

## Hillingdon Safer Neighbourhood Board | MINUTES

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<b>Time:</b> 19.30hrs – 20:40hrs	<b>Venue:</b> Virtual Meeting: Google Teams	<b>Date:</b> 24 <sup>th</sup> November, 2020
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### Attendees

- **(JH)** Jean Hillman– Chair.
- **(PB)** Pin Bains - Vice Chair
- **(DB)** Dylan Brown - Hillingdon Youth Council (HYC)
- **(RP)** Roy Parsons – Chair, Hillingdon Neighbourhood Watch (HNW)
- **(DK)** Dan Kennedy - Director, Housing, Environment, Education, Performance, Health & Wellbeing - Residents Services
- **(LR)** Lakhbir Randhawa - Children and Young People Services Supervisor
- **(ZM)** Zoya Malik Hillingdon Youth Council
- **(JR)** Jacqueline Robertson - Service Manager, Hillingdon Community Safety
- **(MM)** Mario Muir - Senior Community Safety & Domestic Abuse Officer
- **(SM)** Syeda Malik – Lay Member
- **(CT)** Chris Tarr – Lay Member
- **(ZW)** Zubin Writer - Inspector, Hillingdon Metropolitan Police Service (MPS)

### Apologies

- **(Cllr RM)** Richard Mills - LBH Councillor
- **(JN)** Jude Noronha - Victim Support
- **(Cllr CS)** Colleen Sullivan - Lay Member

### Welcome

JH welcomed everyone to the meeting and sought permission from the invitees to have the meeting recorded, solely for accuracy of the minutes. This was agreed by all.

Apologies were then conveyed on behalf of Cllr Richard Mills **(Cllr RM)** and Councillor Colleen Sullivan **(Cllr CS)**. Later, apologies were also given by MM on behalf of Jude Noronha – Victim Support **(JN)**.

### Minutes of last Meeting and matters arising

**JH** referred to the minutes of the previous meeting and highlighted one concern. This was shared ahead of the meeting with **MM** who agreed to make the amendment before it was accepted. This related to the insertion of Councillor Devi Radia as an attendee, when in fact she had already resigned from the Board. No other comments, minutes were accepted.

## **Service Level Agreement/Website report**

**JH** asked if members had received a copy of the Service Level Agreement, which had now been signed by JH and JR. Indications from attendees suggested not, and so JH committed to resending the SLA.

## **Chair's Quarterly report**

**JH** confirmed that she attended 3 virtual meetings with the LCP2 Board, where all 32 London Boroughs are represented. The first one was with Diane Luchford, who is the new MOPAC Chief Executive Officer (CEO). There was a former predecessor to Ms Luchford, who was no longer in post and, in fact, Ms Luchford had only been in post for approximately 3 weeks. Ms. Luchford spoke on the Mayors Action Plan (MAP) for London. At that time, the MAP had not been published and or placed on-line; however, it has now since been published.

**JH** confirmed that she had read parts of the document and it is likely to be a cost burden to the detriment of the Safer Neighbourhood Boards (**SNB**). Ms Luchford alluded to the fact that SNB funding may be impacted due to the Mayor of London's commitment to the MAP. JH shared that there was a MAP Meeting scheduled for 26/11/2020 and its envisaged that there will be questions on the MAP and how much it will cost the SNBs.

The MOPAC funding for 2020/21; we received no money but were given permission to use the underspend from previous years. The Finance Report tabled for later, will show that the monies have been apportioned and are being distributed for our projects which are moving along, which is fantastic.

**JH** again made comment around how pleasing it was that we were able to retain the underspend from MOPAC and thus fund future Hillingdon SNB projects. This was a unique offer from MOPAC and ultimately because of JH's persistent liaison and the obvious relationship and consequence of COVID-19, MOPAC relented.

The LPC2 meeting on Thursday (26<sup>th</sup> November), will also be attended by Metropolitan Police Service Commissioner, Dame Cressida Dick, and there are already questions prepared for her. The MPS also have their own Action Plan, which is running alongside MAP. JH committed to reporting back on the meeting

At the meeting, Ward Panels were also raised. There are variances in their delivery and administration. However, we are trying to address this, particularly in Yiewsley, West Drayton and other non-performing Wards.

**RP** – Does one of the questions include Community Engagement, as we keep hearing in the media, that Metropolitan Police Service Commissioner, Dame Cressida Dick, is very keen on engaging, however we are mindful and note, not much listening?

**JH** – The MPS have also published an Action Plan of their own, similar to the Mayor's MAP, but similar. Within these plans, they both emphasise Community Engagement, so I know questions will be raised around this point. JH reaffirmed her belief in Metropolitan Police Service Commissioner, Dame Cressida Dicks' sincerity

**RP** – I know Metropolitan Police Service Commissioner, Dame Cressida Dick, does know about OWL.

**JH** – Yes, she does. There will be discussions about OWL as I am aware of queries with it. The fact is approximately 50% of the MPS are very keen on OWL and 50% are not, so there is a real split between Boroughs, MPS, and the BCUs.

**RP** – Perhaps more Boroughs would engage if the BCU's were engaging with it.

**JH** – Noted, but there must be a corroboration.

## **Police Quarterly Reports / Performance**

**ZW** – Police Partnership Inspector talked about the tabled Hillingdon Safer Neighbourhood Teams Q3 Crime Figures document. There are similarities in trend between the last two quarters; crime in general is decreasing over the last twelve months and it continued to do so over the last twelve weeks.

There has been an increase in certain offence types, notably 'Drugs', 'Violence Against the Person' and 'Public Order' offences. For context, the picture for Drug offences looks bleak, however what the picture portrays – in part down to COVID-19 and the proactivity of our SNT Officers - is that Police have actually carried out more arrests for Drug offences. Therefore, the increase noted is a positive one, as opposed to a negative one.

Conversely, **ZW** confirmed an exponential rise in Domestic Abuse (Violence Against the Person) and we are seeing a lot more Violence Against the Person in general terms.

A lot of these assault types are against the Police, where historically, these were rare, but now it is a daily occurrence. Finally, Public Order offences; our policy is similar to the wider MPS, and we are very robust about it. We engage, encourage, and finally enforce and unfortunately there are sometimes secondary public order offences arising from these situations.

**ZW** - then asked for questions.

**JH** – stated that it was encouraging that there were no spikes in figures across the board, and it appears that there are more Police 'feet on the ground'. **JH** is also aware of the consequences of social unrest via demonstrations, anti-lockdown, pro-lockdown, and such; it's a lot for the force, regardless of capacity to deal with.

**ZW** – Reaffirmed his appreciation of the strong commitment from Hillingdon Borough Council and the Community Safety Team. They fund us very well. We also have a wealth of Officers to draw upon. They are ring fenced, so in relation to large demonstrations in Central London, this is the only reason they would be extracted from their neighbourhood day to day duties.

**ZW** also confirmed that there are 5 new Police Officers starting work in the South of the Borough – based in the 6 busy Wards that make up Hayes, and a further 5, in the North.

These Officers have been buddied with Mentors, so this should raise performance exponentially. Additionally, there are 2 new Police Sergeants starting in January, which is a relief to me personally; two of them I am familiar with and I know they share the vision we all have in keeping our residents safe.

**SM** – Where are the 2 new Sergeants going and what teams are, they going into?

**ZW** – Absolutely; now, there is a shortfall in Hayes, and they can work from Hayes Police Station. Sites would be Ruislip, Uxbridge, and Hayes. Over at Hayes, there are six Wards, comprising of 2 DWOs, 2 Police Officers and 1 PCSO.

Additionally, there are 5 Pcs. In Hayes, there are 2 Sergeants at the moment; 1 will transfer back to Uxbridge Ward with experienced Officers, and 2 further Sergeants starting in Hayes in late January; one a former Custody Sergeant, very proficient with community engagement – a former Hillingdon SNT Officer who understands the complexities of working with our residents and 1 Sergeant who was a former Staff Officer for the former Borough Commander with excellent community links; someone who knows who to contact when community links are needed.

**SM** – Enquired about Safer Neighborhood Teams and any additions/developments.

**ZW** – Made clear that he manages the SNTs. The Response Teams are massively bolstered, with a visible increase of around 20%. I can also get exact figures.

**JH** – Enquired of ZW if the incoming Sergeants will have ownership of Ward Panel Meetings?

**ZW** – Since the last SNB Meeting, I have looked into this matter. In relation to Ward Panel meetings, the Ward Chairs hold accountability. And we are guided by the Ward Chairs. We are impartial. We are partners that come and share information, crime statistics.

All Ward Chairs have been contacted; however, some have declined to hold ‘virtual’ Ward Panel Meetings. We cannot mandate them to do so, and thus so all responses have been catalogued, however I have positively encouraged them to hold one and or provide in writing why they are choosing not to. So as much as I want to progress this, I have no jurisdiction on this and really, neither should I.

**JH** – It is meant to be for whole community, and so I think I will have to approach the Yiewsley and West Drayton Chair direct, as I know that Sergeant Peaks has tried very hard, with no success, so I will have a go too.

**SM** – There is a similar problem in the Manor Ward. I feel that an inhibitor may be technology, and this is something that is being looked into. There is a fabulous named individual who deals with everything; however, I feel that he would struggle with the technology. Our local Ward Panel hasn’t taken place, but Cavendish Ward has.

**ZW** – Acknowledged this and shared that some Officers are struggling with Microsoft Teams.

We have tried to accommodate; however, we cannot connect via Zoom, as this medium is not encrypted and not supported by the MPS Firewall. As you can see, Teams works well; however, we can only be a positive contributor. We cannot mandate a Virtual Ward Panel Meeting. We encourage it strongly and I have persisted in West Drayton and Yiewsley; however, I have now left this in the capable hands of Sergeant David Peaks.

**JH** – I understand. It must be hard when you do not get replies, when you are acting in the interests of the community.

**ZW** – Shared that the Councilors won't get involved, and state that they are merely invited to the meetings, and their view/stance is the same of the Police and the reliance of the Ward Chair.

**ZW** – reaffirmed again that the Police are a Partner, a critical friend, however it would not be right to get further involved in steering the meetings. This is for the residents and Ward Chairs to have a meeting and or vote independently.

**JH** –We'll have to look into this as it's a collective problem, however there are some very successful ones and JH wants her local Ward Panel to be one of these.

**SM** – Prior to lockdown, the Cavendish ad Manor Ward Panels were very successful with great attendance. A lot of comment was around the Burglary issue

**SM** - Do you think Burglary is an issue ZW?

**ZW** - Again, Burglaries are a real concern. They are complex crimes - more and more aggravated and more violent and we are doing everything we can. I have previously mentioned that we have specialist teams that focus on Burglaries; we've had tremendous support from JR and the Team via 'Autumn Nights' and we've implemented 'Operation Winter Nights'.

That said, there is an evidenced reduction of this crime type, in part due to COVID-19 as more people are in their homes. We are getting non-residential burglaries (sheds and premises when people are not there) but we are still experiencing burglaries. I cannot take the credit and it wouldn't be right to do so.

We have fantastic partners outside our usual remit, as RP will appreciate via OWL with ex police officers in some of the northern wards, and fabulous CCTV systems that are incomparable. ZW made clear that in his opinion...'It's a national system that should be replicated – it's a fantastic tool'.

As a Hillingdon resident, it should be increased and shared amongst the whole of the borough. It really is a fantastic crime reduction tool. I cannot say too much about it and qualify this within the parameters I work within to be impartial.

**SM** – Stated that all they can do is publicise the OWL/CCTV service, as normal, mainly on 'Next Door' as this is quite useful on getting residents together on one road; and getting them to put their CCTV cameras on.

**RP** – The 'Next Door' system isn't secure

**DB** – There is a lot of emerging crime in Little Britain. Can I ask what the Police are doing?

**ZW** – There is a lot of resource around Green Spaces/Crime Hotspots. We are fortunate in Hillingdon with the Green Spaces; readily used and a good place for our residents to go during lockdown, however unfortunately they also attract a lot of crime. We have had a lot of proactive operations around crime hotspots.

The Police analysts use a [\\*RAG System](#) and our Safer Neighbourhood Team have a good understanding of the crimes and what is happening. Obviously if its RED, we allocate our resource accordingly. Our partners in the Council sometimes also make us aware of areas where there is anti-social behaviour.

**\*RAG System** - The **RAG system** is a popular project management method for **rating** status reports. Basically, it's based on traffic lights using red, amber (yellow), and green to signify different **scale ratings**. Project managers use a **RAG rating** to indicate if a project is on track or at risk.

There are a lot of offences around nitrous oxide and consequently, we are able to use the Police Tasking Team to make the necessary inroads. This a fantastic team and its fully funded by the Council.

**ZW** shared that there are also a lot of concerns south of the Borough around 'Boy Racers' and similarly in and around Harefield (north of the Borough), so we have allied the resource of a Road Traffic engineer to help manage this type of activity. He has recent experience of working with colleagues in the London Borough of Hillingdon on achieving reductions in driving speeds to 20mph. Behavioural evidence suggest that when the vehicles are approaching what are best described as raised black lines on the road, they are slowing down; however, we believe the concern is around 'modified vehicles' with loud exhausts which makes the problem sound worse.

We have carried out a number of interventions and these will continue. We intend to do some further work with the Community Safety Team. Going forward, the plan is to work with the Council to publicise the work that is being done around addressing this issue and around general vehicle crime. Simultaneously, we have to share although we cannot be there 24/7, we are fully committed to supporting them with their concerns.

**JH** – We do have a bit of money left, so we might be able to assist you as an SNB

**ZW** – Okay thank you.

### **Update on MOPAC funding**

**JH** - If you (**ZW**) would like links to put a request in via JR, we may be able to help with some items for the community.

**ZW** – Noted, we will explore all options. We will also deploy our Design Out Crimes Officer to ensure that we explore all options.

**JH** – confirmed that the SNB received no new money as our submissions for 2019/2020 were late. All of our projects that were funded this year from monies already in the bank were approved by MOPAC. In January, we will seek to ensure that all of our projects are submitted in a timely fashion in the hope that the new MOPAC Action Plan has not absorbed all monies available, and from the SNB point of view, all ideas are welcomed.

## **Neighbourhood Watch**

### **OWL Operations/OWL Funding**

**RP** – It's all going from strength to strength. We get good support from the Policing Team in terms of engaging and supporting our residents, and actually have two new people to join the steering group, SM being one of them. However, things are difficult at this moment in time.

Operationally, the team receive a massive amount of communications from the public seeking questions to be fielded to the Police. We respond to resident queries accordingly. In our view, we are doing a good job and we will be carrying on.

The Working Group – communications remain an issue. We are reliant on DK and JR to get communications going and we also need to be mindful what we actually put into the public domain. We recently circulated an MPS Hillingdon Borough summary report in relation to Cyber Crime and Fraud which showed offence numbers with our Newsletter

In relation to the funding; as previously mentioned, the Working Group isn't actively doing anything, except a few like-minded boroughs who are talking to each other, so communication remains an issue. We are reliant on DK and JR to get communications going. We haven't heard from David Simmonds M.P. He appears very interested, but as yet there has been no reply.

**RP is** also aware that MOPAC have held discussions with Gary Fenton around future funding and have suggested that they might be willing to fund OWL. Gary Fenton clarified the funds required to fund OWL. MOPAC say 3K and Gary confirmed 5K. Half of the London Boroughs do not use MOPAC funding to pay for OWL and fund it themselves.

**JH** – Believes OWL is a fantastic resource. She doesn't have CCTV and lives in an area where it would be quite difficult to support.

**RP** – shared that he was made aware by MOPAC of the MPS Digital Engagement Pilot Project. This may be linked to the Communication/Action Plan but needs clarification. RP wanted it minuted that ZW had been very helpful in linking RP and the NHW Team with the relevant MPS personnel responsible for developing progressions around the outputs linked to this pilot and interfaces with OWL. This will ensure there is no unnecessary duplication of opportunities for consideration.

**JH** – reaffirmed that she is very grateful and appreciative of the NHW Newsletter which still is being circulated, now via email. It's a great resource and very helpful.

## **Youth Council**

**DB** – raised the indication in relation to a comment made by JR at the last meeting, where it was suggested that the resources of the Youth Council would be utilized with a planned drug project.

**JR** – was able to confirm that this project was still in development and there was a meeting scheduled for the end of the month. Once this has taken place, JR committed to updating DB.

**DB** – We are currently considering options for project progressions.

**ZM** - For example we are undertaking a poll – mapping crime concerns across the borough for under 18s. These are then debated within the youth council. We are also undertaking a survey at Oakwood School and a further one at Bishopswall. This is very much still in progress, but we are hoping to get some really good results

**JH** – I’m so encouraged that people who are still in school are keen to get involved in community issues for the benefit of the community and the effect it has on young people. It is good that the young people are expressing themselves. We will all including the community await the outcome of your project and see what matters are brought up and also the ideas from young people on how we can best manage it.

**ZQ** – I feel as youth; that for us and the young people, it’s really quite empowering. And I also think that the idea that we are doing is a really good idea. There are a lot of people – aged 16 and under. The experiences are varied and it’s very enlightening.

**JH** – Used the analogy of Marcus Rashford and the things he’s done for the community and this is great as it will encourage people – girls as well as boys to look at what they can do in their community.

**DH** – Will also still intend to expand on ideas, as this is a broad piece of work looking at varied crime types.

**SM** - Conveyed appreciation towards the work of ZM and DB for the topics on the list.

**LR** – Just wanted to clarify what the young people were actually involved with. It’s a project entitled ‘**Make your Mark**’ and Hillingdon is part of the national ballot for young people aged 11-18. Every young person has the chance to say what matters to them on both a local and a national level. Free universities are key for the UK and the others; it’s interesting that nationally, young people want a say on local politics.

I’ve only been doing this role since September and I’m very happy to be here working with the two representatives and most thankful for this invitation and you will get the results. I’d like to think that we’d do something positive with the results.

**JH** – Thank you LR; thank you DB and ZM. We the SNB will actively encourage all young people to have their say.

## **Finance Report**

**JR** – In 2018/19 there was a carryover of £17, 132. In 2019/20 there was an underspend of £5,758 which left a total of £22,890

As **JH** mentioned earlier, there is no monies for this year, but from the available £22,890 we have been able to fund a number of projects totaling £19,700. Although they are in the process of being paid out, the only actual expenditure is £5,200 for the SNB Administrative costs. So, although it says there is a underspend of £14,500, we are anticipating spending all of that on the projects which will leave a balance of £3,190. This will and can be spent up to the end of March.



**JH** – Enquired as to when this money will all be paid out, as it's her desire to have all monies paid out by beginning of January 2021?

**JR** - Confirmed that all was going through the system now.

### **MOPAC Funded Project Updates**

JH confirmed that all of the reports from the projects had been received ahead of this meeting. It is clear that COVID-19 has absolutely decimated everybody's efforts, but we are beginning to see some results. We will get further reports at our next meeting where it is hoped that the projects will be more active. It was noted that there wasn't a report from PC Sarah Chellingworth in relation to the 'Street Doctors' and this was confirmed by MM (MOPAC SNB Programme Coordinator). Only West Area Kickz and West Area Boxing Academy submitted Police reports. Likewise, there was a submission from the YMCA

**JH** – Happy that everything in relation to funding is being managed and hopeful that the spare monies may be able to be utilized by the Police for the benefit of the local community.

### **Membership**

**JH** was happy to welcome new member SM again, and reaffirmed that if everyone is happy, we could welcome SM formally as a new member.

**SM** – Confirmed that she was happy with the meeting and happy to join the Hillingdon Borough Safer Neighbourhood Board.

### **Age UK Report**

Chris Beatty did not attend, and no apologies were received. This is a concern as CB normally attends these meetings and is a very active member, so JH hope all is well. JH, as a volunteer for Age UK, was able to confirm that everyone there was working hard but she is unable to make face to face visits. Now offering contact via telephone support. Very busy preparing parcels and ensuring that those vulnerable have food and essentials.

### **Councillors' Report**

N/A

### **Victim Support Quarterly Report**

There was a comment from JN and expressed apologies. There was nothing further to report in this period. Again, JH was able to convey that the service, similarly to Age UK would not be undertaking personal face to face visits but would be offering contact via telephone support to victims of crime. Very busy time for them.

## **AOB**

**JR** – wanted to share two updates with the Board.

The Community Safety Team are arranging a Christmas Event on the 12<sup>th</sup> December for Victims of Crime and Domestic Abuse. If there is any interest, please do let JR know.

Additionally, there is an annual party of 100 Elderly Victims of Crime. Due to COVID-19, it will be virtual this year and we are currently putting Xmas Hampers together and parcels/gifts. We are seeking Volunteers to help deliver the Hampers. This is an event we do in collaboration with the Police and have previously had the Police Borough Commanders support.

**ZW** – Offered via a request to consider Policing resources to support these events with identification of victims and delivery of hampers.

**ZM** – Apologies conveyed also from Councilor Colleen Sullivan as unable to log in.

**DK** – We continue to work with the Police - ZW and his team, picking up varied issues such as lower-level ASB. We recently met with the Cabinet Member for DV and there was concern with the levels of increase in DV. Since restrictions have been lifted, aware of more serious crimes that have come to light. Overall, crime levels have decreased, and this has been acknowledged by Councilors.

**JH** – Raised that the Hayes Town Newsletter had reported that COVID-19 marshals are to be deployed in the Borough.

**DK** – was able to update that LBH have been working with businesses reaffirming COVID-19 compliance, licensing checks and most in LBH were compliant in the main and we have only had to issue a small number of Fixed Penalty Notices (FPNs) as a last resort.

This is our preference, and we have found that where businesses have been in deficit, upon instruction, they have complied. In terms of the COVID-19 marshals, they are there to compliment the local authority enforcement teams. They are visiting Wards in pairs reaffirming the need to wear a face mask, offering hand gel and providing a visible presence with help and advice as needed.

**JH** – Great that we have help, support, and more feet on the ground, at a time when there is a perception that the virus has eased, and clearly, it has not.

**DK** – It would be useful, if, via the ward panel network, we can remind and protect our communities with compliance messages.

**JH** – Excellent. I'd like to thank you all for your ongoing contributions – very gratefully accepted; be safe and a very Happy Christmas and a wonderful new year.

**Meeting closed at 20:40hrs**

**Date of Next Meeting – 23/02/2021 Time: 19:30hrs – 21:00**

## Safer Neighbourhood Board – Actions

Action Required	Owner	Timeframe	RAG
JH to send all a copy of the signed SLA after this meeting.	Jean Hillman	January 2021	
MM to contact PC Sarah Chellingworth in relation to the 'Street Doctors' Project update	Mario Muir	January 2021	
JH to report back to the SNB on Mayor's Action Plan Meeting.	Jean Hillman	February, 2021	
JH committed to following up with RP on the details of the meeting with Metropolitan Police Service Commissioner, Dame Cressida Dick	Jean Hillman	February 2021	
JH to approach Ward Councilors with the aim of eliciting their support around Virtual Ward Panel Meetings.	Jean Hillman	February 2021J	
JR committed to updating DB on requirements for project involvement once initial scoping has been done	Jacqui Robertson	Ongoing Action	
JR to send email to ZW in relation to Policing resources to support the identification of victims of crime, and delivery of hampers.	Jacqui Robertson	December 2020	