Richmond Upon Thames
Safer Neighbourhood Board

RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING

Thursday 8 October 2026 starting at 7pm

York House In Person & Online Teams Meeting

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
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 (online)
AC Avril Coelho	Business (online)
Pam McMillen	Meeting Secretary
Eric Owusu	Business
CB Claire Bethel	SNB Advisor (online)

POLICE ATTENDING	**REPRESENTING**
SD Superintendent Susan Darby	Superintendent Richmond Neighbourhoods, SW BCU
CJ Inspector Chris Jackson	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 (online)

FS Cllr Fiona Sacks	Councillor Barnes
DR Cllr Duncan Rasor	Councillor Barnes
SJ Cllr Seamus Joyce	Councillor Ham & Petersham (online)

ORGANISATIONS / PUBLIC	**REPRESENTING**
JTE John T Evans	PLG Chair Whitton & Heathfield
Mary Evans	Whitton & Heathfield
CA Carole Atkinson MBE	Hampton Hill
Julie Hill	PLG Secretary Whitton & Heathfield
Matilda Copley	Student President St Marys University
Robert Blakebrough	PLG Chair (online)
Charles Hyde	SNB Chair (online)

APOLOGIES	**REPRESENTING**
Cllr Varley	Councillor South Richmond
Teresa Jennings	PLG Chair St Margaret's & North Twickenham
John Dodds	PLG Chair North Richmond
JM Insp Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU
Ravi Arora	Multicultural Richmond

1. Welcome and Apologies

Roger Metcalfe welcomed and thanked everyone for attending the meeting. Welcome to John and Mary Evans, Carole Atkinson, Cllr Duncan Rasor, and Matilda Copley, Student President at St Marys University.

Welcome also to attendees online. Unfortunately at this point, it became clear that the online link was not working properly and online attendees could not join the meeting. Apologies have been sent to all of them by the Chair.

Apologies were noted.

2. Minutes of the last meeting and Matters Arising (9.7.26)

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

There were no Matters Arising.

3. Chairman's Update for Richmond SNB 8 October 2026

Council: Welcome Emily Pickett, Community Safety Officer

PLGs: Welcome Seamus Joyce, Chair of Ham Petersham and Richmond Riverside PLG

PLGs: Supporting Carole Atkinson (Fulwell & Hampton Hill PLG) and John Evans (Heathfield and Whitton PLG) as they seek new Chairs on retirement.
Police: Sgt Philip Ross Martin, leaving Teddington / Hampton Wick Cluster end October. Congratulations to Sgt James Adgey who passed his Inspector examination!
Public:
All Ward Panel meetings and SNB meetings open to public.
Crime headlines: Next 4 slides
https://public.tableau.com/shared/6XB9BN7RS?:display_count=n&:origin=viz_share_link
https://data.london.gov.uk/dataset/mps-monthly-crime-dashboard-data-e5n6w
blic:

SD – Borough Scrutiny Panel is going to be trialed, Richmond is not a trial Borough, SNB will see changes in April next year. RM, LCP2 will continue to support ward panels, lots of uncertainty re funding. Have communicated need to MOPAC for admin funding and community projects. There was supposed to be a meeting last month, update tomorrow.

RM, any questions re how the governance will change with MOPAC, please speak to Michael or Roger. SD it will be called a Borough Scrutiny Panel, there is very limited information, will depend on how the trial Boroughs go.
PBS – are we PLGs or Ward Panels?

4. Presentations

JOHN EVANS

SNB PRESENTATION TO JOHN AND MARY EVANS BY CHAIR ROGER METCALFE

John has also been a Neighbourhood Watch Co-ordinator for more than 20 years. In 2004 he set up the Whitton & Heathfield Police Liaison Group, and was a short time later appointed as Chair.

From 2008 to 2023 John served on the Safer Neighbourhood Board, indeed when I became SNB Chair in January 2024 I knew John's high reputation in the Borough but not that fact, so I invited him to join the SNB which is when he gently explained that he had just stood down after 15 years on the Board!

He has been an adviser and mentor to many, especially about how a PLG should be run effectively. John regularly attends the Police Contact Sessions and ensures that residents are kept informed of planned dates, and any important information by uploading onto various social media platforms like "Whitton Ning Network"

Through John's good connections with the Church, the Police Liaison Groups are able to be held in the Church Hall at no cost.
John is an excellent Chairman and ambassador for the 2 Police Liaison Groups he chairs. He cares passionately about Whitton Ward and Heathfield Ward and is very proud when he is able to announce good news about low crime figures and about successful Police operations.

Mary attends all the PLG Meetings with John and she is a godsend to Julie Hill as she goes around with the Attendance Log and captures all the names and contact details which is invaluable so any late arrivals don't get missed. They are a great team.

So please join me in congratulating and thanking John and Mary for their service to the community and to the Safer Neighbourhood Board.

CAROLE ATKINSON

CAROLE ATKINSON MBE SNB PRESENTATION BY WENDY KYRLE-POPE

Cool calm and collected - an expression which fits Carole exactly.
The daughter of a police officer, she has a filial affinity to policing -she understands both sides, the police officers themselves and the communities they serve. It is her service of the borough and to London as a whole, we are celebrating today -and what hasn't she done?

Stop and Search Chair for 21 years, keeping immaculate records, with a deep knowledge of the subject. Also served on London Community Monitoring (Stop & Search) Network, and Neighbourhood Watch; Chair of RuT 2008-15 and joint Chair 2020-2023
Took us from a CPP to entirely different and far more complex SNB.
Had excellent relations with MOPAC and the MPS. Always supported not only her own PLG but chaired many others when required. Supported me as Chair of LCP2 and subsequent chairs. Helped establish Stop and Search for BTP.
Served on 999/101 Call Centre monitoring board, trailing all over London from Hendon to Bow. She established Knowledge Nights to bring crime and scam prevention advice to local areas. She did so much it is difficult to remember.
But many people often take on multiple community responsibilities but it is how well they fulfil the roles that matters. Carole's approach was always one of reconciling different views, no tone of confrontation. She would look at a problem quietly and considerately and often find a solution no one else had thought of. Always intellectually immaculate, she would dot all the Is and cross all the Ts. Her records are concise and always correct.

She worked cheerfully with her community and police partners, encouraging those new in post and always ready to give advice. She had that rare knack of letting people think that their idea had solved a problem or created a new scheme, when it was Carole's all alon g. She was always modest, never boastful, just self-effacing, efficient and so effective. Serving her community was enough reward for her.
Fiercely loyal, incredibly hardworking, deeply knowledgeable, energetic, positive and incredibly kind. She deserved her MBE and it is a pity she couldn't have a bar added to it. We will miss her now, but also in the future. We wish her the greatest happiness after a very difficult year and the very best of health. We are so lucky to know her.

5. Richmond Borough Police Performance Report

RM – we are the safest Borough statistically, but perception of crime is that it is higher than it was 3 years ago. Gemini has compiled some figures which RM would like to compare with police figures.
SD the figures have to be presented as percentages, not numerical, can only apologise but that is how the figures are compiled.
SD presented the figures across last 4 weeks trends

Key points:

- Residential burglary decrease by 15%, seasonal variation
- Total notifiable offences figures increase by 7%
- ASB increase by 16%
- Non-residential burglaries (shops, cafes) 73 offences past 3 months
- Increase in personal robbery
- Theft of MV up and theft from is up, much of it relates to external car badges, hot spot mapping is being done, trend across BCU, certain brands are being targeted
- Decrease in Hate Crime – please make sure to report it, positive outcomes are good.
- 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 increase from winter figures.
- Domestic VAWG increase
- Non domestic VAWG figures are up
- S&S increase in figures. Positive outcomes figures are good.

SW BCU Response

I calls – Richmond response is improving. Figures are affected currently by the weather, more calls coming in. Seasonal variations and events etc
S calls - figures show a slight increase in call demand.

Met Engage

Good engagement, positive stories are circulated. MA can police break down by ward, and which streets are not covered, so that a push could be done. CJ – yes can look at statistics per ward. SD if a particular ward, can get the figures, or if you want figures for each PLG. PF South Richmond use Whats App, works very well. CJ understand that the 2 systems can work, it's what suits best.

6. Community Monitoring Group Update

WKP – report circulated. Positive outcomes for small amount of stops.

7. Police Trust and Confidence Report

RM compiled figures using AI. Borough Confidence Lead +13%. Survey is done every month across approx. 20,000, will be affected in different Boroughs by different issues. Police figures show 75% on Trust. 7th ranked Borough, have dropped down 2 places. 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. SNB cannot do anything about internal police issues.

PBS – used to get police breakdown of figures, public attitude figs, 6 categories, SD 7th for confidence, these are indicators, have to balance perception against the data bank, what is fuelling the perception.
Matilda SU President – incidents, concerns re spiking, getting home safely etc. Kingston concern re transport, the clubs being visited, off campus areas don't feel safe.
SD – Kingston have their own police street team, so do work closely on all these issues.

MA – concern re placing too much reliance of public attitude survey, people only have an attitude to policing if victim of crime, attitude linked to perception.

MS – police performance for Borough looks good, what are restrictions on max operational efficiency for MPS, eg shoplifting – shops not sharing information. Is there scope for a police base in Richmond?

SD personnel issues, have a low number of vacancies, sickness, injury, churn is outside of SD control. Have a high number of applicants for positions in Richmond, very pro-active on this. Thanks to CJ for getting an active police sergeant.
No consideration for any new bases.
WKP – issue is number of abstractions, officers taken off work for training, on paper have enough, but not on street.
SD – numbers for abstraction is under review.
RM – Mark Rowley review re abstractions, have to wait and see the benefit, excellent feedback has been heard. Have heard if Allianz Stadium get go ahead for concerts, will be managed by stewards, not police.

Cllr DR – the statistics we have just looked are woeful, not convinced %s tell a story, it doesn't help explain, what is the 4 week trend, what is the pattern for a quarter? What is happening around this Borough, other patterns, what is the story? This Borough it is the perception of crime, whips up frenzy, must be better ways of presenting the data. Shouldn't have to use Google Gemini to analyse data, have to be able to present it better.
WKP – couple of years ago, PBS and WKP used to compile the figures and show the trend quarterly and compare it.
CA – at PLGs compare year on year, look at the quarterly figures, increase or decrease. Public look at social media and confidence is not representative.
MS – used to have maps provided at this meeting in the police report, showing hotspot areas.
RM – didn't like the map idea, Cllr DR you are right, we meet quarterly, very difficult to get all SNBs together. Want coherent figures.

MA – each ward panel can prepare precise figures. SD only have 1 admin resource to compile figures.
WKP & PBS are happy to compile the figures again, as they know the Borough. RM – not in agreement with this, will only create a certain set of figures, will not show BCU level, MPS should be free to present data as they see fit. RM will circulate his paper.
SD figures are available on MPS website, can bring mapping?
CJ – need to agree what the meeting wants, the MPS website is very good shows all wards.
CA – Neighbourhood policing is key, ward panels are most important, people care about where they live, not interested in other wards or Boroughs. Need to look bottom up, not top down.
PBS – keep it simple, user friendly, quarterly, comparison with previous quarter and quarters last year. Please also circulate the figures earlier before the meeting.

RM – how are police handling ASB especially on Richmond Green and Section 35.
CJ Section 35 is being enforced due to some recent ASB, alongside some alternative activities being laid on. Evidence of people travelling into the area as it is seen as a safe Borough. Police engaging with Intel to see if this is organised meets.
PF – youngsters been coming to Richmond for years, it is not new, get spikes of trouble.

CJ – moving into Autumn Nights plans, upscale police resourcing Halloween to Bonfire Nights, changes in rosters, Serg and 6 Pcs will be out on patrol and will target any flashpoints, will be intelligence led in each Borough, with midnight finishes.

WKP – cars kept having wires removed, reported as crimes, but it was filmed and found to be foxes, as wires covered in soya. Speaking to manufacturers about this.

8. Feedback and Priorities from Police Liaison Groups / Ward Panel Meetings

(See addendum sent out with these minutes)

Message from meetings, SNT doing a great job.
WKP – if serious ward issue, PLG can say do not feel safe and escalate the issue and get more resources.

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

Lee Spear Community Safety LBRUT
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.

Temp cameras will come down from Teddington Lock and moved to a different area.

Barnes action plans still ongoing.

Work at Heathfield Rec and in Crane Park (via Park Guard – early stages)

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

Cllr DR, is there interaction between council and health teams? LS yes complex needs cases have all the other agencies, health, DWP etc, partnership working with police and mental health teams. SD – police no longer handle mental health.

LS – SNT officers go above and beyond with the complex cases, really good to work with.

10. Borough Level Assessment, Review / Setting of Priorities

Violence Against Women and Girls (VAWG)
Burglary
Anti Social Behaviour (ASB)
Commercial theft
The priorities were kept the same as the previous meeting.

11. SNB Projects Update – Mike Adams

(Report supplied before meeting)

12. Scams and Fraud Update – John Murray

Unfortunately I am not getting anywhere with the revival of the detailed scam/fraud figures for this borough. I appreciate it's a labour intensive exercise as there is a huge amount of data. However I will not be giving up so we distribute the valuable and, frankly, frightening information produced.
I have two presentations booked for later this month both in Council retirement housing which seems to be a common venue lately.
However there are many other groups clubs and societies so do please let me know.
The excellent Council "Full of Life fair" is on 30th October and I have a scam presentation booked, to be given by the Met's cybercrime unit.
I also attended a presentation recently on deep fake AI where personalities and others are mimicked or cloned to lead you into investing on their advice and of course you eventually lose all your money! The increase in this type of crime is 395% in 2025 over 2024 with an estimated loss of £9.6 million! Its easy and common sense to check the validity and authorisation of a firm offering investments – go to the Financial Conduct Authority website.
There is a lot of information already issued by "our watch" which you will get if you ticked the NHW part of Metengage.
A new and useful APP has just been produced by "friends against scams" – it looks very interesting. The QR code is in the little magazine that arrived through my letterbox today.

MS – recent scam calls come from a well spoken female voice, can fool people.

13. Hate Crime Update and plan for Event 2026 (report sent out before meeting)

- Nov 26 big Richmond Hate Crime Event
- Hate Crime Awareness week next week, please try and attend some events

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

Question to the Richmond Safer Neighbourhood Board

- CYCLING
- Comments at PLG meetings about poor cycling behaviour
- Situation getting worse with the large influx of e-bikes
- Council has approved new scheme with limited controls
- Can Police and Council comment on what they can do to curb poor cyclist behaviour?

LS – has sent a question to travel team, waiting for a response.
Cllr FS – Forrest are being responsive to issues. Cllr DR would hate to have 2 groups in conflict, active transport impetus, need to address the issue. PBS – police get most complaints and have less resources to deal with. Cllr FS – high use of ebikes by women in Hammersmith, see it as a safe form of transport to get home at night.
RM active travel is fine, but recognises issues, support police advice. Cllr DR – police seem to be doing operations re ebikes, good PR for social media

15. Date of Next Meeting

Thursday 28 January 2027 York House

16. Close of Meeting

RM closed the meeting at 9.15pm.
Please note the e mail address for RM as Chair SNB: richmondsnbchair@gmail.com