SAFER NEIGHBOURHOOD BOARD (SNB) MEETING
THE SALON ROOM, YORK HOUSE, RICHMOND ROAD TWICKENHAM
30 OCTOBER 2018 AT 7.00PM

MINUTES

<table>
<thead>
<tr>
<th>SNB MEMBERS ATTENDING</th>
<th>REPRESENTING</th>
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<tr>
<td>PK Peter Kirkham</td>
<td>Chair - LGBT</td>
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<tr>
<td>WKP Wendy Kyre-Pope</td>
<td>Advisor &amp; LCP2 – Vice Chair</td>
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<tr>
<td>CA Carole Atkinson MBE</td>
<td>Stop &amp; Search &amp; Hampton Hill Residents Assoc – Vice Chair</td>
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<td>JTE John T Evans</td>
<td>Chair Whitton &amp; Heathfield PLG</td>
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<td>DL David Loftus MBE</td>
<td>Knepler Hall / Disabled Persons Rep</td>
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<td>AL Anthony Lindsay</td>
<td>NHW Whitton</td>
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<td>MS Martin Sands</td>
<td>Hampton Wick / Teddington Community</td>
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<td>PBS Peter Burrows-Smith</td>
<td>Treasurer &amp; Royal Parks Link</td>
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<td>LJ Cllr Liz Jaeger</td>
<td>Cabinet Member for Community Safety</td>
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<td>LP Lesley Pollesche</td>
<td>Advisor Community</td>
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<td>JM John Murray</td>
<td>NHW Hamptons</td>
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<td>PG Phil Greasley</td>
<td>Victim Support</td>
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<tr>
<td>AJ Anne Johnstone</td>
<td>Chair Mortlake &amp; Barnes PLG, Met Volunteer</td>
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<td>MB Mike Brownlee CBE</td>
<td>NHW Representative and Coordinator, Richmond</td>
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<td>JB John Bell</td>
<td>Advisor Twickenham</td>
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<td>PM Pam McMillen</td>
<td>SNB Minutes Secretary</td>
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<td>RA Ravi Avora</td>
<td>EMAG</td>
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<th>SNB MEMBER APOLOGIES</th>
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<tr>
<td>CO Charles Owens</td>
<td>South Twickenham NHW</td>
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<td>PG Phil Garside</td>
<td>Whitton</td>
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<tr>
<td>LT Laura Turner</td>
<td>Mencap</td>
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<td>JMT Jan Marriott</td>
<td>Older Peoples Forum</td>
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<th>POLICE ATTENDING</th>
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<tr>
<td>SR Simon Ross</td>
<td>MPS</td>
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<td>TB Tony Bennett</td>
<td>BTP</td>
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<td>LM Lisa Maslin</td>
<td>MPS</td>
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<th>COUNCILLORS ATTENDING</th>
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<td>Cllr A Coelho</td>
<td>Councillor</td>
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<th>ORGANISATIONS / PUBLIC</th>
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<tr>
<td>MAC Mac McInerny</td>
<td>Heatham Alliance</td>
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<td>Christina Gore</td>
<td>Teddington &amp; Hampton Wick PLG</td>
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<td>Rosalind Graham Hunt</td>
<td>Public</td>
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<tr>
<td>Clare Head</td>
<td>South Twickenham PLG</td>
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<td>KM Keith Mahony</td>
<td>East Sheen PLG</td>
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<tr>
<td>Robyn Thomas</td>
<td>Community Safety for both Richmond and Wandsworth</td>
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<td>Philip Morgan</td>
<td>PLG Chair</td>
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<td>RA Rob Applegarth</td>
<td>MPS - Superintendent</td>
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1. WELCOME AND APOLOGIES
   Peter Kirkham (PK) welcomed everyone to the meeting and apologies were noted.
PK said that either BCU Commander Sally Benatar or Supt. Rob Applegarth will try to make SNB meetings but this time apologies, as both are away.

**Presentation from CI Lisa Maslen from Met Control and Command concerning 999/101 and digital reporting of crime**

CI Lisa Maslen took on her role in July, with the increased scrutiny and problems re answering 101 calls, lots of work is now being done to improve the sad situation the service was in.

In 2016 a digital contact centre was set up. In 2018 there started a public access programme for options for contact with a view to open them up. A single online home has been created to capture all first contact information from the community. This has been very successful, and has now been taken up by most police forces.

Secure forms enable reporting and data capture; public can report online; can contact police; can give feedback all on one site.

Missing people can be reported on this site, and the information shared with partners in care services, old people homes etc; lost and found property reported; road traffic incidents; fraud; civil disputes reported. ASB was added last week; this area creates a vast volume of work; and now people can report concerns online.

Introduced on 13 August 2018, police have seen biggest reduction in work time. A message has been put on 101 now to direct people to use given various options, eg press 1 etc

There are five options: custody enquiries; report crime; report ASB (public can be diverted to use website or divert call to BTP); provide or receive an update on a crime (again public can be directed to online); road traffic incidents: these generate lots of calls many of which are not dealt with by police now, so can divert public to the correct agency.

September has seen 40% reduction in calls to 101; operators now have time to answer other calls; There are two to three thousand calls less per day. This makes a more efficient service, better customer service, quality interaction for police and caller.

Digital work on Twitter pages, staff run the pages during the day, 3000 tweets per day – good way to communicate with younger people. Emails and live chat options are also available; good way to gather information in from areas, especially from vulnerable people.

MPS are catching up, massive organisation and investment; lots of negative stories re using 101. Police can investigate bad service if details are provided of a call. Service has improved over last few months.

**Questions:**

WKP – new technology helps young people; but for older people can they speak to someone? LM said yes you can stay on the phone and speak to someone. Also service will give out a direct number to follow up a crime.

WKP – if someone rings to speak to their SNT, what do they do? LM said an email would be sent out to the person providing information.

JTE reported that a NHW coordinator had difficulty using 101, and sent an email to SNT. JTE also reported that ten days ago he had a brick thrown through window; he spent time putting in details online; however the summary showed incorrect details for address of the crime and he could not edit this detail. He therefore rang 101 and option 3 says speak to operator, who says go online! LM to feedback re this edit problem comment to Met CC. **ACTION LM**
AL asked how many operators are there at any one time? LM said the shift pattern is being reviewed. There can be between 20 to 100 operators, depending on call patterns. 999 calls have gone down at weekend, but 101 calls peak on Mondays, so need to change shifts to meet demand.

MB said he had reported something before 13 August; do reports disappear into the ether? LM said it depends on crime, or information, all reports will not necessarily get a response. Comment was made that wouldn't an online message to say the report had been received, help?

JM asked where is Live Chat team based? LM said it is at Met CC.

Comment was made that there has been no PR about this....Was there a launch or will there be? LM to update. **ACTION LM**

2. MINUTES OF THE LAST MEETING (31.7.18)
These were approved as being a true record and will be placed on the council website.

3. MATTERS ARISING
Pg 5: query on response times should it read 90 or 98%? Check with RA

Use of CCTV in relation to GDPR
GDPR has not changed use of CCTV in domestic setting; do not need to register for domestic use. Tenant might need to have change of rules in the tenancy agreement. Situation for businesses is different, do need to be registered.

Outcomes of crime investigations
RA was to see if borough information can be broken down, will now be done per BCU.

Response to 999 calls – information will continue to be provided by Borough. This is to be discussed at BCU meeting tomorrow
Cllr LJ asked for a breakdown of the response time figures. **ACTION MPS**

Cllr Gareth Richards, who is responsible for cycling, is to be invited to come in and do a presentation. LP volunteered to speak to him. **ACTION LP**

JTE said that at the last meeting re discussion of crime figures; RA was taking feedback to discuss with SR; what is happening? CA said it is a live topic and is being discussed, aware of concerns.
WKp said pilots are going on in London, not enough resources; looking at use of volunteers.
MB had a letter dated 20th June, from Simon Ross, which said all information will only be on the website. SR said the letter should have been sent to all wards and NHW co coordinators.

AL asked what proportion of council tax goes to the police; could an amount of that be used to provide statistics? LJ said no, the money goes to the Mayor and is used for policing etc.
CA said it is not to do with the Council; it goes to the Mayor’s office, who decides what information is shared with public. MOPAC are influential on this – PK to speak with the MOPAC rep.
LJ said she has tried very hard on this data issue, has had several meetings.

4. PRESENTATION BY MPS
Supt Simon Ross presented figures September 2016 – 18

Key points from the MPS presentation: (please see presentation sent with minutes)
MOPAC Data
Slight drop in figures for burglary, police are now targeting areas in darker nights.
Violence against the person – slight drop in figures.
There was a recent robbery spike around Heathfield, but this has dropped by targeting area, using park staff, seems to have moved issue on. 460 robberies over 24 months, actual numbers are low.

SNB Meeting Minutes 30.10.18
Vehicle crime, slightly down, slight jump in 2017, lots of crime prevention advice helps.

Richmond sanctioned detections have dropped, now officers only view CCTV for very serious offences, Met wide issue.

ASB – Richmond is 30 out of 32 boroughs in closed ASB incidents, 25th in repeated ongoing incidents, 9th in relation to outstanding incidents.

**Public Confidence and Satisfaction**

At 75% - slight drop

Public perception – big fall in ‘knows how to contact their local ward officer’. John Murray has put together a document showing ways to contact police in his ward, will be sending this out. LP asked who will role this out. SR will roll it out to NHW coordinators and SNT will have it at contact sessions; will also give to the councillors.

LP asked can it be put through peoples’ doors? SR cannot commit to this. PK said a simplified document could be put out. JTE said it should go to PLG Chairs. JM made point that his document is written for his ward; each ward would have different information.

WKP said there is money in the budget to help with printing a document. SR said he still needs confirmation re using SNT mobile numbers.

Satisfaction – slight decline over two years, the interesting figure will be next year with the change to BCU having fed in.

**Stop and Search**

Richmond do least S& S in London. WKP asked is this a good thing – does it reflect lack of officers? SR said it could reflect this, and also we do have low levels of crime. S&S is primarily for drugs; going equipped; weapons. Primarily white males, 15 – 19 yrs in Richmond. 46% positive outcomes

CA said our numbers have not gone up as high as Wandsworth, she is bringing this point up with Cmdr SB tomorrow. S&S can take 3 to 40 minutes, no discrimination, carried out in reasonable manner and to letter of law. PK said our S&S numbers should not change.

RA asked if there is any bias in this borough. CA said there is not. PK has looked into figures and statistics. WKP and CA organise counts at stations each year, to show ethnic makeup of street population in borough, as opposed to Census figures.

**Response times across BCU**

There has been a drop, we were high 80s, now just over 70s. We are on a decline, but hope that will resolve by next May. MPS now prioritise risk crimes for I grade (15 mins response), S grade is response within 60mins, (S grade was 80% now around 65%).

DL asked when does time start? LM said the call is made, then sent to dispatch and time starts then. Much greater risk assessment is made of each call.

CA said she has listened in to safeguarding calls; if operator assesses high risk, call will be dispatched while person is still on phone.

**Points raised:**

PK said SR will be our consistent contact at the SNBs, so can this meeting feedback re the information being provided at the meeting. MPS Presentation is to go out with minutes.

LJ asked if it could be sent out with the agenda before the SNB meetings in future. **ACTION SR**
MS asked what is the current crime trend in the area? SR said things that happen in London, can trickle out to here, but nothing consistently. LJ had had an email re four knife crime incidents from a resident who, asked for this to be raised at the meeting. LJ says she is challenged when she says this is a ‘safe borough’, it would be helpful to know more about knife crime in the local area. SR said knife crime covers a variety of crime, we have stabbings, knife enabled crimes etc, so this can skew the figures.

AL said re 101 we have not had information re number of calls not answered, lots of anecdotal feelings, could do with hard data to answers publics questions. PK the system is not set up to provide statistics on this. SR said the statistics used in presentation are all on the MET website. AL is information taken on how long people are on hold? Not possible.

PK re the big fall in ‘knows how to contact their local ward officer’ – this point is very telling, it has been raised with Cmdr SB and RA – people need to know how to contact their SNT. Hackney did do this and put out SNT mobile numbers, now evaluating how this goes.

MS asked how do we deal with ‘suspicious’ people knocking on doors...do you call 999 or 101? Call 101. Well would they do anything about it? Depends on how serious incident reported is.

PK asked do the SNB know how many officers are on call on Richmond 24/7 – it is 12/15 officers available. Very short of CID officers – so crimes are being given to PCs, so trying to deal with case crimes, means lack of available officers. Shifts, sickness and training will also affect this.

5. OTHER CRIME DATA - BTP & ROYAL PARKS
TB gave a summary of the report for BTP.
BTP has seen a fall in figures at busiest stations – biggest reduction in motoring crimes, then bike theft. Figures include crimes on trains and at stations
WKP said there has been a big concern re suicides at stations, costs from delays. TB said there has been a drop from 22 to 9 this year. Some stations are suicide hotspots, staff are trained to look out for vulnerable passengers.

AL asked how many BTP staff are there at the moment? TB said he has seven officers at moment.
BTP are under same constraints as MET. AL asked do BTP get any feedback from Network Rail? Yes they do.

Royal Parks
PBS said crime figures are low. LP asked have there been any other incidents with deer or culling, apart from the recent incident. There have been none.
PK said it is a waste of Royal Parks time to attend the meeting, if there are any questions please pass questions to PBS to gather a response.

6. PRIORITY SETTING
This was agreed as:
Motor vehicle crime
Burglary
Vulnerable victims
ASB

BOARD IN ADJOURNMENT

SNB Meeting Minutes 30.10.18
7. PUBLIC QUESTIONS TO THE BOARD

Keith Mahony (KM), PLG Chair East Sheen said there is a general feeling of unease in his area, public perception of more crime in area, concern re BCU system, less officers. It may make us a less safe area, if police take eye off the boil, and compare us with the other wards on the BCU. When East Sheen has problems the SNT changed their shift pattern to help on the area. Concern that we need to give Mayor more comments, make sure our levels do not become ‘acceptable’.

SR said the East Sheen burglaries spike happened in summer holidays. Jan identified problem on her ward, and changed shifts and flexed some officers. SR understands concern Richmond ‘gets forgotten’, but BCU should give equal cover of officers. PK will take this concern back to the BCU.

KM said if police numbers are down, high visibility goes down, crimes screened out, proactive policing going down. PK this is a government decision, get Jan to raise this.

Cllr Coelho spoke about businesses affected by rising crime in Twickenham. Re CCTV, GDPR say that only 10 minutes footage can be viewed. PK this is not accurate, businesses should be able to view. Cllr asked what can local businesses do to prevent crime? SR said it goes back to how serious the crime happening is, unless police are on site, can give crime prevention advice. Cllr asked if crime happens in shop, can police now view CCTV on street? SR said yes police can view especially if made aware of incident happening.

Can more CCCTV be put in the parking areas? This is a council not a police matter.

Mac asked what is the target waiting time for 101 call? LM said there isn’t one for 101, only for 999 calls. 101 time has improved – figures to be supplied. If an event is happening eg rugby, there could be extra resources set up to answer calls. Mac said people are fed up with holding on and also if they call RFU line, the number is not manned, is important for local people to be able to report ASB incidents. Request was made for this information at the next meeting. ACTION MPS

8. FUNDING REPORT

PBS asked for any projects to do with crime reduction, prevention, and community engagement.

9. ANY OTHER BUSINESS

- Possible changes of constitution. PK to advise
- Renewing details of SNB board as it is missing education and youth representatives. Any suggestions please let CA or PK know
- JTE wanted to mention the successful Murray Park event last week and minute special thanks to PS Jon McLoughlin for arranging this. PK said there is a need to look at this sort of event at other locations next year.
- Victim Support has recently completed training courses for police.

10. DATE OF NEXT MEETINGS 2019

Tuesday January 29
Tuesday April 23
Tuesday July 30
Tuesday October 29

Time: 7.00pm (refreshments from 6.45pm)
Venue: York House, London Road, Twickenham.

The Meeting closed at 9.10pm