



**RICHMOND SAFER NEIGHBOURHOOD BOARD MEETING & A.G.M.**

**Thursday 3 April 2025 starting at 7pm  
Terrace Room, York House, Twickenham**

**MINUTES**

<b>SNB MEMBERS ATTENDING</b>	<b>REPRESENTING</b>
RM Roger Metcalfe	Chair SNB and Met CC lead
PF Pam Fleming	Vice Chair SNB
CA Carole Atkinson MBE	Hampton Hill Association and S&S CMG
JM John Murray	NHW Hamptons/Met Volunteer/PLG Chair
AJ Anne Johnstone BEM	PLG Chair Mortlake & Barnes Common / Met Vol.
MA Mike Adams	SNB Treasurer
PBS Peter Burrows-Smith	PLG Chair / Hate Crime / Royal Parks Link
WKP Wendy Kyrle-Pope	MPS Link advisor & LCP2, IAG Richmond, IAG Frontline Policing, BTP link
MM Prof Maria Mellins	St. Mary's University / One Stop Shop
AC Avril Coelho	Cllr Hampton North & Business
BP Beverley Picton	NHW South Richmond
RA Ravi Arora	Multi-Cultural Richmond
Julie Hill	Meeting Secretary

<b>POLICE ATTENDING</b>	<b>REPRESENTING</b>
CS Superintendent Chris Scammell	Superintendent Richmond Neighbourhoods, SW BCU
CJ Inspector Chris Jackson	Inspector Richmond Neighbourhoods, SW BCU
JM Inspector Jon McLoughlin	Inspector Richmond Neighbourhoods, SW BCU

<b>COUNCIL OFFICERS and COUNCILLORS ATTENDING</b>	<b>REPRESENTING</b>
LS Lee Spear	Community Safety Service, LBRUT
CV Cllr Chris Varley	SNB Member and South Richmond Ward
LP Cllr Lesley Pollesche	SNB Member and Heathfield Ward

<b>ORGANISATIONS / PUBLIC</b>	<b>REPRESENTING</b>
JTE John T Evans	PLG Chair Whitton & Heathfield
GS Garvin Snell	Re-NGAGE
BE Barbara Lingle-Elliott	Mothers Against Muggings
JL Jock Lennox	PLG Chair South Richmond
CL Carolyn Lennertz	Richmond resident
GF Gemma Fumagalli	Richmond Green NHW
CG Christina Gore	Hampton Wick resident

<b>APOLOGIES</b>	<b>REPRESENTING</b>
Pam McMillen	SNB Secretary
Cllr Niki Crookdake	SNB Member and Mortlake & Barnes Common Ward
Tony Lindsay	NHW Whitton

### **1. Welcome and Apologies**

Roger Metcalfe welcomed and thanked everyone attending the meeting, including Supt Scammell, Commander of Richmond Borough Police, both Inspectors. Julie Hill, standing in as Secretary, new members of the SNB Mike Adams (Treasurer), and Cllr Chris Varley. South Richmond Chair Jock Lennox and Richmond residents were also welcomed, along with Garvin Snell from Re-NGAGE, and Lee Spear, Community Safety Service LBRuT. Apologies were noted.

### **Minutes of the last meeting and Matters Arising (30.1.25)**

These were approved as being a true record and would be placed on the council website.

Proposed by WKP.

Seconded by PBS.

Thanks recorded to Pam Mcmillen for her excellent Minutes.

## **2. Chairman's Update & Guidance:**

The SNB's prime function is to ensure PLG groups are happening and that the community has a forum to bring their concerns to Board Level. Thanks were given to the 14 dedicated and expert Chairs, also NHW Co-ordinators, secretaries, dedicated Ward Officers and PCSOs.

The cluster system was working well – 8 Sgts all in place, responsible for 3 Wards. Special Constables were also making an important contribution.

RM thanked JM for making the data available on Police performance. He recognised that the

Met is under-resourced and that in supporting the Police, the public must consider the framework and constraints they work under, including abstractions. Thanks were recorded to the Inspectors for their engagement in this respect.

## **3. SNB Projects Update / Annual Report for 2024-25**

Mike Adams, new Treasurer gave a report by former Treasurer Jeff Picton on the SNB Richmond expenditure for the financial year to 31<sup>st</sup> March 2025.

### **Summary cash position and spend**

Opening cash balance 1/4/24	£56.4k
Spend for the year	£ (18.3k) -see analysis below
MOPAC funding received 30/10/24	£19.6k
Closing cash balance 31/3/25	£57.7k

### **Spend by area**

Crime prevention/ security advice – all through Chris Walden	£5.5k
Crime prevention – Mothers against Muggings – poster campaign	£1.2k
Crime prevention materials – Solon £2k and Car Theft warning signs £0.7k	£2.7k <small>Small Projects below</small>
MCR Hate crime event held in May	£2k
Support for MPS events / equipment	£0.6k <small>Small projects below</small>
Safe Space and Pastors	£2.5k
Admin – secretarial support, hall hire, Zoom licence, costs for July SNB meeting refreshments	£3.8k*
<b>Total</b>	<b>£18.3k</b>

Our 2024/25 Funding Application had the following approved projects – shown below together with actual spend for the year – with comments against each.

<b>Project</b>	<b>2024/25 Funding application</b>	<b>Actual spend</b>	<b>Comments</b>
Mothers against Muggings – posters	£2.6k	£1.2k	Poster printing costs less than budgeted in the original proposal
Safe Space	£2.5k	£2.5k	As per budget
Tackling Hate Crime and Intolerance	£2k	£2k	As budgeted note that any MCR payments have been aligned with the relevant MOPAC funding year. See below
Crime prevention advice	£4.5k	£5.5k	Above plan -reflects higher demand for Chris Walden services in wake of burglary spike in South Richmond
Small projects	£2.8k	£3.3k	Some late funding requests – approved as there was available headroom
Admin	£5.2k	£3.8k	Below budgeted allocation
<b>Total</b>	<b>£19.6k</b>	<b>£18.3k</b>	

### **Key matters to note**

The Mothers against Muggings spend is below budget as the print costs were less than expected in their original funding request. This should be considered when taking account of their 2025/26 funding request (which is designed to take the programme London wide). It is also not clear how MOPAC will view a project funding request which is not directed to the Borough and is instead London wide – Roger and Mike as the incoming Treasurer should consider this before submitting the 2025/26 application.

The MCR event took place in May 2024. Peter Burrows- Smith (when Treasurer for the SNB – he also is Treasurer at MCR) had previously sought to “accrue” in applications for funding for events in the future which did not line up with the MOPAC year. This was not supportable given the periodic MOPAC monitoring and reporting requirements and accordingly this was corrected in 2024/25 to align the timing of the event spend into the related financial year. Roger is briefed on this matter and has confirmed that the timing of actual expenditure should be aligned with the relevant MOPAC financial year.

The spend with Chris Walden is significant (recently in particular following several high-profile residential burglaries in South Richmond). I have checked with Roger at points in time that he is content with the level of spend including obtaining specific second review of high value invoices. Chris provides a very useful service which is highly appreciated by residents but the level of spend should continue to be carefully monitored.

### **MOPAC funding for 2025/26**

SNB Meeting & AGM 3.4.25 Minutes V2

MOPAC funding for 2025/26 has been confirmed at the same level as recent years at £19,597. There has been no increase in the funding amount for the past few years. Please note as previously agreed on my resignation from the Treasurer role, that the 2025/26 MOPAC funding application will be handled by Roger. The deadline for submission is Monday 28 April 2025 and failure to meet that date will mean no funding is provided for the next year! The draft application that I had produced was sent to Roger on 3 March 2025 – but this needs more work before it is suitable for submission to MOPAC.

Jeff Picton  
31 March 2025

RM thanked Jeff Picton for his huge contribution as Treasurer and Projects Officer, and for this final report for the year.

RM thanked Mike Adams for taking over the role of Treasurer and Projects Officer.

## **QUESTIONS / DISCUSSION FOLLOWING REPORT**

BE, Mother's Against Muggings hoped to go London wide with the campaign and did not expect the Richmond SNB to pay for any materials. PBS said he was originally involved in MAM and advised that care was needed as he found there were many late payers. RM did not want projects approved in one financial year to run over into the next.

WKP asked about the Safe Space outside Richmond Station being reduced to a Saturday night. Insp Jon McLoughlin explained that a decision had been made to take this down to one night, there had been a drop off in offences and footfall, and BTP were no longer in a position to support this with manpower. The intention is to grow this initiative organically, using more volunteers and ongoing Police support. If there is an increase in crime or behaviour on a Friday, Police would re-instate this.

MM asked if there were any measures available to ascertain how many people were engaging with the Safe Space and some matrix would be very useful. It wasn't simple to collect data as some people spoke briefly and didn't stop. It was felt though that seeing Uniform Police presence had a positive effect.

The old model was 9pm – midnight. JM was confident that the revised model from 8pm-11pm would work and dependent on footfall volunteers could stay on longer.

RM commented: The success of the Safe Space comes from the interagency co-operation, and the critical ingredient is the visible presence of uniform Police, and constabulary qualified SW Trains staff. RM's view was that Safe Space assisted greatly in building Trust and Confidence in the Police.

Quarterly meetings are planned. If anyone would like to be part of this initiative, please speak to the RM or JM.

**ACTION: All SNB Board Members**

Lee Spear said he would look into collecting data from Safe Space nights.

**ACTION: LS**

#### **4. Neighbourhood Watch update**

CA read her Report which will be circulated with the Minutes.

MET Engage is to be launched later in April in 4 Boroughs including Richmond. This will link into the Neighbourhood Alert platform – which is already used by 32 Forces throughout England.

CS said training had been completed to get people to sign up to the App. PLG Chairs, NHW co-ordinators will be asked to help promote this. Crime prevention advice and survey functions will be included. Once the QR codes are available there will be a push to go into schools, shops etc. This is the most comprehensive Police App ever to be rolled out.

CS gave assurance that specific and very successful local WhatsApp NHW groups would continue to run. MET Engage would not be replacing these groups.

Key dates – Pilot starts on 22<sup>nd</sup> April. Rest of London in June. MOPAC providing the funding.

NHW week is first week of June which would be an opportunity to promote the new App.

PBS – asked that MET Engage rollout be kept simple so people could understand it.

## **5. Burglaries**

Jock Lennox, Chair Richmond PLG gave a presentation on the burglary crisis in South Richmond; at least 12 serious burglaries had been committed by clearly organised crime gangs since late October 2024.

A PLG Meeting had been held on 13<sup>th</sup> January following several burglaries over Christmas / New Year, and this had exposed shortcomings and community concerns. As a results JL and RM had met with Supt Scammell, and Inspectors. Street Briefings had improved communication, and a recent open letter to the community had explained improved methods and co-ordination; however but community mood of great frustration and fear of further burglaries, continues. The most recent burglary was on 15<sup>th</sup> March and appears to be the same gang. Similar patterns are emerging with the MO - observing people, Safes and high value items taken from homes in Richmond.

The community feel really let down. Street briefings have not solved this situation and the structure the police is operating under makes it very difficult. Officers are sent out to victims with no knowledge of the history and clear links to the burglaries and this is a real issue. Sgt. Wright had been very supportive though.

Secondly, in the aftermath of review by the MET that community policing was the priority, Officers are still being abstracted. The residents felt a complete lack of trust and confidence in the Police. Some are now paying for Private Security which is costing a great deal.

One safe had subsequently been recovered but no follow up had taken place as to who had called in the location and no forensics had been utilised.

Police didn't respond to the 999 call when a burglar alarm was going off next door to a previous victim. Residents have been doing their own detective work and finding links where Police, perhaps due to operating method (BCU system) and/or due to lack of resources, had delivered a sub-optimal response.

One burglary victim gave a harrowing account of her experience and that of her neighbour. The burglaries are having a terrible effect on residents, many of them young children, who have had their bedrooms searched and pocket money stolen too.

RM thanked JL and residents for sharing their experiences.

CS explained that Police used to have their own burglary teams within Police stations. He acknowledged this was organised criminality and that with the Basic Command Unit model, Richmond is now competing for resources. Although an individual case may have been closed, work is continuing to identify suspects. He acknowledged there were not enough resources in the burglary teams.

JL stressed that it was vital Officers had knowledge of the other burglary cases. Thanks were recorded to CJ who had set out the connections. RM asked that the extra resources be put in place.

BLE said she had been going into Schools promoting people to go to Police with concerns about crime and that Police needed to engage with residents and communicate that if you see something that doesn't seem right, report it to the Police. But if there is no follow up, there is no trust and no confidence because people cannot see it.

WKP gave an example of a large number of burglaries that took place where she lived some years ago with lack of communication. A WA group was formed which improved communication with the police.

CA spoke about the lack of connection.

PBS had circulated details of the burglary suspects to his NHW group within East Sheen and asked if this should be done in other areas.

CS guarded that appearances / clothing can change and that the focus should be on behaviours.

Residents had shared footage of some of the suspects, who were brazen. CS commented that Police were utilising facial recognition technology where possible.

## **6. Police Performance Report**

192 residential burglary up 26 on previous 3 months

Reduction of 29

Non residential burglaries (shops, cafes) 73 offences past 3 months

Reduction in personal robbery – 27 last 3 months, drop of 28 offences compared

Down by 17

Commercial robbery (shops) risen in line with shoplifting offences up by 5 compared to previous three months

Reduction in shoplifting in last 3 months

Theft of motor vehicle – 99 last three months 170 previous

Theft from motor vehicle 250 to 203 in previous 3 months

Violence with injury 155 drop of 55 from previous 3 months

Slight increase in ASB but overall drop

Personal robbery – down 25% compared to previous year.

Increase in theft from person – related when recording system was changed

Residential burglary 18.6 drop

Motor vehicle interference – down by 20% | past years

Criminal behaviour orders in place against 4 offenders

Business robbery – people being threatened – up

Hate crime down by 15.9%

Overall two years trend seen reductions

Criminal sexual exploitation – 203 increase.

Rape up by 20%

Rape not connected to domestic assaults up

Domestic abuse small increase in past year

Domestic abuse with violence 0- down 6.7%

Violence against women and girls down 3.5%.

Spiking – low numbers on the Borough but up slightly by 1 offence in past year.

Police were working on criminal behaviour orders.

### **Community Monitoring Update**

WKP had viewed body worn camera footage of three Stop & Searches which were all justified.

Officers in all cases behaved correctly. They are looking to recruit more young people to serve on the Group and welcomed those in particular who were likely to be stopped and searched.

A new free project is up and running to train youth workers about how to behave when stopped and searched and those stopped more control of situations.

### **7. Police Trust and Confidence Report**

This was down slightly. To be circulated with the Minutes.

### **8. Q & A: Police Performance, Trust & Confidence**

No questions had been submitted.

### **9. Borough Level Assessment, Review / Setting of Priorities**

Violence Against Women and Girls (VAWG)

Burglary

Anti Social Behaviour (ASB)

### **10. Crime Prevention including Scams and Fraud**

#### **CRIME PREVENTION REPORT FOR THE SNB BY JOHN MURRAY.**

**Report from Chris Walden.** In January 2024 there were 7 Home Security Surveys, February, 12 Home Security Surveys and 4 Meetings with Police and public. March – to 18<sup>th</sup>), 4 Home Security Surveys. 1 prospective appointment to be confirmed. One meeting booked. One written report on alarms.

**Fraud.** The February fraud figures show just over £53,000 which is good news – February 2024 showed nearly £2m. Action Fraud are warning about increased social media hacking and ensuring two step verification is used. Good advice in [Stop! Think Fraud - How to stay safe from scams](#)

I have done three sessions at St Marys University (thank you Maria) at their open advice session, and it looks like I will do this monthly. I have given two scam presentations, the last with 125 attendees, at the positive dementia conference (thankyou Jon). There are three more in prospect, one booked for the Hampton Society which will involve about sixty attendees.

In 2024 about £8.5 million was lost in reported fraud in this borough alone. However in the Mayors Police and Crime plan - [The Mayor's Police and Crime Plan 2025-2029 | London City Hall](#) there is no mention of any action on fraud prevention.

## **11. Hate Crime Update**

RA is looking into organising a Youth Hate Crime Conference at the Allianz Stadium, possible date being 15<sup>th</sup> October.

PBS reported that the BCU has a dedicated Performance and Outcomes Officer PC Samantha Groves who is hoping to investigate every incident within 7 days.

The most concerning hate crime in LBRuT is racial hatred.

PBS is also part of the Racial Hatred Crime Panel.

The new Borough Commander is an expert on hate crime.

## **12. Projects**

### **Project Plan for 2025-2026**

RM outline the forward plan for SNB sponsored projects:

- a. Streetwise
- b. Safe Space Richmond 0 Richmond Station
- c. MultiCulturalRichmond (MCR) Hate Crime Awareness
- d. Crime prevention advice
- e. Small projects fund
- f. Support PS Outreach events
- g. VAWG related support including support to events and volunteers
- h. Support to projects for senior people (frauds and scams advice)
- i. Support to new Neighbourhood Watch initiatives including Knowledge Nights

Plans would be developed with SNB and PLGs; and working with MOPAC and the Richmond Community Safety Partnership

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

None had been received.

#### **14. Date of Next Meeting**

Thursday 3<sup>rd</sup> July 2025 at 7pm.

Special guests PCSO Maz Regan (Hampton) and PCSO Bill Smith (Whitton & Heathfield) who have received British Empire Medals will be joining the Meeting and the role of PCSOs celebrated. Refreshments will be provided.

#### **15. A.G.M.**

Nomination forms had been circulated and thanks recorded to LS for being the Returning Officer. All those nominated had been successful.

Vote: Unanimous.

#### **16. Chairman's Development Plan for the SNB**

RMs intention is to continue to support and grow the SNB.

NHW nominees would welcome as soon as possible.

Afternote (4 April) The SNB Executive Committee was confirmed as:

Chair: Roger Metcalfe

Vice Chair: Pamela Fleming

Treasurer and Projects Officer: Mike Adams

Member: Carole Atkinson (S&S CMG)

Member: Wendy Kyrle-Pope (MPS Link advisor & LCP2, IAG Richmond, IAG Frontline Policing, BTP link)

Member: John Murray (Met Volunteer)

MOPAC's review of SNBs was continuing. RM believed we have a strong SNB with good people; and that this was recognised by MOPAC.

PBS thanked RM for all his work and energy.

#### **17. Close of AGM**

RM closed meeting at 2135.

Please note the new e mail address for RM as Chair SNB: [richmondsnbchair@gmail.com](mailto:richmondsnbchair@gmail.com)