

**ST MARGARET'S & NORTH TWICKENHAM WARD
POLICE LIAISON GROUP MEETING
The Winchester Hall, Winchester Road, Twickenham, TW1 1LF**

Wednesday 18th October 2023 at 6:30pm

MINUTES

ATTENDEES: Stephen Lloyd (SHL Chair); PS Jason. Lawes; PC Peter Chate-Fawcett; PC Katie. Payne; PCSO Kalaben Kearns; Cllr. Katie Mansfield; Cllr Jane Neden-Watts, Jim Folar (NW); Stephen Alexander (NW); Maria Margiotta (NW); Giles Henderson (NW); John Reilly; Charlotte Savery; Andy Grant; Nazanin Azimian-Grant; J Bishop, Graeme Walker; Paul Leonard; Justin Dunner, Tim Bursnell; Silvia Kogan; Ella Baradar; Michael Redfern; Ian Williams' Cherry Wood; Tracey Butcher; Holly Morrison; Magnus Blix; Kaz Flook; Sonia Kelly; Andrew Laws; Natalie Congdon; Harry Claude; Andy Barton; Tracy Hall; Arabella Hewes; Kate Poll plus 8 with email addresses only.

APOLOGIES:

Pam McMillen (Secretary), Philip Moshi (NW, CPRA), Chris Donnelly (RFU), David Rose (NW), Alison Jee (NW), Alexa Loukas (Crimestoppers), Francis McInerny (Heatham Alliance)

1. Welcome and Apologies

Stephen Lloyd, Chair, welcomed everyone to the meeting and the apologies received were noted.

2. Minutes of the last Meeting (13.3.23)

Agreed as being a true record.

3. Matters Arising

Francis McInerny / the Heatham Alliance submitted an email for a matter arising from the minutes. The mail was circulated to PLG members for pre meeting reading.

The meeting felt that as Francis McInerny did not attend the meeting, was only mentioned in the minutes as sending apologies and that the Heatham Alliance was not mentioned at all in the minutes that there was no requirement or interest for any discussion. It was noted that the Heatham Alliance has only been represented at the PLG for a fraction of one meeting out of the last five.

The comments from Francis McInerny can be viewed in appendix 1.

Action: Chair Stephen Lloyd offered to attend a **public** meeting of Heatham Alliance **members** should **they** opt to hold one before Christmas 2023 where any issues they had he would be happy to address in person. Since the minutes in question would be six months old by Christmas it was stated that any meeting held beyond then was pointless. The offer was to an audience of members, not a **single individual**.

4. Chair's Update

SHL made an apology for the lack of a PowerPoint Presentation for this meeting.

SHL gave an update on actions since last meeting and some key developments.

These included:

- The “How to Report a Crime” PDF and website content for St Margarets & North Twickenham originally created with Sgt Peter McNaughton was reimaged as a foldable A5 handout and interactive PDF at the request of the Safer Neighbourhood Team. The handout features “How to Contact the Safer Neighbourhood Team” on one other side, Neighbourhood Watch and the Police Liaison Group on the other with the existing detail folding out to full A5 size which can be placed by residents in a handy place. The PDF is interactive, allowing access to information at a single click.
- The printable guide to reporting issues on RFU event days was deemed successful following the South Africa vs New Zealand game where it was used by residents to communicate with both Police and the RFU. An uplift in reporting was noted with the caveat that this was a troubled evening.
- This is not the final version of the guide. A review of the telephone contact point will be made.
- After the review a short video will be produced with the Police and RFU explaining exactly how to report issues and who to, plus what the residents can expect. It is hoped the video will help to clarify a confusion there may be in the community by providing a definitive guide.
- SHL was involved in assisting at a street meeting, a follow on from the issues raised at the previous PLG regarding drug dealing in the area of Moormead Park and close to Twickenham Railway station. The street meeting features police, council, residents, Force and officials from the station development who worked together to review and stake forward concerns regarding security by the station play area.
- Having completed the GDPR and system training required, SHL is now a Multi-Scheme Administrator (MSA) for the Neighbourhood Watch “Neighbourhood Alert” communication system.
- By becoming the MSA it has been possible to map out all known Neighbourhood Watches within the ward, as well as assisting in the set up of three more within the Borough.
- The system has proven useful as a quick means of communication inside a ward and across several wards for recent incidents. The development will continue.
- While this PLG has been using an official address for all communications over a period of months, it is now expected that other PLGs will move in the same direction. The Safer Neighbourhood Board has also registered a domain.

5. Police Report

PC Katie Payne of the Safer Neighbourhood Team (SNT) reported:

Reported crime for the last quarter in this ward:

- July – 42 reported crimes
- August – 45 reported crimes
- September – 39 reported crimes

After a successful raid on a property a drug dealer operating around the Moormead area was driven away. Several weeks later he returned to the area and was arrested.

The discussion at the last PLG was mentioned, as it was the reporting by the community that generated the intelligence allowing a warrant to be issued. It stressed the value of reporting to get results.

Questions were raised about how to report, when and where. The SNT responded by stating 999 for emergencies, 101 or online for crimes that have happened and also that their email address and telephone line can be used for reporting concerns, suspicions or asking advice on how to proceed.

SHL actioned to post the reporting files for St Margarets and North Twickenham and website links to all at the meeting. Also, to generate a Riverside reporting file for members from that ward in attendance.

A member of the audience raised the issue of communication as they were unaware of these options and meetings, or how to receive any alerts.

It was explained that most communication comes from the Police directly to the neighbourhood mailing lists they have and also via the Neighbourhood Watches. These lists are not the same, although they will overlap, mainly due to GDPR compliance. SHL explained that information he receives from the police, Neighbourhood Watch national, and Safer Neighbourhood Board is sent to the NW coordinators for distribution. Often this last stage includes WhatsApp groups.

The room agreed to give all attendees addresses to both police and PLG. **SHL to confirm the list and share with the SNT.**

SHL actioned to add the attendees to his mailing list, either to stay (ward members) or to work with them to get into the appropriate PLG and Neighbourhood Watch for their location.

Motor vehicle theft and pedal cycle theft are the main issues within the ward. On October 28th there will be a Bicycle Marking and Catalytic Converter marking event on Old Deer Park.

Whilst the markings do not stop theft, they are a deterrent and in the case of bicycles lead to more recoveries to the owners. In the case of catalytic converters, the marking of the device increases the chance of a prosecution of criminals as it connects the hardware to an owner. Without this prosecution is more difficult.

Concerns were raised about the visibility of police on the streets of this area. The size of the safer neighbourhood team and how Sgt Lawes manages it were explained to the audience. It was noted that both the police and residents wanted more officers

The question was raised about what can the public do help raises the numbers of the police.?

Cllr Mansfield spoke on the subject about raising the concerns to the local MP. The more communications the MP has raising the subject to take into Parliament the better it is.

Sgt. Lawes and SHL stressed the “big data” element of resourcing which further pressed the point of reporting all crimes. Not reporting crimes does not help get police on the ground.

Action: All Resident Nazanin Azimian-Grant volunteered to coordinate messages from attendees to on increasing police numbers to local MP Munira Wilson and other appropriate bodies. Her contact details are Nazanin_AF@hotmail.com for those wishing to contribute.

The SNT stated there is no evidence of an organised group behind cycle thefts in the area. Sgt Lawes points out that some electric bicycles have a cost of up to £4,000 and are valuable items.

An example of a theft from a vehicle in Tesco car park at Mogden was discussed. It was stated that the land was private, so lighting and any security cameras would be owned by Tesco. If lighting was thought to be insufficient the public should be writing to Tesco themselves.

A garage break in led to a discussion on security within Lancaster Place. Cllr Mansfield informed the resident that the council has people who can check the lighting in the area should they wish. The question of a neighbourhood watch for Lancaster Place was raised. **Action SHL** to check if there already is one in the road.

A resident raised an issue with a previous stalking event. The SNT responded that they had no information on this, apologising to the resident if she had been let down by the police. Should issues occur in future residents could communicate with the PLG and SNT if they felt the support they needed was lacking.

St Margaret's & North Twickenham latest crime figures can be found on the webpage: <http://stmargaretsandnorthtwickenham.plgrichmond.org/>

6. Presentation by Crimestoppers

The planned presentation by Crimestoppers was cancelled at short notice as they had to attend an urgent meeting with the Police on an issue elsewhere. With no substitute presenter available it was not possible to continue.

Stephen Lloyd has discussed a future option with Alexa Loukas of Crimestoppers where they will not be at a future meeting of this PLG but will attend a multi-PLG session where several speakers from different organisations can attend at the same time with a wider audience. The date is to be confirmed for Q1/Q2 2024.

7. Teen Muggings

This subject was raised by Cllr Mansfield to Sgt Lawes and SHL as a subject matter for this meeting following reports of school children being mugged for mobile telephones. SHL and the Safer Neighbourhood Team met a week before the meeting to ensure the information was gathered to answer the queries.

Cllr Mansfield introduced the topic.

Sgt Lawes reported that seven reported incidents in Riverside, St Margarets and North Twickenham in September. They are:

- 04 September 2023
 - Victims aged 14 years close to St Margarets roundabout.
- 06 September 2023
 - Victim aged 14 years
 - Incident occurred outside Starbucks on King Street.
- 14 September 2023
 - Victims aged 16 and 17) ears
 - Incident occurred on the footpath parallel to the A316 on the side to the Stoop
- 14 September 2023 –
 - Victim aged 14 years
 - Incident occurred on Strafford Road
- 20 September 2023
 - Victim aged years –
 - Incident occurred outside Civic Centre on York St.
- 21 September 2023
 - Victim aged 16 years
 - Incident occurred on Briar Road

Plus, an incident close to the Ailsa tavern where the potential victim got away.

The numbers came as a surprise to some members of the audience who treated this as another possible example of under reporting. More detail could not be shared as these are ongoing investigations. This led to further discussion on the need to report all crimes.

Sgt Lawes outlined the actions taken by the police. This included:

- “Tasking” has been taking place in the area – officers have been patrolling on foot and by car around Orleans Park School between 1430 and 1600 hours. This tasking is due to end on 23 October 2023.
- Dedicated robbery squad are currently investigating the reported crimes above and three possible suspects have been identified.
- Whilst the tasking will end, local ward officers will continue to remain a presence in the area

Sgt Lawes highlighted that there are suspects being looked into, based on good descriptions received/ A member of the audience stated it was reassuring that this was the case.

When asked how could awareness be improved the SNT stated that the Police Schools officer has been going in to give advice. It also questioned the need to give high value telephones to young children who may not be fully aware of their surroundings as they leave the school by paying attention to the telephone. This led to one member of the audience asking why he should not give children a high value item, whilst another member, who works in education, concurred with the view and particularly the lack of attention as children catch up on their phones which they cannot use in class.

The audience member further highlighted that teachers often take some of the end of day security supervision on themselves in the area outside a school.

SHL action: to request the schools officer attend the next physical PLG to be held in March. As a continuation the same venue to be used.

SHL highlighted that although there has been some PLG contact with schools nearby, particularly over driving on pavements, there is no local representation on the PLG mailing list for schools.

SHL action: to further approach local schools to have one person on the distribution lists.

Further emphasis on reporting and communication channels was made during this topic.

8. Items pre-submitted by the public

No questions were pre-submitted by the public for the meeting:

9. Ward Priorities

High Harm – Drug offences

High Volume – Theft offences - from shops and motor vehicles

ASB – Antisocial Behaviour

Decision: The ward priorities will not be changed. The meeting decided to continue with the same priorities.

10. PLG Questions to report to the Safer Neighbourhood Board

Did the SNT address the concerns raised by the PLG and act on them? **Yes**

Did residents, visitors, and business people feel safe on the streets of the Ward? **Yes**

If a crime or other public safety concern occurred did the local police respond quickly and correctly? **Yes**

10. AOB

There were no other business points raised.

11. Date of Next Meetings

PLG

January 2024

Date TBC – Zoom meeting

March 2024

Date TBC – Winchester Hall

Safer Neighbourhood Board

Tuesday October 31st. 6:45pm for 7:00pm start, York House, Twickenham

Metropolitan Police

New Met for London Event on the 29th of November at Heatham House, which is a Youth Club on the borough. This event will have a focus on young people and Violence Against Women and Girls (VAWG).

The Meeting ended at 21:10.

Useful Contacts

Reporting Crime

Police Emergency

Call 999

Police Non-Emergency

Report online: www.met.police.uk/ro/report

Call 101

Visit your nearest 24/7 police station: Twickenham Police Station, 41 London Road, TW1 3SY

Crimestoppers

Report information about crime 100% anonymously to this independent charity. They do not trace your call or your IP address.

Call: 0800 555 111

Online: <https://crimestoppers-uk.org/give-information/forms/give-information-anonymously>

Action Fraud

If you have been a victim of a scam, report it to Action Fraud by calling 0300 123 2040 or reporting online at www.actionfraud.police.uk

Advice Lines

The 24/7 National Domestic Abuse helpline provided by Refuge offers confidential, non-judgmental information and expert support for people affected by Domestic violence. Call for free on 0808 2000 247.

The Respect Phonenumber provides a confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. Call for free on 08088 024 040

The Men's Advice Line is a confidential helpline for male victims of domestic violence and those supporting them. Call for free on 08088 010 327. Phone lines are open Monday to Friday, 9am – 8pm. Alternatively, visit www.mensadvice.org.uk.

Karma Nirvana supports victims of honour-based abuse and forced marriage. Call 0800 5999 247 Monday to Friday, 9am–5pm for confidential advice or visit www.karmanirvana.org.uk

Hour Glass challenges the abuse of older people in all its forms. The Hourglass confidential Helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person. This might include physical, financial, psychological, sexual abuse or neglect. Call for free on 0808 808 8141 Monday to Friday, 9am – 5pm or visit www.wearehourglass.org

Galop provides a National Lesbian, Gay, Bisexual and Trans+ Domestic Abuse Helpline. Call 0800 999 5428 or visit www.galop.org.uk. **Phone lines are open** Monday to Friday 10:00am - 5:00pm and Wednesday to Thursday from 10:00am - 8:00pm.

Childline is a free, private and confidential service where you can talk about anything. A counsellor is there to listen and support you with anything you'd like to talk about. Or you can have a [1-2-1 counsellor chat](#) online. Call 0800 1111 for free or have 1-2-1 chat on their website between 7.30am and 3.30am every day.

Appendix 1

Email communication on Matters Arising from the Minutes

HEATHAM ALLIANCE
Community Group and Neighbourhood Watch
Francis (Mac) McInerny
Heatham.Alliance@gmail.com

To: The Chair, Secretary and Members of St Margarets and North Twickenham Police Liaison Group
15 October 2023

Re: Matters Arising from the Minutes of the PLG Meeting held on 29th June 2023

From: Mac McInerny, founder of Heatham Alliance community group and Neighbourhood Watch - the residents group referred to in the minutes and author of documents quoted in the Chair's presentation to the PLG meeting

In May I wrote to the PLG Chair, Stephen Lloyd, to say I had a prior booking and was not available to attend the meeting of the PLG on 29th June. (Prior booking on a pre-paid event.)

At that meeting he stated that he had met with members of the Safer Neighbourhood Team and discussed a passage from a residents group newsletter. He quoted this passage and said it was contrary to requests from the PLG on reporting crime. These were raised at the PLG entirely without my knowledge.

What he quoted from was not a newsletter but a private email I had written dated 9th May 2023, and what it actually said was very different from the interpretation given by the Chair – 'continuing to report anonymously on behalf of residents' according to his view that was expressed to me later. That was clearly a misunderstanding of usual steps I take to reduce the level of unreported incidents, which were known to the SNT and have been standard practice for up to 10 years.

As a matter of course I copy emails about incidents to the SNT and at no time have the police given me any indication that what I have written or done has infringed any protocols on reporting crime.

The PLG minutes also refer to a meeting I sought with Sgt Lawes to draw up new arrangements for reporting incidents to the police before that week's RFU concert. That meeting was on 12th June.

There was never any suggestion that I had contravened police protocols so, contrary to what the PLG minutes imply, what I had written was not referred to at all during this meeting. Stephen Lloyd was not present at the meeting and I have not said or suggested to anyone that I changed my mind or revised what I wrote. That simply has not happened and my actions were always perfectly proper.

My emails and newsletters should not be discussed with the police (or councillors) without me being personally included and without my knowledge, as the Chair said happened. The email and a newsletter I wrote should not be quoted in the PLG presentation without proper discussion with me first to allow misconceptions to be resolved. Thank you for taking the time to read this.


Francis (Mac) McInerny
Heatham Alliance - the community network

Heatham Alliance - We are an independent, non-political community group with close to 600 members and one of the largest Neighbourhood Watches in the Borough


St Margaret's & North Twickenham Ward

 <https://www.met.police.uk/a/your-area/met/richmond-upon-thames/st-margarets-and-north-twickenham/>

 stmargarets&northtwickenham@met.police.uk

 Twickenham Police Station, 41 London Road, TW1 3SY

 <https://twitter.com/MPStMargarets>

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