my Met Police volunteer “hat” which is brilliantly supported by the SNB.

The estimate of the amount of reported loss through fraud is in the region of £800,000 per month for this Borough. And note fraud is reported to “report fraud” not “action fraud”.

However the amount lost way exceeds burglary – and the sums involved are increasing as is the sophistication of fraudsters who are becoming cleverer and finding new ways of removing money from us.

I have asked our cyber crime unit if the monthly figures produced could be resurrected (they stopped in October last year) and await a reply. Not only did the bulletin have lots of practical information (like the use of calling 159) but it brought home the sheer scale of the amounts regularly lost. And I estimate its circulation through Metengage, local societies and other avenues was to over 2500 people each month.

A quick word about subscribing to the “which” scam alert service. Who has done so?

Not only does this service give you details of the latest scams but it gives a lot of helpful information. For example there are currently many delivery scams about a parcel for you which of course involve your logging into a scammers site and giving your personal information. "Which" provides a list of the correct websites for Royal Mail, DHL UPS etc so you can check the validity of the text message, although its pretty certain to be a scam because of the language used and the lack of personal detail.

Another "which" bulletin sets out reimbursement rules for those that have been scammed.

Just search "which scam alert" to join their mailing list – its free.

Last but not least do please let me, or your ward team, know of any club society or guild that I can come and talk to. I have one next week at Richmond Housing Partnership where they have a weekly coffee morning with about 30 attendees. The ward team and I are presenting. There must be more of these where we can spread the message!

I have just heard that the Councils excellent "Full of Life" fair will be on 30th October and I have booked a Met stand as usual. I am working on organising a presentation with our cyber crime unit, and perhaps working with Trading Standards.

12. Hate Crime Update and plan for Event 2026

- With the Middle East conflict, the UK situation is getting confused as there are many strands of hate in the country.
- Originally mainly antisemitic, hate then developed recently into anti-Muslim and there are also now many strands of geo-political activity.
- World is more divisive, especially in politics.
- Situation in UK exacerbated by free speech, and demonstration, principles.
- The Met has a particularly difficult role balancing UK principles with operational realities, as evidenced by their request to ban the al-Quds march in London on 15 March.
- Incidents still light in Richmond, but could spark off at any time.

JTE asked for an update re the Hate Crime incident at Heathfield, as per the earlier discussion, police, council and partners are actively dealing with this and a meeting is taking place. Police are also running extra patrols and a street briefing.

13. Governance of SNBs - changes

New 'SNB Handbook Incorporating Guidance for PLGs' – Presentation on key sections

(Please see addendum attached with these minutes)

RM attending LCP2 meeting next week.

SNB has produced a new handbook, RM is doing final edits and it will be circulated.

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

Question to the Richmond Safer Neighbourhood Board

From Cllr Allen: Many Richmond residents find the Metropolitan Police's online 101 reporting system difficult to use, particularly when they need to report repeated incidents such as anti-social behaviour, neighbourhood crime or ongoing harassment. They often have to work through multiple menus that are not relevant to their circumstances, making the process unnecessarily time-consuming and discouraging further reporting.

Can residents be assured that significant improvements to the online 101 system are planned? In particular, is the Metropolitan Police looking at using modern AI-enabled digital assistant technology to guide people through the reporting process in a more intuitive way, remembering previous reports where appropriate and making it much easier to report repeat incidents? If so, what is the expected timetable for introducing these improvements?

RM will draft a reply to the Cllr.
(complete)

ACTION RM

Teddington Police Station, local GP surgery is bidding for the site. Would welcome support of the SNB. In previous bid had offered space for officers to use. Action for SNB to link with GP.

ACTION SNB

15. Date of Next Meeting

Thursday 8 October 2026 at 7pm, York House, Twickenham. All to note this date might change.

RM: due to the success of tonight's online meeting, RM will look into running a hybrid meeting (combined in-person and online) for the October meeting, to enable more people to attend.

16. Close of Meeting

RM closed the meeting at 9.15pm.

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

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