



## Neighbourhood and Communities Group

### Meeting Minutes

Date	Monday, 10 November 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

#### Attendees:

- Inspector Ian Nash, Runnymede Borough Commander (present at the first part)
- Angela Horsey – Business Development and Policy Manager (present at the first part)
- Robert Burge, Estate Services Team Leader
- Andrea Norman-Walker, Engagement and Inclusion Officer
- (tenant)

#### Apologies

- (tenant)

#### 1. Welcome and feedback from the previous meeting

Andrea Norman-Walker welcomed all the residents and asked new members to introduce themselves. She outlined the agenda and reported back on the issues raised at the previous meeting.

Andrea introduced the guest speaker, Inspector Ian Nash, Runnymede Borough Commander.

## 2. Antisocial behaviour (ASB) in the Borough

In his introduction, Ian talked about the structure of the police force under his command and then outlined his priorities for the Borough:

- Last year, there was an increase in crime, with approximately 200 additional reports relating to shoplifting alone received. Ian mentioned **shoplifting** as an example and confirmed that **he focuses on helping and protecting the business community to effectively address this issue**. The police managed to solve almost 50% of the reported shoplifting crimes in Addlestone last year due to better knowledge of the individuals committing them. The “Criminal Behaviour Order” assists the police, as it forbids those who have previously committed a crime from going to specific places. Cameras enable facial recognition technology to be used which is also very useful in identifying culprits.

In response to a question, Ian said that reporting shoplifting is the responsibility of the business owner. However, if a member of the public witnesses it, they should inform the security guard or shop owner. It was noted that offenders often get away without any serious consequences, so they continue shoplifting. Ian explained the process: the police’s task is to gather evidence, make arrests, and forward the case to the courts. He emphasized that if someone is caught shoplifting in multiple locations—Addlestone, Egham, etc.—the police will initiate an ASB (Anti-Social Behaviour) process alongside the criminal investigation (Community Protection Order). Ian also mentioned that there is a business community WhatsApp group in Addlestone that shares information about shoplifting, which is very helpful.

- **Tackling ASB:** According to surveys, it is a growing problem across the Borough. Ian showed where residents can report ASB on the Surrey Police website (or by calling 999/101). He reiterated that when someone reports ASB, the police will call them back to gather more information about the incident.
- **Preventing burglaries:** Based on intelligence, more patrols are being deployed to specific areas.

Ian was asked about “double yellow line parking.” He informed the group that parking has been decriminalised, and enforcement is now the responsibility of Surrey County Council.

It was reported that behind the Addlestone Community Centre, Uber drivers are servicing their cars and motorbikes while playing loud music and leaving behind so much rubbish that it amounts to fly-tipping. Rob Burge agreed to follow up. Ian advised residents to report ASB to the police.

Ian was asked about catapults. He confirmed that under the Public Spaces Protection Order, following a successful consultation, the use of catapults has been criminalised to protect wildlife and tackle ASB. A start date for this legislation to come into effect will be published in due course.

A resident from Pooley Green Park described the park as a “hotbed” of ASB. RBC invested significantly in improving its facilities, but the new lights were vandalised. Ian encouraged residents to report ASB to the police

Ian stated that it is not a legal requirement for dogs to be on a lead, but they must be under control. If an “unruly” dog is reported, the police refer the owner to the Blue Training Foundation for a training course. If a dog causes serious injuries, it may be put down.

Regarding parcel thefts, Ian acknowledged that it was a problem in the past, but the police managed to address it. However, he asked residents to report delivery issues (e.g., parcels left at the wrong door or delivered without proper notice) to the delivery services, and thefts to the police. The RBC Community Safety Team has cameras around the Borough that might help determine what happened to a missing parcel.

### **3. Update on Estate Services**

Robert Burge, Estate Services Team Leader, informed the Group that communal property inspections are underway for identifying required repair jobs on our communal properties across the borough. He asked for residents’ assistance in reporting repair needs to our customer services team.

Rob mentioned that Disposal Warnings and TORT notices are being added to items that need to be removed from communal areas, instructing residents to remove items (waste, recyclable materials) from outside their properties within a set time. He brought examples of these notices for the residents to see.

Rob identified curbing fly-tipping as a priority for Housing. He gave an example of broken asbestos—its most dangerous form—left in a garage, which was extremely expensive to remove. He confirmed that the Lyne Community Recycling Centre’s pre-booking trail has now finished and has returned to normal. He acknowledged that the Kingston Community Collection Service’s charge of £85 for five items is high. However, he emphasized the importance of using licensed waste carriers when removing rubbish from any property. He also advised checking their licence on the Environment Agency website, as you may need to show proof of due diligence if the waste is later found to be fly-tipped. Residents urged the council to reconsider offering free bulky item collections at least a couple of times a year.

Several fly-tipping issues were raised, including at Essex Court and behind the Community Centre.

Ground maintenance issues were reported for Malet Close, Orchard Way, and Monks Crescent.

Parking issues were discussed at the Garfield Estate and Malet Close. The latter issue was taken to the local MP, who assured residents that funding was available to address their concerns. Rob agreed that, as a first step, he would check whether the parking spaces fall under Runnymede or Surrey’s responsibility.

Rob promised to follow up on these issues and report back to resident at the next meeting.

A resident from Braeside informed the Group that, following his repeated reports of overgrown gardens around void properties in the area, all gardens have now been cleared—both front and back. He also represented one of his neighbours when reporting a void

property that was causing damage to the adjoining semi-detached house. He was pleased to inform the Group that the void property is now scheduled for renovation and preparation for re-letting. His neighbour is very happy.

#### **4. Stigmatization**

The discussion was deferred to the next meeting

#### **5. Consultation on the Hoarding Policy and the Domestic Abuse Policy**

Andrea thanked members for the thorough feedback on both policies. She will send the summaries of the feedback along with the Minutes.

#### **6. Projects proposed by residents – updates:**

- **Litter-picking** – it was reported that the first litter picking event was successful: residents cleared the grounds around Essex Court and the roadside of Darley Dene. Members were asked to propose other areas for the litter picking project.
- **Communal garden project** – Andrea mentioned that there might be a small plot of land/garden in Chertsey that could be used for the project. She asked members to share their thoughts about the viability of the project.
- **Energy-saving leaflets**: being prepared to be sent to vulnerable residents.

#### **7. Looking ahead – new project proposals.**

Darley Dene residents requested assistance with re-varnishing benches in the spring. Members agreed to volunteer.

#### **8. Any Other Business**

It was agreed that our next meeting is on 12 January 2026 at the Civic Centre.