

## Hillingdon Safer Neighbourhood Board | MINUTES

Tuesday 22 May, 2018 7.30pm | Committee Room 4, Civic Centre

### Attendees

Philip Green **(PG)** – Chair  
Cllr Richard Mills **(Cllr RM)** - LBH Councillor  
Cllr John Riley **(Cllr JR)** - LBH Councillor  
Cllr Devi Radia **(Cllr DR)**  
Chris Head **(CH)** - Lay Member  
Pin Bains **(PB)** - Lay Member  
Jean Hillman **(JH)** - Lay Member  
Roy Parsons **(RP)** - Chair of Hillingdon HNW  
Kirsty Longland **(KL)** - Victim Support  
Thomas Shanahan **(TS)** - Youth Council

### Guests

Area Commander Paul Martin **(ACPM)** - Metropolitan Police Service  
Chief Superintendent Raj Kohli **(CSRK)**- West Sector BCU, Metropolitan Police Service  
Inspector Rob Bryan **(IRB)** - Hillingdon, Metropolitan Police Service  
Dan Kennedy **(DK)** - Deputy Director Housing, Environment, Education, Health & Wellbeing - Residents Services,  
London Borough of Hillingdon  
Jacqueline Robertson **(JR)** - Service Manager, Community Safety, Domestic Abuse & Engagement, LBH  
Tracy Howard **(TH)** - Children & Young People's Service  
London Borough of Hillingdon  
Vicki Dunne **(VD)** - Community Safety Engagement Officer - Minutes

### Apologies

Mike Crane **(MC)** - Uxbridge Forward Bid  
Chris Beaty **(CB)** - Age UK

### 1. Welcome, apologies, previous minutes & matters arising

**PG welcomed attendees.**

**Apologies noted.**

Mike Crane **(MC)** Uxbridge Forward Bid  
Najima Yusef **(NY)** - Youth Council - no longer in role  
Chris Beaty **(CB)** - Age UK

**Welcome**

**PG** - Welcomed Cllr Debi Radi (West Ruislip-Conservative), Area Commander Paul Martin (Police), Chief Superintendent Raj Kohli - West Sector Police BCU,

**Previous minutes**

Safer Neighbourhood Board (SNB) agreed minutes as accurate.

**Matters arising - updates on actions:**

**Chairman** - Requested that VD forward Chris Beatty contact details due to non attendance.

**Chairman** - Discussed SNB web page and the need to raise awareness of the site and link to other sites.

**Chairman / CSRK** - Suggested branding SNB, by having consistent messaging with partnership links perhaps to Ward Panels, Twitter accounts, Websites and other domains. Recommendations to utilise colleges or universities to create a brand. Also for consideration thoughts on how we message communities who are hard to reach.

**IRB** - Advised ward panel priority details have been circulated with meeting dates. Ward panel chairs will be updated. Unable to meet individually with chairs and will hold one meeting with all chairs.

**JR** - Provided feedback on successful multi-agency partnership days held in the borough.

**Cllr RM** - Has been in contact with PB regarding ward panel meetings.

**Board members** raised concerns regarding the wider impact on communities becoming part of a Basic Command Unit (BCU) policing framework.

**CSRK** - Discussed Tri Borough / BCU operation, informing the board that all three boroughs will keep their identity. Highlighted some of the benefits of having more police available to respond to incidents. There will still be a 24 hour operations desk. Critical information could be shared to appropriate named persons for the benefit of the community. Speeding issues discussed. Lorraine Busby will be the single point of contact (SPOC) regarding road safety and is currently reviewing the safer roads strategies in conjunction with the council.

**CSRK** - Discussed community road watch, members of public can report via video where possible speeding issues by providing the Police with evidence who can then take the matter further. An awareness of personal safety was also highlighted.

**Cllr Mills** - Discussed local priorities of Wards which are ongoing and do change. Issues with traffic has been raised a number of times. Requested governance and where BCU priorities lied.

**Chairman** - Advised it had taken 10 years to get assistance as Northwood Chair, stating a Cllr delayed responding regarding speeding issues in Northwood and cameras. Originally blocked.

**Cllr Riley** - Highlighted that Breakspear Road speeding issues had been resolved.

**IRB** - Has tasked sergeants with speeding issues.

**Uxbridge Police Station Update:**

**Cllr Mills** - No decision made.

**ACPM** - Generous offer had been received however unable to discuss the matter further. Any decision made impacts long term plans for policing.

**Cllr Riley** - Discussed public perceptions and confidence. Local people are concerned that Hayes Police Station is not fit for purpose. Stating the concerns that the public will be less served due to the nature of policing in Hillingdon.

**ACPM** - Discussed police property services role indicating their decision surrounding assets.

**Chairman** - queried if the SNB could help.

**ACPM** - Aware of the emotional needs of the community.

**CSRK** - Advised that the London Borough of Hillingdon is unique in terms of Ruislip Station being kept, but not big enough operationally for the police and also not geographically suitable. Furthermore there would be an expectation to run the front office. Three officers would be required per day and the footfall did not warrant this. Cited technology playing almost 85% in this decision in line with social media trends and reporting. Discussed Sector Inspectors to retain localisation. Licensing exemplified in Uxbridge and West Drayton. Officers understand the locality and will remain local whilst paperwork is driven centrally. Contrary to belief - Ealing will not get additional staff.

Action Items	Responsible	Due
VD to provide Chairman with contact details Chris Beatty	VD	Update prior to SNB meetings.
PB - Requested information on further partnership dates.	JR	Ongoing: updates at SNB meetings.
DK - To follow up Chairman concerns regarding speeding issues	DK	Update : ASAP

## 2. Chairman's Report (sent in advance)

**Chairman** - Hoped everyone had read all documents. Chairman has attended Tri-Borough meetings, and met with Michelle Dibble Chair of Hillingdon Independent Advisory Group. Chairman has also met with Inspector Rob Bryan and Sgt. Dave Darby - London Communities Policing Partnership (LCP2) meeting looking at knife crime. Two pages will be sent out soon. Discussion regarding media, and politics playing a part. Chairman raised questions around how we reach our community which we are unable to engage with. There is a need for greater work with youth services, whilst reaching out to diverse communities including harder to reach groups. Chairman requested again feedback on any schemes working well or ideas on projects suitable for funding via MOPAC funding following ward consultation. More representation is required from the south of the borough to connect to or sit on the SNB. More businesses and community groups need to be represented. Chair requested more information be shared at ward panel meetings and to promote and feedback on the SNB including the web page to encourage engagement.

### Feedback:

**CSRK** - Suggested that the SNB be more visible, perhaps hold public meetings.

**ACPB** - Advised Ealing Council hold public meetings annually.

**Cllr Riley** - Stated a public meeting was held 5 years ago in the Middlesex Suite and was well attended.

**Cllr Riley** - Queried knife crime in Hillingdon, as not felt knife crime was not as prevalent as other areas.

**ACPM** - Advised there had been a big increase in knife crime - noted from several operations in place to stem the rise. An average 30 -40 victims of knife crime. Figures up in last 12 months.

**CSRK** - Advised mainly related to drugs deals going wrong - not a gang issue.

**Chairman** - Discussed impact on criminal justice system and consequences.

**ACPM** - Highlighted issues around habitual knife carriers and criminal justice system failing to resolve.

**JH** - Discussed under age and knife crime.

**TS** - Queried statistics for stabbings e.g. including broken bottles.

**CSRK** - Figures received directly from hospital A&E intelligence links with the police.

Action Items	Responsible	Due
CSRK To provide regular statistical information on crime	CSRK	Prior to SNB

## 3. Police Performance | ( Crime Report / Operational Changes )

**ACPM** - Discussed budgets and policing changes. Less than 300 operational. 12 BCU's in total. Hillingdon, Hounslow and Ealing now constituted as one. Information shared regarding current populations and Hillingdon indices increase. Hillingdon to receive more police officers. Five strands discussed:

**1. CSE:** Policing will continue looking at safeguarding in particular troubled families and the need for partnership working with more joined up work, moving away from isolated operations.

**2. Step change:** Focus to include outcomes around vulnerabilities, family care units, and the neighbourhood designated ward officers knowledge, working towards ownership of plans - not duplicating services. Awareness that many families are known to a number of services and that it is not efficient when services are not linked. More focus required to reduce impact upon service provision. Pathways discussed and best practice models.

**3. Safeguarding:** Information sharing required networking resources and continuing to utilise all knowledge around offending including looked after children. Disproportionately high number of looked after children in the borough. It is important to tackle issues relating to grooming, working with vulnerable individuals to help tackle and resolve issues by working together. Good practice discussed.

**4. CID:** Saving more officers with better skills to serve in two ways; high level crime, GBH, or complex and proactive side to look at prolific offending, burglaries or high harm incidents. Officers will be deployed for such incidents and the figure will double in officers available. Tasking units will link with partners and review community harm and risk. There will be flexibility with what can be addressed and what can be

done.

**5. Response Teams:** Plans to increase police officers, suggestion 20 officers and/or a considerable uplift will occur in Hillingdon as profiled there are not enough operational officers. 3 further police cars to be allocated due to demand. Cars in Ruislip will be used less, whilst Hayes has more demand. Concern expressed from Councillors where the officers were coming from including community identifying perceptions on facebook and general confidence issues. ACPM indicated there will be more police from a combination of sources; other areas, 65 from probation. New police officers to be recruited but for now the engagement strategy is to develop growth and let local communities know. More good news stories requested by Councillors to help reduce negative perceptions. ACPM advised front line officers were being better trained to operate tablets when policing. The rise in technology use has proven responsive, effective and robust when dealing with customers. Satisfaction has risen as result given officers are able to carry out a number of tasks at the right time when meeting. More closure as a result of integral working procedures at first contact.

**ACPM** - Advised regarding increase in motor vehicle crime, and violence in past 12 months.

**CSRK** - Additionally, given the demand for DWO's more resources will be available as there will be scope to borrow and respond to issues of high priority in real time when the need arises. Yiewsley will receive additional resources. 'Beyond the School Gates' discussed and the need for more work with schools and interventions particularly at holiday times. Discussions around solutions to youth engagement and business impact such as McDonalds in Hayes having congregations of youths and antisocial behaviour issues. Discussion regarding safeguarding, licensing, risk assessing and real time planning within the police. '101' being worked through and highlighted difficulties with recruitment acknowledging that it can take up to 20 minutes to engage.

**Group Feedback:**

General consensus that statistic from police should be forwarded at least 2 days before next SNB meeting to allow for questions.

**Councillors** suggested they would like to send out newsletter with documented information to all wards indicating the promise of every ward having 2 designated ward officers (DWO's) and a PCSO.

**Chairman** - Disputed the number of DWO's currently available with 'other duties'. Requested ward panel members need to be proactive with the police by feeding back into SNB to enable chairman to discuss directly. Also raised awareness of distance between Sergeants and DWO's, concerns about monitoring DWO.

**IRB** - Sergeants make decisions and monitor DWO's. Hillingdon backfill occurring in line with others. Exemplified South Ruislip.

**CSRK** - Systems go 'live' next week and more robust output will be seen. Investigating officers will carry out more tasks on arrival to an incident.

**Cllr Riley** - Would like official communication details which can be sent out to the community and information for specific meetings he attends when issues are looked at in more detail.

**JH** - Concerned regarding drugs on the green in West Drayton.

**IRB** - Advised Tom Riley DWO and information sharing helpful.

**ACPM** - Suggested MOPAC dashboard as a resource and could provide details as required by SNB.

**JH** - Suggested dashboard not easy to access.

**CSRK** - Advised information can be obtain in a variety of ways. Happy to bring colleagues such as road traffic police to SNB meeting to provide an overview if required.

**Cllr Mills** - Crime reports requested as standard at least 2 days prior to SNB meetings to enable questions.

**Cllr Riley** - Discussed strategy documents from Police

**ACPM** - Happy to share West Area Policing Plan which can enable partners to see details. No figures on confidence.

**CSRK** - Discussed stop and search, engagement, telephone changes and operations on wards.

Action Items	Responsible	Due
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Communication detailing official police information for Cllr Riley	IRB	ASAP
Police information prior to SNB meetings	CS	Before SNB

#### 4. SNB Project Submission

**Chairman** - Discussed MOPAC funding stream and the need to share information at all ward panel meetings; Feedback requested from members on submissions received from all wards. A submission from a Safer Schools Officer which involves football and engaging young people with the police in Harefield presented to members for consideration. Positive feedback received from the group and in particular the Youth Council who requested information on how it will be monitored. Chairman is still looking for new ideas preferably in house ideas as opposed to buying in services. Discussion regarding schools officer being only available during term time. Consideration needed for out of school engagement particularly summer holiday period.

**TS** - Youth Council would like to conduct a survey around young people's knowledge and perceptions of knife crime. Discussed various options including online survey such as monkey survey as a tool. Limited resources needed. TS to discuss following exam periods. General suggestion to target youth groups and schools.

**DK** - Discussed survey from schools, Youth Parliament and monkey survey being beneficial to schools within the borough. Suggested VD assist TS with survey and help navigate system.

**Cllr Riley** - Discussed Citizenship Foundation (young citizens) which connects young people by empowering future generations and linking to issues such as judicial systems and how they work including mock trials. A number of schools linked to foundation throughout UK.

Action Items	Responsible	Due
VD to assist TS with monkey survey	VD / TS / TH	

#### 5. Community Resolution - Pin Bains (sent in advance)

**PB** - Stood in for the chairman at a workshop on community resolution. Evaluation and review of the police, court and low level crime to find resolutions. The victims have more voice and issues arose around how the police are trained. Victims can have a genuine contribution in the process.

**IRB** - Stated mandatory training is required before officers can participate in community resolutions with victims of crime. The need for expert training identified, as officers need the skill base alongside knowledge to look at resolving issues sensibly within the criminal justice system. Both victim and offender come into contact and there can be pressure on victim. An officer can make the final decision to elevate the matter further even if the victim wants otherwise depending on circumstances. Feedback that a few cases had worked well.

**CSRK** - Suggested there can be difficulties when working with those who live with each other. Statements are made and open to abuse in this area. Lorraine Busby was the national lead for England and Wales.

**TS** - Queried if a repeat offender would be offered community resolution. CSRK advised that it would depend on the specifics of the case.

Action Items	Responsible	Due

#### 6. OWL Report (RP)

**RP** - Discussed the progress of OWL and the impact to date. Inspector Aaron Clarke and Hillingdon Neighbourhood Watch (HNW) have been working on the data base to populate the content. Large amounts of data needs to be transferred. Glitches had occurred, but existing data being developed with

street coordinators adding information too. Still in infancy stages and not live officially but used in Ickenham. Registration is required before you receive an email to acknowledge that you have joined.

**PB** - Queried registering procedure.

**CH** - Queried whether he should populate data himself as a street coordinator. RP advised on procedure and that a select number of people are vetted by the police, NHW to be able to populate information.

**IRB** - Links sent out and checked on request.

**Cllr Mills** - Queried the number of wards currently involved. RP suggested 6-8 wards are signed up presently. Links with Townfield being made and information being sent out. RP to email ward panel chairs and street coordinators. Steady progress being made.

7. Age UK (CB)	Responsible	Due
VD to ascertain number for Chris Beaty	VD	ASAP

#### 8. Victim Support (KL)

**KL** - Apologised for delay in providing information to SNB. Discussion regarding format of information and the need to provide a more general overview including the numbers of referrals. Take up good when contacted. Caseload presently around 50. Referrals have gone down recently.

Chairman - Asked what SNB can do to help engagement with community, victim support and SNB.

Action Items	Responsible	Due
KL to provide overview of referrals and easier format for information	KL	SNB meeting

#### 9. Youth Council

**TS** - Discussed knife crime and the need to talk more about the issues with young people. Suggested a youth SNB and perhaps different schools meeting up to discuss issues with the police. Chairman and police both in agreement for this to take place. Police wish to make it more relevant to young people's need.

**Cllr Mills** - Suggested survey would be a catalyst to encourage others to join and get people in the borough to link to the web page.

**TH** - Congratulated TS on his membership to the Youth Parliament endorsed by board members. TH advised that TS would be in post for some time and that Najima Yusef is no longer in role. TH would be able to work on a survey following exams.

Action Items	Responsible	Due
TS To commence youth survey on knife crime	TS /TH	

#### 10. AOB

**RP** - Discussed concerns of missing HNW signage on lamp posts and columns in the borough.

**DK** - To make an action point for escalation within the council.

**Chairman** - Discussed upcoming meetings with the Borough Commander - 4<sup>th</sup> June '18 in central London at 1:30pm. Chairman unable to attend. RP to attend on this occasion. London Community Partnership (LCP2) 6<sup>th</sup> June '18 in Victoria. PB to attend on behalf of chairman.

**Chairman** - Advised that it is Cllr Mills last meeting at SNB and thanked him on behalf of SNB members for his commitment, interest and support in the post stating he had done a fantastic job.

**Cllr DR** - Provided an overview of her role and involvement with planning, parliament and attending ward panel meetings/resident associations.

**JR** - Provided an overview of MOPAC spending for community safety messages to be delivered to schools. Well received and feedback positive from schools.

Action Items	Responsible	Due
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DK To escalate HNW missing signage on street lamps and columns	DK/ JK	
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<b>11. Date of Next Meetings</b>
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<b>25 September</b>	<b>Committee room 5</b>
<b>27 November</b>	<b>Committee room 4</b>

Action Items	Responsible	Due
To confirm dates of next meetings	VD	Ongoing

Meeting Ended: 21:50 hours
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