



Richmond Upon Thames Safer Neighbourhood Board

HANDBOOK

for the

SAFER NEIGHBOURHOOD BOARD (SNB)

for the

**LONDON BOROUGH OF
RICHMOND-UPON-THAMES**

Incorporating

SUPPORT AND GUIDANCE for
POLICE LIAISON GROUPS (PLGs)

VERSION 1.16, dated 9 JULY 2026

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EXECUTIVE SUMMARY

Overview and Purpose

This **Richmond-Upon-Thames Safer Neighbourhood Board (SNB) Handbook** serves as the definitive structural and operational guide for community-led policing accountability within Richmond Borough. It outlines how local residents, the Metropolitan Police Service (MPS), and local government work in partnership to reduce crime, target anti-social behaviour, and improve public safety across the 18 wards in Richmond Borough.

Key Frameworks & Structural Alignment

- **The Safer Neighbourhood Board (SNB):** Operating under the statutory framework of the Mayor's Office for Policing and Crime (MOPAC), the SNB translates London-wide policing priorities into a local delivery plan. It is responsible for monitoring police performance, awarding grants for local crime prevention projects, and ensuring the borough's diverse communities have a voice in local policing strategies.
- **Police Liaison Groups (PLGs):** Unlike most London boroughs where neighbourhood ward panels are run by the police, Richmond's PLGs are independently organised and led by community-elected chairs. Each PLG chair will liaise regularly with their Safer Neighbourhood Teams (SNT); and arrange quarterly Ward Panel meetings which are open to the public. They provide a direct mechanism for residents to hold local SNTs accountable.
- **Tactical Policing Structure:** The London Borough of Richmond upon Thames (LBRuT) is part of the South West Basic Command Unit (SW BCU). For neighbourhood policing, the borough's 18 wards are organised into 8 tactical "Clusters," each commanded by an MPS Sergeant and staffed by Dedicated Ward Officers (DWOs) and Police Community Support Officers (PCSOs).

Setting Local Priorities

A core function of the quarterly Ward Panel meetings is setting three local policing priorities for the next three months:

- **Priority 1:** A violence-focused priority or a driver of violent crime, usually recommended by the SNT based on tactical data.

- **Priorities 2 & 3:** Two community-focused priorities selected and voted on directly by residents to address specific ward-level concerns (e.g., residential burglary or localised anti-social behaviour).

Digital Integration: MetEngage

To enhance public engagement and streamline communication, the Metropolitan Police utilises the **MetEngage** online system. This digital platform allows residents to report localised safety concerns directly, participate in setting ward priorities via online surveys, and receive direct feedback and crime prevention updates from their local teams. By modernising the information flow between the community and the police, MetEngage serves as an important novel asset in assisting public Trust & Confidence.

Operational Standards & Core Principles

The handbook establishes standardised processes across the borough to maximise operational transparency. This includes uniform structures for managing agendas, recording minutes, and presenting quarterly crime data. Furthermore, it outlines a clear matrix of enforcement responsibilities to route non-police issues (such as civil parking or environmental concerns) to the correct local authority.

The handbook mandates that board members, group officers, and partners maintain the highest standards of public accountability by adhering to the **Nolan Principles of Public Life**.

SECTION 1: INTRODUCTION

1. The purpose of this SNB Handbook is to set out the organisation of the Metropolitan Police (MPS) as it affects the London Borough of Richmond upon Thames (LBRuT), and the approach to community engagement. The Handbook describes the roles and functions of the Richmond Safer Neighbourhood Board and the Police Liaison Groups.
2. The core pages cover purposes and organisation; they are followed by Appendices covering operational and support issues.

SECTION 2: METROPOLITAN POLICE SERVICE ORGANISATION

3. The Metropolitan Police Service was reorganised in 2017 to form 12 Basic Command Units (BCUs), each commanded by a Chief Superintendent.



Figure 1: MPS Basic Command Units (BCUs)

4. The London Borough of Richmond upon Thames lies within the South West BCU:

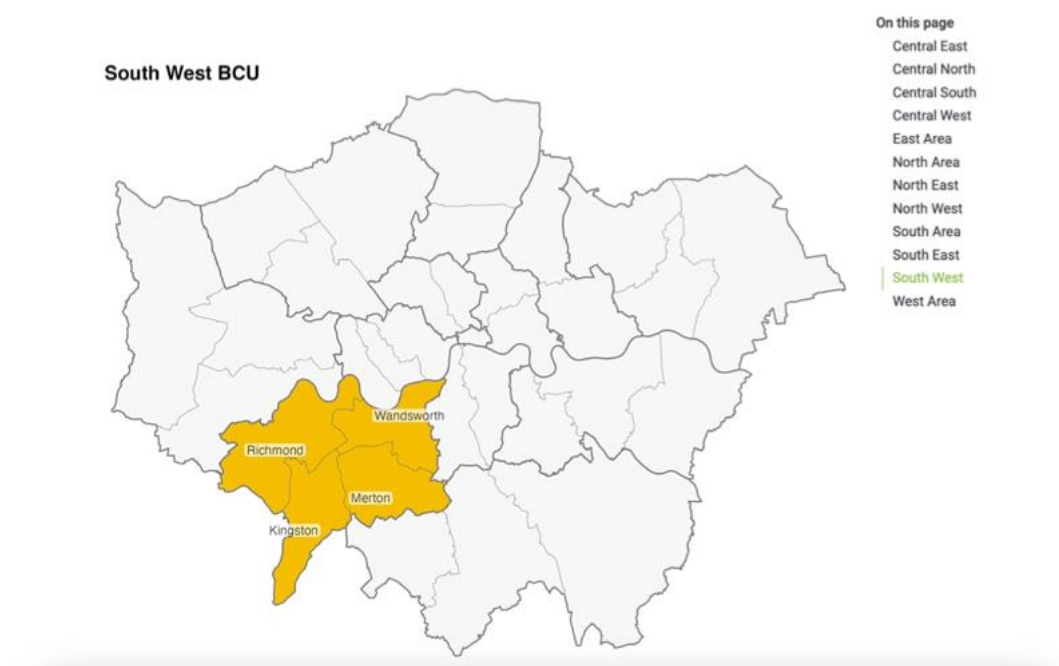


Figure 2: SW BCU

MPS BASING AND OPERATIONS

5. The main Police stations in each of the four Boroughs in SW BCU are:

Wandsworth Borough	London Borough of Richmond upon Thames	Royal Borough of Kingston upon Thames (RBKuT)	Merton Borough
Lavender Hill Police Station 176 Lavender Hill SW11	Twickenham Police Station 41 London Road Twickenham TW1 3SY	Kingston Police Station 5-7 High Street Kingston-Upon-Thames KT1 1LB	Wimbledon Police Station 15-23 Queen's Road SW19 8NN

Table 1: Main Police Stations in London Borough of Richmond upon Thames

6. The SW BCU Commander is a Chief Superintendent, with one Superintendent for each Borough. The core functions of SW BCU are:
- Neighbourhood: Safer Neighbourhood Teams (SNTs) which are organised by Borough.

b. Response: Responding to 999 calls. The local Emergency Response Police Team (ERPT) operates out of Twickenham Police Station and covers the Royal Borough of Kingston upon Thames and the London Borough of Richmond upon Thames.

c. Basic Command Unit (BCU). The BCU holds and commands several key functions, including BCU Command HQ, Investigations (CID) (including robbery and burglary), Volume Crime Unit, and Public Protection (domestic abuse, investigating sexual offences etc).

7. In the whole of London, Response teams (ERPTs) are established at BCU level, usually three or four per BCU. SW BCU is allocated only two ERPT Bases, at LBRuT and Wimbledon, to cover all four Boroughs. This is the least effective geographical cover in all of the 12 x BCUs in London.

8. The MPS operates from certain smaller bases, with electronic access rather than permanent staff. The current smaller bases in Richmond are: Barnes Lowther School, East Sheen Library, Holly Lodge (Richmond Park), and Tangle Park (Hampton).

9. **Safer Neighbourhood Teams (SNTs).** In London, local dedicated police units are known as SNTs. They are specifically assigned to local areas to focus, among other things, on priorities identified by the local community. The LBRuT Borough has eight ward 'Clusters' each commanded by a Sergeant. Each Sergeant commands two or three wards. Each ward has two Dedicated Ward Officers, and a Police Community Support Officer (PCSO). Ward SNTs are dedicated to the ward but officers might be abstracted (or reassigned) to meet London-wide operational needs. The organisation is as follows:

Table 2: Clusters and PLGs

CLUSTER	WARDS
S. Twickenham; W. Twickenham; Fulwell & Hampton Hill	S. Twickenham
	W. Twickenham
	Fulwell & Hampton Hill
St Margarets & N Twickenham; Twickenham Riverside	St Margarets & N. Twickenham
	Twickenham Riverside
Heathfield; Whitton	Heathfield
	Whitton
Hampton; Hampton North	Hampton
	Hampton North
Teddington; Hampton Wick	S Teddington
	Hampton Wick
S. Richmond; Ham, Petersham and Richmond Riverside	S. Richmond
	Ham, Petersham, and Richmond Riverside

Barnes; Mortlake & Barnes Common	Barnes
	Mortlake & Barnes Common
E. Sheen; N. Richmond; Kew	E. Sheen
	N. Richmond
	Kew

SECTION 3: POLICE AND COMMUNITY ENGAGEMENT

10. The diagram below illustrates the key strands of Community Engagement in the LBRuT, with residents, Police, Council, and others working together. Community Engagement at both Ward and Borough levels is led by residents, in the form of Police Liaison Groups, and the Safer Neighbourhood Board, respectively. See also Community Engagement Tree at Appendix A for details.



Figure 3: Community Engagement Concept

SECTION 4: RICHMOND SAFER NEIGHBOURHOOD BOARD (SNB)

11. The Richmond Safer Neighbourhood Board is established under the remit of the Mayor's Office for Policing and Crime (MOPAC). The SNB will reflect and undertake MOPAC's aims, while respecting the view that local people know best what is needed at ward and street level.

12. MOPAC has mandated seven **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.**

13. The SNB has translated these MOPAC mandated functions, into a **Plan** to show how the SNB will deliver its functions effectively:

Table 3: SNB Plan

Serial	Function	SNB Plan
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 SNTs into 8 clusters, each under an MPS Sergeant. PLGs for each Ward are organised to match the MPS clusters. • Local engagement is arranged via Ward Panel meetings, led by PLG Chairs elected from the community; via SNB meetings, and through regular meetings at Inspector, Superintendent, and Chief Superintendent levels. • The SNB Chair will arrange for engagement with specialist BCU departments, for example, the Volume Crime Unit and the Custody Suite. • As a Member of the VAWG Strategic and Practitioners' Groups, respectively, the SNB Chair and the SNB Member leading on 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.	SNB initiatives will focus on the following two priorities: • 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. The MPS Crime Dashboard (Public Tableau) will be used to present further insights and enable questions to be raised 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.	Alone in London, Ward Panel meetings in LBRuT Borough are not arranged by the MPS but are led by the community. 14 different Chairs arrange quarterly Ward Panel meetings covering all 18 Wards in the LBRuT; 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.

Role of the SNB

14. The SNB will work to achieve coherence between different engagement mechanisms, e.g. PLGs, Independent Advisory Group (IAG), Neighbourhood Watch (NHW), and the Stop and Search Community Monitoring Group, to provide greater public accountability in policing and crime reduction.
15. The SNB is given an annual grant from MOPAC to fund projects. The SNB will make efficient use of these resources, delivering value for money, and targeting funds at tackling issues of local concern, including crime prevention.
16. The SNB will monitor police performance, and public trust and confidence; as well as ensuring that every ward has a functioning Police Liaison Group. The SNB also provides crime prevention advice, supports youth projects and encourages dialogue between the police and hard-to-reach or vulnerable groups.

Representative Board Members

17. Richmond SNB will operate effectively and represent the community properly under the following design:
 - a. Inevitably one or two roles might be held by a single person, and this is acceptable; however, the SNB should consist of at least 22 different people to demonstrate that it is fully representative of the local community.
 - b. Deputies and/or Observers are permitted and encouraged. No organisation or group (except as specified in Table 4) shall be represented by more than one individual Member at meetings of the Board. Each organisation or group represented on the Board may also appoint, subject to the prior consent of the Board, a Deputy (voting) or Observer (non-voting).
 - c. Representative Table. The table below is not fixed, nor is it prescriptive; it is a mechanism by which the Board ensures proper breadth and diversity of representation. Those positions marked with a '*' are de facto members of the Executive Committee. The representatives are either nominated by their parent organisations (eg: NHW) or they are elected. Between AGMs, the Chairman may appoint new Members, but these will be subject to election at the following AGM.

Table 4: Richmond SNB Representative Members Composition

Serial	Representative	Number	Remarks
a.	Police Liaison Group Chairs	Up to 8	All PLG Chairs are encouraged to attend SNB meetings
b.	Neighbourhood Watch	2	
c.	Royal Parks	1	
d.	Met Command and Control Community Forum (MetCC CF)	1	
e.	MPS Volunteer Crime Prevention*	1	The MPS Volunteer will lead on scam prevention and supervise the SNB's Crime Prevention Officer.
f.	VAWG	1	
g.	Victims of Crime	1	
h.	Business Community	2	Includes retail sector
i.	Young people / Education Sector	2	Representative(s) could be a young person (age 16+) and/or working with young people
j.	Senior citizens	1	
k.	Faith / Inter Faith	2	
l.	Street Pastors	1	
m.	LGBT Forum	1	
n.	Multicultural Richmond	1	
o.	Disabled persons	1	
p.	Hate Crime	1	
q.	Borough Councillors	Up to 4	Non-voting Members
	Total	Up to 27 Voting Members	

Representation from Independent Advisory Group and Community Monitoring Group (CMG)

18. It is important to have regular liaison with representatives from the Independent Advisory Group (IAG). The SNB will provide strategic oversight of the work of the IAG, bringing together their respective insights through regular liaison and briefings at every SNB meeting.

Other Representatives

19. Representatives from the CSP, Community Safety Officers, Local Trading Association, BTP and MOPAC may attend from time to time.
20. The SNB is the umbrella group of all the PLGs. Each PLG may be represented at the SNB meetings; any concerns which have not been adequately addressed by the police at a local PLG meeting may be raised for the attention of the senior police officers attending that meeting with a view to reporting back at the next PLG meeting.
21. The senior Police officers of the Borough will routinely attend the SNB: These will usually be the Borough Superintendent, Chief Inspector, and two Inspectors. Once per year (usually) the BCU Chief Superintendent will be invited to an SNB Meeting.

SECTION 5: ROLE OF POLICE LIAISON GROUPS AND WARD PANEL MEETINGS

Purpose

22. Police Liaison Groups (PLGs), with their roles of scrutinising and supporting Safer Neighbourhood Teams (SNTs) at Ward level are crucial to maintaining an honest and transparent system, which is effective and meaningful.
23. The PLGs provide a sounding board, so that Police Officers have guidance on how well their ward is policed. All wards are different: what works in one may not work in the neighbouring ward. Direction from the centre needs to be tailored to fit the local community, and the PLGs are key to this translation.
24. Communication and local knowledge are the most important ingredients for good policing, community confidence in the Police, and reduction in the fear of crime. The PLGs play a vital role in this. PLGs connect SNTs with the individuals and communities who need their support, and with partner organisations that can help address local issues.
25. The Richmond SNB and the police will establish a Mutual Intelligence Network to strengthen collaboration between PLGs and SNTs, supporting joint efforts to make our wards and borough safer and build public confidence.
26. PLGs are called Ward Panels in other boroughs in London. Although there is no difference between them, our PLGs were founded in Richmond before Ward Panels

were introduced. PLGs are run by the community; they represent the local community, and act as a bridge between the community and the police. PLG chairs will arrange Ward Panel meetings, to provide an opportunity for residents and other stakeholders to come together to discuss crime and anti-social behaviour issues in their area and help with setting local priorities. The Ward Panel meetings are a useful way to hear about the concerns of residents first-hand, identify issues and gather intelligence, which will be used for crime prevention and problem solving. Ward Panel meetings are fully open to members of the public.

Composition of PLGs

27. A PLG consists of individuals, members of societies, business, organisations, schools, faith groups, Neighbourhood Watch, residents, councillors, and anyone in the ward who wishes to attend. To ensure that all members of the communities which make up that ward are represented, the PLG members should assist the PLG Chair to contact those residents who may be hard-to-reach or under-represented, and those whose societies, organisations, or groups which have good contacts in the community and represent particular interest groups. These could be sports clubs, mother and baby groups, parent-teacher associations, local charities, amenity groups – in fact any organisation with a membership or an interest in the ward. Members of the PLG should also assist in advertising and promoting the work of the PLG and the ward's SNT.

Organisation of Ward Panel meetings

28. The PLG should arrange Ward Panel meetings quarterly, and members of the public may attend. The PLG Chair will set the agenda and arrange the date, time, and venue for these meetings, whether they be face-to-face (preferred) or online.

29. The police will present their report at these meetings, with crime figures for the last three months, give details of their work, discuss the problems, and discuss possible solutions, including progress made on the priorities decided at the previous meeting.

30. The Ward Panel meetings are also the platform where residents of the ward can air their concerns about crime, antisocial behaviour, drugs, and graffiti, together with other matters such as litter, dog fouling and irresponsible behaviour, which can affect quality of life. The latter issues should be noted by the Council's Community Safety Officer, who should attend all Ward Panel meetings.

31. PLGs assist the SNT to link with all sections of local communities. They inform the work of the SNT and will inform their work priorities by working with the police and council to support them in preventing crime and reducing anti-social behaviour. Above all, they seek to ensure that families, children, and property are safe and protected at all times, and that the police are responsive to their needs.

32. Anybody interested in attending a PLG should consult the Council website for details of upcoming meetings or make enquiries with their PLG Chair or Secretary directly. Local PCSOs can also signpost residents to these meetings.

Setting priorities

33. The PLG may select three priorities, being particular crime types, eg: burglary, where they would like their SNT to pay particular attention. The first priority is always concerned with violence or a crime which leads to violence and is generally suggested by the SNT; the other two are chosen by the community, eg: burglary, car theft or anti-social behaviour. The PLG chooses priorities on the advice of, and agreement of, the SNT (see Appendix J).

Membership

34. Attendees at and membership of the PLG should reflect as far as possible the local ward. These members should assist the PLG Chair in finding members from the communities in the ward and promoting the existence and the work of the PLG and SNT. They should report any problems arising or incidents of note to both the Chair and the SNT.

Role of PLG Chair

35. The PLG Chair is elected from the members on an annual basis at a Ward Panel meeting. The Chair should attend all PLG meetings or nominate a deputy if unable to attend. It is the Chair's responsibility to communicate with their Safer Neighbourhood Team (SNT) to ensure that meetings take place quarterly. They will set the agenda for the meeting having agreed in advance the date, time, and location of the meeting. They will ensure that all information for the meeting is sent to the members prior to that meeting. The Chair (or nominated deputy) will represent the PLG at other events and meetings they that are invited to. The Chair will agree and sign off the Terms of Reference on behalf of the PLG.

36. The PLG Chair stays in regular contact with the SNT, to determine the crime levels and potential problem areas in the ward, pass on information from the other members of the group and the wider public, and assist or alert them to incidents and public concerns.

37. The Chair should seek to ensure that the PLG is representative of communities living in their ward. They should endeavour, with the help of other PLG members, their own contacts, to contact hard-to-reach or under-represented communities, to advise them of the existence and purpose of the PLG, invite them to meetings or organise satellite meetings with the police, street briefings, police attendance at events etc. Where a community is nervous of being seen to be in contact with the police, a ghost meeting should be arranged on neutral ground (a private meeting not advertised to the public).

38. Where possible, the Chair, or their deputy, should attend SNB meetings (held quarterly).

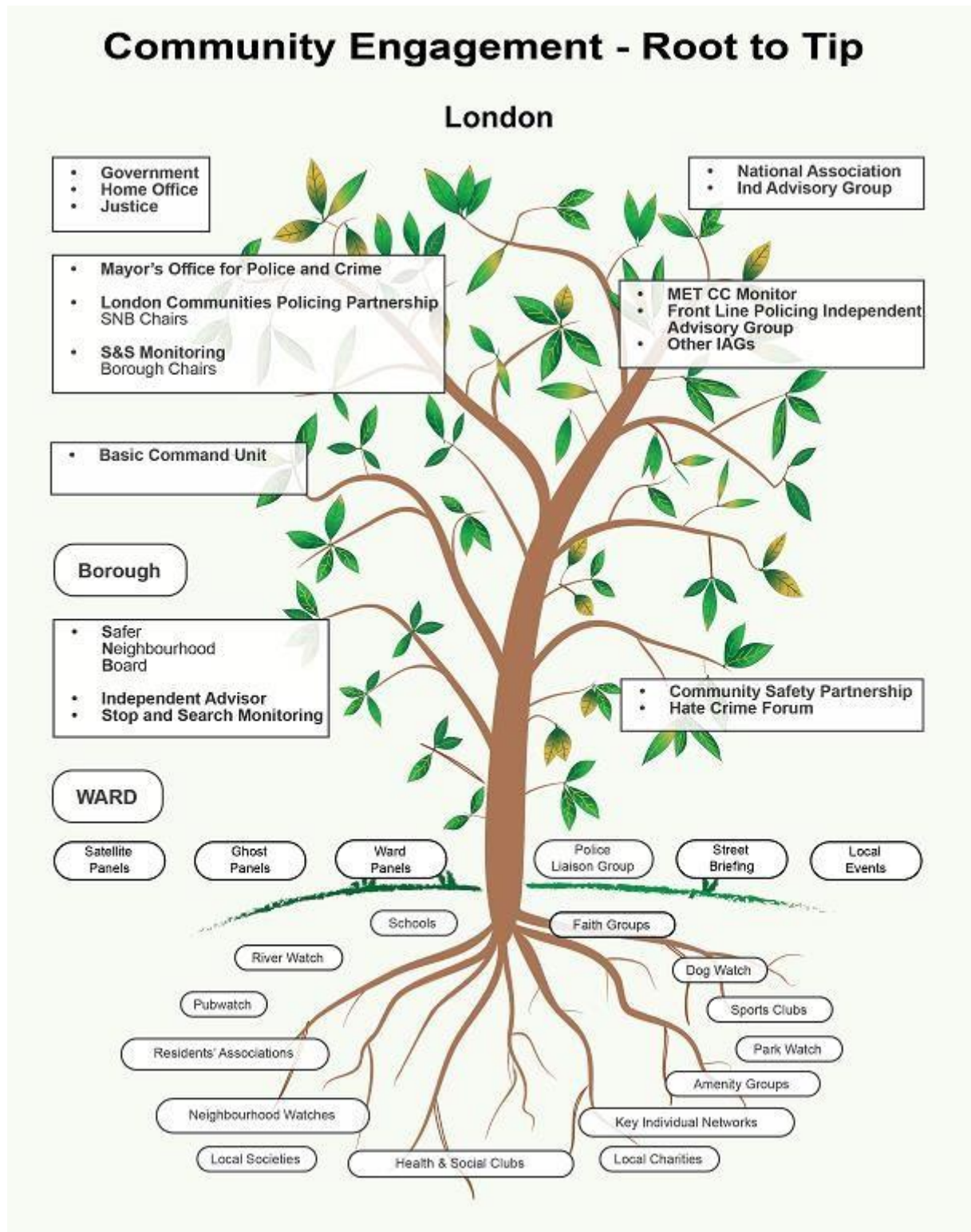
PLG Secretary

39. The PLG Secretary should maintain a list of the members and will send out agendas, and information required for meetings. They will take the minutes of the meeting and after agreement with the Chair will email these to members, the SNT and to the SNB Chair. The PLG Secretary will keep contact details for all members, and this information will be used solely for the purposes of running the PLG and liaising with the Police.

Neighbourhood Watch

40. One of the SNB's and PLG's aims is to encourage expansion of Neighbourhood Watch (NHW) within each ward. Should a resident feel that they might enjoy representing a small part of their immediate neighbourhood, they should send an email to nhwatchrichmond@gmail.com with their contact details and geographical area of interest.

COMMUNITY ENGAGEMENT TREE



APPENDIX B

AGENDA FOR MEETING OF THE SNB (EXAMPLE)

 Richmond Upon Thames Safer Neighbourhood Board	RICHMOND SAFER NEIGHBOURHOOD BOARD Meeting at York House Starting at 7:00pm Thursday XXXX (date) A G E N D A V4
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Serial	Heading	Lead	Duration (Minutes)
1.	Welcome Apologies	Chair, Secretary	1
2.	- Adoption of Minutes of Previous Meeting - Matters Arising from Previous Meeting	Chair, Secretary	5
3.	Chairman's Update including: - Developing the SNB - Supporting the PLGs and Ward Panels - Working with MOPAC, LCP2, IAG, CSP	Chair	8
4.	SNB Projects Update	Treasurer	8
5.	Police Performance Report	MPS	15
6.	Community Monitoring Group update	CMG	3
7.	Police Trust and Confidence Report	MPS	5
8.	Q&A: for SNT: - Police Performance, and Trust & Confidence - Other topics	Chair, MPS, All	15
9.	Borough Level Assessment, Review Setting of Borough Priorities	Chair, MPS, All	5
10.	Met Police Update / public events	MPS Supt	5
11.	Scams and Fraud update		3
12.	Hate Crime Update	Hate Crime lead	3
13.	Case Study / Police topic of interest		10
14.	AOB including pre-submitted Questions	Chair / Secretary	10
15.	DONM (Thursday XXXX (date))	Secretary	1

DUTIES OF OFFICERS, MEMBERS, AND ADVISORS OF THE SNB

1. **CHAIR**

- Overall responsibility for the general direction and management of the SNB, and related community engagement matters, in the LBRuT
- Represent the SNB at key meetings (see below).
- Ensure the SNB contributes to other local agency work on important issues such as VAWG.

2. **KEY MEETINGS** (quarterly unless stated)

- Main SNB Board
- LCP2 (London Community Policing Partnership)
- Council's CSP (Community Safety Partnership)
- SNB Executive (generally two per month)

3. The role of SNB Chair is supported by:

- An SNB Executive (Officers), including Vice Chair, Treasurer, Projects Officer, and Secretary.
- At SNB level, there should be established leads for PLGs, Communications and Events, Liaison with Community Safety Officers, Neighbourhood Watch etc.
- At ward level – PLG chairs, NHW coordinators etc

TERMS OF REFERENCE FOR SNB MEMBERS

Richmond SNB - Representative Board Members

1. Richmond SNB will operate effectively and represent the community properly with a broad composition of representative members. Inevitably one or two roles might be held by a single person, and this is acceptable; however, the SNB should consist of at least 22 different people to attract confidence.
2. Representatives can be nominated by their parent organisations (eg: NHW), but **all** are subject to consideration by the Nominations Committee and election by the whole SNB.
3. Between AGMs, the Chairman supported by the Nominations Committee may appoint new Members at any time, but these will be subject to election at the following AGM. Membership will include a broad representation of the community, and the Chairman will constantly look to recruit new talent throughout the year.
4. Around five or six SNB Members may be appointed to the Executive Committee.
5. There are other roles available, eg: Communications and Events, Events Support etc. SNB Members are expected to put themselves forward for roles, and assist.

APPENDIX E

SUPPORT AND GUIDANCE FOR POLICE LIAISON GROUPS (PLGs) IN LONDON BOROUGH OF RICHMOND UPON THAMES

1. Name

The name of the PLG shall be *name of Ward Police Liaison Group (PLG)*.

2. Aims

The aims of the PLG shall be:

- a. To ensure the local community is closely involved in setting the ward level priorities for the ward and Safer Neighbourhood Team (SNT)
- b. To support activity on the ward priorities
- c. To scrutinise the work of the SNT
- d. To encourage and support community members to become more closely involved in problem solving and crime prevention
- e. To support the SNT in building trust and confidence within the wider community
- f. To be representative of their community and exercise reach within the community
- g. To assist the police in increasing community engagement, for example through community contact sessions
- h. To support groups within the ward that have a focus on crime prevention and community safety, such as Neighbourhood Watch.

3. Membership

- a. All PLGs are open to the public, subject to b. below
- b. Membership requirements – each member of the PLG shall:
 - Live, work or study in the ward.
 - Support the aims of the PLG and agree with the Terms of Reference.
 - Represent their community and have considerable reach within it.
- c. Members shall between them be drawn from all parts of the ward.
- d. Members shall between them represent the following:
 - Local residents.
 - Significant demographic groups
 - Young people.
 - Local traders, businesses, enterprises, and industrial estates.
 - Local tenant and resident associations.

- Different housing types.
 - Local community groups, societies, and associations.
 - Educational establishments.
- e. In addition to members, the PLG shall include the following local partners:
- Ward councillors
 - Local authority officers for anti-social behaviour, safety, or crime prevention
 - Providers of community support and public housing
- f. Each member shall have one vote. Partners shall have no voting rights unless they meet the requirements at b. above

4. The role of officers

- a. The ward PLG shall have a Chair.
- b. The Chair shall be a member of the PLG (not a partner) who lives, works or studies predominantly in the ward and, most important, is independent (politically and from the Police).
- c. The Chair shall be elected at a PLG meeting.
- d. The Chair shall have tenure usually for three years and may be re-elected once or more.
- e. The Chair shall:
- attend and chair all Ward Panel meetings (or nominate a deputy)
 - set the agenda for all meetings
 - agree with the SNT the date, time, and location of each meeting, well in advance
 - arrange that information required for the meeting is circulated in good time
 - arrange Ward Panel meetings every three months
 - represent the PLG at events and meetings invited to.
- f. By electing a secretary or otherwise, the PLG shall arrange to keep records of members, the attendance at each meeting and the agreed priorities and actions.

5. Code of Conduct

- a. Members should act in the public interest and not use their position to promote a private, party-political, or personal interest. If members or their close contacts have an interest in, or may benefit from, a matter to be discussed, they should disclose it. The PLG should then decide whether the member should withdraw from that part of the meeting.
- b. Members and partners should:
 - not use offensive behaviour or make inflammatory remarks
 - not harass, discriminate against, or denigrate any group or individual by reference to any protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation); nor their health or political beliefs.
 - not work against the interests of the PLG or seek to bring the PLG into disrepute
 - not impose on each other excessive or unreasonable amounts of work
 - not impose work on the SNT that is outside their job.

6. Ward Panel meetings – Essential Points

- a. The PLG should ensure that Ward Panel meetings shall take place approximately every three months.
- b. At least 14 days' notice of a meeting shall be given to members and partners.
- c. Agenda items shall include police action on previous priorities, crime and antisocial behaviour data, community concerns, choosing priorities and the type of action to be taken; and suggesting community contact sessions, and setting the date for the next meeting.
- d. Priorities shall be agreed through discussion or chosen by vote.
- e. At least three members must be present for votes.
- f. Anyone who lives, works, or studies in the ward (or who has a close connection to it) may attend a Ward Panel Meeting. The PLG shall publicise that members of the public may if they wish contact the SNT if they would like to attend a meeting.

7. Guidance for the Organisation of Ward Panel Meetings.

- a. Agree a time and date with your ward officers first.
- b. The wording for the announcement of the meeting should be *"The next meeting of the XXXXXX Ward's Ward Panel Meeting will be on (day and date), starting at xxxx (time) at xxxxxxxx Hall. If you are a resident or work in this Ward, you*

are entitled to attend and take part. Please just turn up. The agenda is attached/to follow together with the minutes of the previous meeting. The intention is to make this an interesting session, and you will have your chance to pose questions related to the Ward to your local Police Safer Neighbourhood Team (SNT)."

- c. Advertise the event via your local databases. Ask the SNT to do so via their NHW record, on "Met Engage", and on the Police WhatsApp. Contact local societies and clubs. Ask your local councillors specifically to promote the meeting, rather than just emailing them.
- d. Develop a relationship, get close to your SNT, and see how you can help them. The email announcement you produce should be sent to the Ward Officers; this then makes it easy for the Ward Officers to hit "forward" to bcc their NHW database. This email needs to be sent to the Ward Officer(s), not the Ward mailbox. Asking ward officers "How can I help" is always worthwhile.
- e. We must try to inform every resident, especially those who don't use the internet. Groups / clubs / societies that cater for older residents are important, as are those that do so for the younger people.
- f. Consider printing a few posters, and get those to local halls, the library etc. And ask the SNT to give them out at contact sessions.
- g. Continue to liaise with the SNT and ensure they have up to date information on local events and investigations ready for the meeting. They should be presenting the crime figures for the Ward in a standard format.
- h. If you don't have an efficient minute taker / secretary, ask for one when you distribute the agenda. The SNB can assist if payment is needed.
- i. See if you can get an interesting speaker (for example on safeguarding) as part of the agenda. The Met has a number of presenters from their different specialist areas and as well as that "how the ward works" is one for the ward officers to present. Topics might include Response, Stop & Search, Dealing with Crime, Volume Crime, Crime Prevention, Tasers, and Scams & Fraud.
- j. Have an attendance sheet at the meeting. You can then pick up anyone who is not a NHW member and give their details to the ward officer to add them to the database. Invite them to sign up to MetEngage.

AGENDA for a Ward Panel Meeting (*Example*)

Meeting of the **XXX** Ward Panel to be held at **venue** at **time** on **date**

A G E N D A

- 1** Welcome by Chair, housekeeping, and introductions
- 2** Apologies for Absence
- 3** Speaker if appropriate
- 4** Minutes of the last meeting and matters arising
- 5** Chair's report
- 6** SNT report, results from previous priorities and current crime figures
- 7** Questions/concerns from the floor
- 8** Ward Priorities
- 9** Confidence questions
 - *Do your residents, visitors, businesspeople feel safe on the streets of your ward/this borough?*
 - *Did the SNT/Borough police address the concerns raised by the PLG, and act on them?*
 - *If an unexpected crime, or crimes, or other public safety concern (plane crash/floods/power cuts etc) arose, did the police respond quickly and correctly?*
- 10** Any Other Business
- 11** Date of Next Meeting

MINUTES of a Ward Panel Meeting (Example)

Minutes of the **XXX** Ward Panel Meeting - held at **venue** at **time** on **date**

Attendees: *List all attendees identifying police and councillors*

1 Welcome by Chair, housekeeping, and introductions *The chair welcomed all, and introductions were made.*

2 Apologies for Absence

*Apologies were received from **list all the persons who have sent apologies***

3 Speaker (if appropriate)

Bullet points of talk

4 Minutes of the last meeting and matters arising

These were accepted as a correct record and there were no matters arising that would not be covered by the agenda.

5 Chair's report

Summary of Points from SNB and/or guidance from SNB Chair; local concerns, meetings attended, and any other matter of interest.

6 SNT report, results from previous priorities and current crime figures

There should be a brief overview of the results from the previous priorities, current crime figures using the table provided by the SNT. (See Appendix xx)

7 Questions / concerns from the floor

Bullet point of concerns and police response/action. It is not necessary to include all the discussion, nor names, other than the names of those responsible for any actions to be taken.

8 Ward Priorities

List the three priorities agreed.

9 Confidence questions

Repeat the three questions, and responses (Yes/No)

10 Any Other Business

11 Date of Next Meeting

PRESENTATION OF CRIME DATA

A standard, simplified format for data presentation at Ward Panel meetings is recommended (see example below).

This has been developed as follows:

- Quarterly, not monthly data, comparing last quarter with prior quarter; and with same quarter last year.
- Recommend focus on key local crimes - as shown - but add others as necessary for your ward.
- Percentages rounded integers – green for reduction, red for increase
- Hotspots – add post codes or streets.

	QUARTER		% CHANGE		
	Latest (eg Oct-Dec)	Prior (eg Jul-Sep)	Latest v prior qtr	Latest v same qtr last year	
All Crime	2,858	2,904	1%		
Theft	1,179	1096	7%		
Violence	727	836	13%		
Burglary	242	225	7%		
Robbery	58	42	38%		
Public Order	230	214	7%		

PUBLIC CONFIDENCE QUESTIONS

The Crime Survey for England and Wales is an important monitor of the extent of crime. The survey will include responses from random people within the borough. The key purpose of this Survey is to ask about people's experiences of crime in the last 12 months and collect details about any incidents they have experienced. This information is used to produce statistics on crime for different groups of people

Ascertaining the level of confidence in the police within the Borough is an ongoing priority; the following questions are included on the Ward Panel agenda:

- Do your residents, visitors, businesspeople feel safe on the streets of your ward/this borough?
- Did the SNT/Borough police address the concerns raised by the PLG, and act on them?
- If an unexpected crime, or crimes, or other public safety concern (plane crash/floods/power cuts etc) arose, did the local police respond quickly and correctly?

Please consider sending your findings to the SNB Secretary for collation and compilation of a Borough wide view.

APPENDIX J

POLICE LIAISON GROUP PRIORITIES

Police Liaison Groups will set three priorities for the police at each quarterly Ward Panel meeting

The first priority will be set by the Police (SNT) and will be violence related or a violence driver. PLGs will next set a minimum of two local ward priorities.

- **Priority 1** – *This will be set by the Police (SNT) to include violence or drivers of violence. This broad category can include all violence types and can include gangs, drugs, domestic assaults, violence against women and vulnerable people, public space safety, alcohol fuelled violence and antisocial behaviour linked to violence.*
- **Priority 2** – *Local priority to be set by the ward panel*
- **Priority 3** – *Local priority to be set by the ward panel*

Priorities should ideally be focused to address a specific problem in an area eg ASB in xxx Park

The process of setting ward priorities will be supported by the SNT through the provision of information about criminal activity across the ward, as well as crime and antisocial behaviour (ASB) statistics and trends. SNT officers will also provide updates on their actions taken regarding any existing priority in order for the panel to make informed decisions about whether the priority is in need of amending or replacing. Building community confidence is paramount to the work of SNTs, so confidence data such as the results of recent PLG surveys and the Public Attitude Survey should also be provided.

In addition to setting ward priorities, the PLG should be fully involved in deciding the type of action that should be taken on their concerns, and have an input into the problem-solving approach.

Please consider sending your Priorities, with your Minutes, to the SNB Secretary for collation.

ENFORCEMENT RESPONSIBILITY

Issues brought up at PLGs which are not the direct responsibility of Police

ROAD and VEHICLE issues

ISSUE	RESPONSIBILITY	REMARKS
ROADS		
Speeding	Police (Safer Transport/ Traffic	Report online https://www.met.police.uk/ro/report/ and it will be passed to Safer Transport/Traffic or to take part in Community Road Watch, or to suggest a residential area where there are community concerns around speeding, contact CommunityRoadwatch@met.police.uk stating the borough you live in. For more information see here https://tfl.gov.uk/corporate/safety-and-security/roadsafety/community-roadwatch
Traffic lights	Police (Safer Transport/ Traffic	Report online https://www.met.police.uk/ro/report/ and it will be passed to Safer Transport/Traffic. For best evidence provide any video footage where possible and obtain vehicle registration mark, vehicle make and model
Poor driving	Police (Safer Transport/ Traffic	Report online https://www.met.police.uk/ro/report/ and it will be passed to Safer Transport/Traffic. For best evidence provide any video footage where possible and obtain vehicle registration mark, vehicle make and model.
VEHICLES		
Insurance MOT	Police	A vehicle can be legally kept on a road whether insured or not insured. This is the same with regards to an MOT. The only time a driver of a vehicle can be dealt with for these offences is if the vehicle is being driven and stopped by police and/or the offences are witnessed by police at the time of driving. If not witnessed by police, then a credible witness with supporting statement or video evidence can then assist the police with any prosecution. Important note

		here is identity of the driver; without this prosecution is difficult.
Road Tax	DVLA	Check and report an untaxed vehicle online https://www.gov.uk/report-untaxed-vehicle
Parking	Council/ Parking Agency	If vehicle causing a dangerous obstruction, then please call 101 in the first instance or dial 999 if an emergency i.e. likely to result in a serious collision.
Abandoned	Council	Check and report an abandoned vehicle online https://www.gov.uk/report-abandoned-vehicle
Graffiti Dog fouling Fly-tipping Litter	Council	Call the Council switchboard on 0208 891 1411 or report online) at www.richmond.gov.uk/street_cleaning
Parks / Dog control	Council	Call the Council on 0208 891 1411 or email parks@richmond.gov.uk
Noise	Council	Whilst the Council Noise service is only available 10pm-3am Fri and Sat. (07944 038495), you can always report disturbance online 24 hours a day by using the link Report a nuisance - London Borough of Richmond upon Thames

NEIGHBOURHOOD WATCH

Neighbourhood Watch (NHW) is the largest community safety organisation in the country. Its aims are to:

- Help people protect themselves and their properties
- Reduce the fear of crime by means of improved home security, greater vigilance, accurate reporting of suspicious incidents and by fostering a community spirit

Ideally each area, street, part of a street, block of flats etc. will have a **NHW Coordinator**. His/her job is:

- To pass on information received from the police
- To encourage members to report anything suspicious to the police
- To distribute newsletters
- Maintain a list of the members of their watch
- Attend an annual NHW meeting.

As a **member** you:

- Should ensure your own household is maintained in a secure state
- Receive and read any newsletter etc and act upon information in them
- Let neighbours know if you are going to be away from home for a period
- Keep an eye on neighbours' property if they are away e.g. push mail/leaflets through letterbox, put away bins
- Help the police prevent and detect crime by being observant and reporting suspicious activity
- Mark all property, if possible, with your postcode and house number, or house name. Photograph items if necessary
- Keep an eye on public facilities such as telephones, park equipment, bus shelters etc and report any vandalism
- Attend meetings / social gatherings as and when suits
- Liaise with the coordinator on all matters of concern.

Link to Neighbourhood Watch (NHW) [Find my local scheme | Neighbourhood Watch Network](#)

To find out what is going on in the LBRUt with regard to crime and safety then join MetEngage - [Home Page - Met Engage](#) which provides information specific to individual wards and areas.

HOW TO CONTACT THE POLICE TO REPORT A CRIME

Emergency Call 999 if:

- A serious offence is in progress or has just been committed.
- Someone is in immediate danger or harm.
- Property is in danger of being damaged.
- A serious disruption to the public is likely.
- If you're deaf or hard of hearing, use the text phone service **18000**

Non-Emergency Contact the Police in one of the following ways:

Phone:

- Call 101 for non-emergency enquiries or reporting.
- If you're deaf or hard of hearing, use the text phone service **18001 101**
- Calling from abroad: **+44 20 7230 1212**

Online Access <https://www.met.police.uk/ro/report> to report a crime online.

Social media Message **@MetCC** on X

Using the Police.UK app. The Police.UK app is easy to use and offers a menu to report crime by type.

British Transport Police Text on **61016** to report incidents on the train and tube discreetly

Anti-Terrorist hotline Call the UK Anti-Terrorism Hotline on 0800 789 321 if you've seen or heard something that you think could suggest terrorist activity.

Crimestoppers Stay 100% anonymous by reporting information to the independent charity. Report online at crimestoppers-uk.org or call 0800 555 111.

HOW POLICE DEAL WITH A CRIME

What happens after you report a burglary, robbery or motor vehicle related crime?

As with every crime reported to Police, the circumstances surrounding each crime are unique. The way the Metropolitan Police (the Met) therefore investigate each crime can vary. However, they will always treat every report of crime seriously and investigate each one impartially.

If you need to report a crime that occurs on a railway, the British Transport Police (BTP) would deal with your case. The BTP are separate to the Met.

Report

A crime can be reported to the police in a variety of different ways, in-person, at a police station or over the phone, for example. If you call to report a crime and are told that police officers will attend, those officers attending will likely be response police officers. Response police officers are those who work 24/7, covering emergency and non-emergency calls made to police. The officers attending your report of crime will conduct a primary investigation at the scene. A primary investigation can also happen over the telephone without the need for officers to attend. Unfortunately, not all crimes are solvable.

Primary Investigation

A primary investigation could involve:

- Talking to victims and witnesses (taking statements from them where appropriate)
- Assessing the scene of a crime
- Reviewing CCTV or video footage (where it is available)
- Gathering other evidence such as forensic samples (where possible)
- Searching intelligence databases
- Door to door enquiries in cases such as burglary -

Report open or closed

If the police officer(s) attending the scene decides at, or soon after, the time that there are no viable lines of enquiry after the initial investigation is complete, the officer will contact you to let you know that they will be closing the investigation at that time. This could also happen over the telephone where the crime is sent to a supervising officer, that supervisor could decide to 'screen out' your crime and it would not be progressed any further. The investigation into a burglary, for example, could also be closed at this stage pending any forensic results if that is the only viable line of enquiry remaining at that stage. Should forensic results or any other new information come to light at a

later time, the investigation will be re-opened and further investigated. You will be updated about this.

Burglary and robbery

Certain types of burglary (such as aggravated burglary) and robberies tend to be investigated by either CID or our BRIT (Burglary and Robbery Investigation Team) where there are viable lines of enquiry. If this happens to your report of crime, an officer from one of these teams will take over the investigation and will be your point of contact from there. The initial response police officer will likely not deal with your report again.

Motor Vehicle Crime

Motor vehicle related crimes such as a theft from a motor vehicle (i.e. your car is broken into and items stolen from within) tend to be reported via telephone and the investigation closed whilst on the phone to the police call handler. These types of crimes are not often attended by police officers unless the suspect is on scene committing the crime there and then. A police officer will attend in this instance and seek to locate and arrest the suspect.

Statement

Should a statement need to be taken from you (or if it was already taken) then there is a chance, if the investigation provides enough evidence, that you could attend Court to provide evidence in person. Only a small number of cases end up in Court. However, if you are asked to attend court as a victim or witness to a crime, you must go. You will go to Court if the defendant (the person accused of a crime) denies the charge against them and pleads 'not guilty' or pleads 'guilty' but denies a part of the offence.

Court

If you are asked to attend Court, then you will be given help and support. The officer in charge of your case will introduce you to the Witness Care Unit and this person will be your contact during the trial. This person can answer any questions you may have or address any concerns. They can also help to prepare you for court. Special measures assistance is also available should you feel vulnerable or afraid of the offender, or if a child or young person is giving evidence.

Victim Support

- Victim Support – a national charity for helping anyone affected by crime to cope with it and recover from their experience. This charity is not only for the victims and witnesses but for their family and friends as well.

<https://www.victimsupport.org.uk/>

USEFUL CONTACTS

Crimes can be reported via the Metropolitan Police website using their online form:

<https://www.met.police.uk/report/how-to-report-a-crime/>

Scams

- If you receive a suspicious email forward it to report@phishing.gov.uk
- For information on how to protect yourself online visit: www.cyberaware.gov.uk
- If you have been a victim of a fraud : <https://www.reportfraud.police.uk/> or 0300 123 2040
- If you receive a scam text message forward it free to 7726 where your provider can investigate

Vehicles *(see also Appendix O)*

- Check and report an untaxed vehicle online <https://www.gov.uk/report-untaxedvehicle>
- Report Speeding <https://www.met.police.uk/ro/report/>
- Check if a vehicle is taxed <https://www.gov.uk/report-untaxed-vehicle>
- Report an abandoned vehicle <https://www.gov.uk/report-abandoned-vehicle>

Reporting graffiti, dog fouling, fly-tipping, litter

https://www.richmond.gov.uk/street_cleaning

Parks, dog control parks@richmond.gov.uk

ABBREVIATIONS

ASB	Anti-Social Behaviour
BCU	Basic Command Unit
BTP	British Transport Police
CBO	Community Behaviour Order
CCTV	Closed Circuit Television
Ch Insp or C/Insp	Chief Inspector
CI	Chief Inspector
CMG	Community Monitoring Group
CS	Chief Superintendent
CSP	Community Safety Partnership
FPN	Fixed Penalty Notice
IAG	Independent Advisory Group
ICV	Independent Custody Visitor
Insp	Inspector
IPCC	Independent Police Complaints Commission
LBRuT	London Borough of Richmond-Upon-Thames
LCP2	London Communities and Policing Partnership
LSP	Local Strategic Partnership
[M]BPA	[Metropolitan] Black Police Association
MET	Metropolitan Police
MetCC	Met Command and Control (999 and 101 call centres)
MOPAC	Mayor's Office for Policing and Crime
MPS	Metropolitan Police Service
NHW	Neighbourhood Watch
NSY	New Scotland Yard
PACE	Police and Criminal Evidence Act
PACE S1	Section of PACE which empowers officers to stop & search on reasonable grounds
PC	Police Constable
PCSO	Police Community Support Officer
PLG	Police Liaison Group
PS	Police Sergeant
RBKUT	Royal Borough of Kingston-Upon-Thames
S60	Powers to stop and search in anticipation of violence
S&A	Stop and Account
S&S	Stop and Search

SNB	Safer Neighbourhood Board
SNT/NPT	Safer Neighbourhood Team / Neighbourhood Policing Team
Supt	Superintendent
ToR	Terms of Reference
TSG	Territorial Support Group
YOT	Youth Offending Team
YPLG	Youth Police Liaison Group

GDPR

XXXX PLG

Privacy Notice

This document will explain how ____ *Insert name* _____ PLG uses the personal data that we collect from you when you attend PLGs.

What data do we collect?

The PLG collects the following data:

- Personal identification information (name, email address, phone numbers, etc.)

How do we collect your data?

You directly provide the PLG with the data that we collect. We collect data and process data when you:

- attend a PLG meeting

The PLG may also get your data indirectly from the following sources:

- The police and partners (such as a local authority), for those that are interested in joining a PLG.

How will we use your data?

The PLG collects your data so that we can:

- Contact you as a member with updates.
- Manage the PLG

If you agree, the PLG will share your data with our partners so that they may contact you in relation to issues affecting the area covered by the PLG

- The police

Once the PLG has processed your data, it will not need to send your data any further, unless you consent otherwise.

How do we store your data?

The PLG chair or secretary will store your detail securely using a locally agreed process. The process should involve password protection and encryption (if available).

The PLG will review its list of attendees regularly. This will be the responsibility of the PLG chair or secretary. This will be to ensure that the list is up to date. Those attendees that leave the PLG will have their data removed as a default. The data will be removed by the chair or secretary from the locally agreed platform.

Marketing

The PLG will not use your data for any marketing purposes other than updates and services offered by our partners, such as:

- The MPS
- Local authorities

If you do not wish to have such updates, log this request with your PLG chair who will be providing such updates as a go-between.

You have the right at any time to stop the PLG from contacting you for marketing purposes or giving your data to other members of the PLG. If you no longer wish to be contacted for marketing purposes, please speak to your PLG chair

What are your data protection rights?

The PLG would like to make sure you are fully aware of all your data protection rights. Every scheme member is entitled to the following:

- ***The right to access*** – You have the right to request from the PLG copies of your personal data.
- ***The right to rectification*** – You have the right to request that the PLG correct any information you believe is inaccurate. You also have the right to request the PLG to complete information you believe is incomplete.
- ***The right to erasure*** – You have the right to request that the PLG erase your personal data.
- ***The right to restrict processing*** – You have the right to request that the PLG restrict the processing of your personal data.
- ***The right to object to processing*** – You have the right to object to the PLG
- ***The right to data portability*** – You have the right to request that the PLG transfer the data that we have collected to another organisation or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact one of your PLG chair or secretary.

Changes to our privacy policy

The PLG keeps its privacy policy under regular review. A copy can be requested from the PLG chair or secretary.

How to contact us

If you have any questions about the PLG privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

- In person: Arrange a meeting with the PLG chair
- Email: Contact the PLG chair via email

NOLAN PRINCIPLES

The Richmond Safer Neighbourhood Board and Police Liaison Groups will adhere to the seven principles of public life as detailed in the Nolan Principles.

- **Selflessness** – Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, th
- **Integrity** – Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **Objectivity** – In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability** – Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness** – Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty** – Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership** – Holders of public office should promote and support these principles by leadership and example.