

London Borough of Hammersmith & Fulham

Report to: Community Safety and Environment Policy and Accountability Committee

Date: 16 September 2020

Subject: Policing & Crime Commission Report

Report of: Cllr Sue Fennimore, Deputy Leader

Responsible Director: Sharon Lea - Strategic Director for the Environment

Summary

Tackling crime and keeping people safe is our number one priority. That is why we are investing £2.7m in tackling crime and anti-social behaviour and have just launched a new Gangs, Violence & Exploitation Unit to reduce levels of youth violence. This is the first in a number of significant investments to keep our residents safe. The creation of the resident-led Policing and Crime Commission in late 2018 was the start of this new approach to both resident engagement and crime reduction in the borough. Since then, the members of the Commission have undertaken a huge amount of field work, interviews and research to inform their final report. The report sets out 35 ambitious recommendations, each one evidence-led and designed to make residents safer, less fearful and better informed. This cover report constitutes H&F's officer response to those recommendations. Following discussion of these recommendations by the CSE PAC, the Commission's report and the officer response to the recommendations will be submitted for consideration by Cabinet.

Recommendations

That the CSE PAC:

1. Notes the recommendations of the Policing & Crime Commission (PCC) and the H&F officer responses;
2. Refers the PCC report and H&F officer responses to each of the recommendations, as set out in appendix 1, to Cabinet

Wards Affected: All

H&F Priorities

The proposals set out in this report will contribute to our priorities in the following ways:

Our Priorities	Summary of how this report aligns to the H&F Priorities
Doing things with residents, not too them	<i>The Policing & Crime Commission was set up as part of the programme of resident led</i>

	<i>commissions. This report provides H&F officers' response to the recommendations of the PCC. The Council embraces the work and is making several significant commitments to deliver the recommendations.</i>
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Financial Impact

The Leader's Urgency decision of the 10 June 2020 agreed the establishment and funding for 2020/21 of the Dedicated Gangs, Violence & Exploitation Unit.

The majority of the recommendations set out in Appendix 1 relevant to the council are expected to be delivered within existing resources and/ or other corporate programmes. Where the recommendation and resulting detailed proposal will result in increased costs to the council, this will only be implemented where new grant funding can be accessed or alternative funding agreed. These detailed proposals will be the subject of separate decision reports.

Legal Implications

There are no legal implications in respect of what is proposed.

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Background Papers Used in Preparing This Report

None

Appendix 1 – H&F Officer Response to PCC Recommendations

The individual actions have retained the same numbering they were given in the final report of the PCC, to avoid confusion.

Recommendation 1: Crime Communication Infrastructure	
TO IMPLEMENT A NEW CRIME COMMUNICATION INFRASTRUCTURE FOR RESIDENTS WITH CLEAR LINKS BETWEEN RESIDENTS, THE COUNCIL, WARD ACTION GROUPS, AGENCIES, AND THE WARD POLICE.	
<u>PCC Action</u>	<u>LBHF Officer Response</u>
2.1.1 The council and police should communicate clearly and widely with H&F residents and local businesses as to methods for reporting crime and anti-social behaviour - whether this be via the H&F website, the Crime App we are recommending, and/or advertising on various social media platforms.	Noted
2.1.2 New infrastructures should be put into place, such as better signposting on the H&F website and the Crime App, as well as the Crime Helpline.	Noted
2.1.3 The H&F website should be restructured to reflect the new communication recommendations and to maintain a dynamic and up-to-date Crime Section for residents. The Crime Section should display the new communication infrastructure and should advise on how to use the Crime Helpline, and the Crime App. It should also give contact details for all relevant council units, the police, Ward Action Groups, relevant agencies, and the CCTV Room.	Noted
2.1.4 A new form should be created on the Crime Section of the H&F website for residents to register online to a new residents' Crime Alert Database to receive crime alerts for their ward or borough wide.	Noted
2.1.5 The residents' Crime Alert Database should be managed by the council. The responsibility for the current database has fallen through the cracks, having been maintained by local Ward police. We believe it is out of date	Noted

and therefore unreliable.	
2.1.6 There should be a new ‘Quick Link’ to ‘report a crime’ to be featured prominently on the H&F website home page. We are aware that a similar app was developed by the council for residents to report rough sleeping. The experience of this app and the ‘Report it’ app could be a useful starting point for the new crime reporting app.	Noted
2.1.7 The contact details of Ward police officers should be clearly communicated to residents in the H&F Crime Section. They should also be advertised regularly to ward residents.	Noted
<p>Recommendation 2: A New H&F Crime Helpline</p> <p>TO SET-UP A NEW H&F CRIME HELPLINE 0800 NUMBER AND CRIME APP TO OPERATE 24 X 7 TO FIELD NON-EMERGENCY CALLS FROM RESIDENTS. THIS WOULD BE SUPPORTED BY NEW LOCAL ENFORCEMENT OFFICERS (LEOS), NEIGHBOURHOOD WARDENS, THE PARKS CONSTABULARY (I.E. THE BOROUGH TASKFORCE), AND THE CCTV ROOM.</p>	
<u>PCC Action</u>	<u>LBHF Officer Response</u>
2.2.1 The council should establish a new H&F CRIME HELPLINE AND CRIME APP for residents to report non-emergency crime and disorder incidents, to be supported as described above. Before the police stations were closed and 101 was introduced, residents called the local station for non-emergency calls and it worked well. This will fill that gap for the residents.	The Metropolitan Police has a significant governance and accountability framework in place for the way it receives, handles and responds to reports of crime. Because of this the Council cannot undertake any role which would see it being the first point of contact for reports of crime. The Council recognises however that the recommendation arises from frustration with the current system. In conjunction with recommendation 2.2.2 and 2.4.2 we propose to introduce improved mechanisms for reporting and responding to anti-social behaviour which will be more accessible to residents and have greater community accountability.

<p>2.2.2 We recommend restructuring the current council-managed policing system to form a BOROUGH TASKFORCE that would incorporate the LEOs, the Parks Police, and Neighbourhood Wardens. On-the-ground support should be reviewed to provide optimal use of resources and accountability. We recommend that solid evidence is gathered as to the cost-effectiveness of the Taskforce. We also think a full assessment should be made of on-the-ground operational issues. Parks Police should have a higher profile, spend more time in their parks enforcing byelaws, borough dog control orders, and – importantly – detaining offenders, drug dealers and users, and providing security at park events.</p>	<p>In line with the recommendation the Council is committed to developing a proposal to centralise enforcement and ASB resources.</p>
<p>2.2.3 LEOs should undertake youth engagement training before deployment to enable positive interactions and avoid further entrenchment of mistrust of authority amongst young people. The presence and role of the new LEOs should be widely publicised to residents.</p>	<p>Noted</p>
<p>2.2.4 The council CCTV Room should work closely with the H&F Crime Helpline, Crime App, the Borough Taskforce, and other enforcement bodies to ensure the CCTV Room is used to full effect.</p>	<p>Noted</p>
<p>2.2.5 We believe new procedures should be adopted to ensure the CCTV Room is more proactive in combating crime in the borough.</p>	<p>Noted</p>

Recommendation 3: Disbanding Existing Accountability Structures

TOTALLY DISBAND EXISTING STRUCTURES FOR COMMUNICATIONS WITH POLICE, RESIDENTS AND COUNCIL, INCLUDING SAFER NEIGHBOURHOOD WARD PANELS. A LARGE AMOUNT OF POLICE TIME, AT ALL LEVELS, IS CURRENTLY TAKEN UP ATTENDING MANY DIFFERENT COMMITTEES, COMMUNICATING THE SAME INFORMATION WITH GROUPS WHO ARE NOT REPRESENTATIVE OF RESIDENTS AS A WHOLE.

<u>PCC Action</u>	<u>LBHF Officer Response</u>
<p>2.3.1 The H&F Safer Neighbourhood Board (SNB) stopped meeting in July 2018. Since then, the MOPAC Safer Neighbourhood Board Fund has only partially been used. We recommend that a new H&F Police and Crime Audit Committee be set up, and this is discussed in 2.4. We recommend that the new structures - as laid out in Figure 3 – are recognised and supported by MOPAC and the police as the best structure to combat crime in the borough. MOPAC funding should be made available for activities generated by a new Police and Crime Audit Committee, and for the appointment of a Police and Crime Co-ordinator (on both of which see below).</p>	<p>Noted – see also 2.4.1</p>
<p>2.3.2 The Independent Advisory Group (IAG) should be retained but re-populated through a borough-wide request for members once the new H&F Crime Alert Database is established. It should be managed by the H&F Police and Crime Co-ordinator with its membership and chair agreed jointly by the council and the police. This is a valuable group as the IAG members are vetted, have security clearance and training so they can be relied on to maintain confidentiality when meeting with the police following critical incidents. The IAG should be made aware of the new communication infrastructure channels as laid out in Figure 3.</p>	<p>The Central West BCU actively encourages new IAG members and would welcome increased awareness raising to increase membership.</p> <p>IAGs are mandated and as such each borough has one and they are all run similarly across London. There is a chair of chairs IAG group hosted at New Scotland Yard by a Police Commander to ensure consistent approaches in all areas. The MPS does not control IAGs but there is a structure in place for the group to adhere to. Local police facilitate local meetings, deliver presentations and offer operational visits to improve policing knowledge and to empower</p>

	<p>members. Anyone can be recommended to the group for membership and they will be vetted through the MPS vetting unit.</p>
<p>2.3.3 As discussed, Safer Neighbourhood Ward Panels are not functioning consistently in H&F (or other London boroughs). We, therefore, recommend that they are disbanded. Instead, residents should use a new Crime Helpline and Crime App to report non-emergencies and this information can be shared with the police as described in Figures 2 and 3. Residents will also have the option to escalate a concern through their local Ward Action Group (WAG) – see 2.4.2</p>	<p>There is a statutory obligation on Police under Section 34 of the Police Reform and Social Responsibility Act 2011 to obtain the views of those within a neighbourhood about crime and disorder in that neighbourhood and for police to provide information on policing within that neighbourhood. Ward Panels, therefore, remain an important and ever relevant mechanism to facilitate this two way provision of information and consultation.</p> <p>Ward Panels are functioning across the borough, some more well attended and more productive than others, but these cannot be disbanded. Like IAG's these are the model across London for all Neighbourhood Wards. These are driven by MOPAC and the central Neighbourhood Unit. Again, representation can always be increased and everyone is welcome to join. We are keen to deliver a consistent engagement strategy across London and Ward Panels form part of that. The challenge for the MPS is in striving to create Ward Panels that are truly representative of the communities they include and that options are explored to enable accessible methods of participation.</p> <p>However, the MPS also recognises the validity and importance of the Ward Action Groups recommended</p>

	in this report and makes a commitment to ensure Ward Panels and Ward Action Groups work together to achieve the best outcomes.
2.3.4 Neighbourhood Watch should continue its success where residents support it. We feel it should focus on helping direct new residents to the crime communication infrastructure in the borough, and on supporting older people who are anxious about crime. Any concerns identified by Neighbourhood Watch can be referred to a WAG. This group will be able to work better with the support of the Crime Helpline, the Crime App, the resident Crime Alert Database, and improved contact with Ward police.	It is agreed that there should be a close link between Neighbourhood Watch and Ward Action Groups. It should be noted however that Neighbourhood Watch is a community-owned initiative.
<p>Recommendation 4: New Recommended Groups, Committees & Roles</p> <p>CREATE A NEW INDEPENDENT H&F POLICE AND CRIME AUDIT COMMITTEE AND ROLL OUT COUNCILLOR-LED WARD ACTION GROUPS PROFESSIONALLY MANAGED AND CO-ORDINATED BY A NEWLY APPOINTED PAID POLICE AND CRIME CO-ORDINATOR.</p>	
<u>PCC Action</u>	<u>LBHF Officer Response</u>
2.4.1 We recommend A POLICE AND CRIME AUDIT COMMITTEE takes the place of the old SNB. Membership would be made up of people from across the borough to include youth agencies, representatives from a WAG, a Tenant and Residents Association, a Housing Association, drug and alcohol services, BAME services, the business community, and a councillor from a relevant H&F scrutiny committee. It should also be attended by the Chief Inspector. Management of the Committees would be the responsibility of the Police and Crime Co-ordinator.	<p>There is an existing gap in community scrutiny for policing and community safety in LBHF and the Council and Police are keen to address this gap at the earliest opportunity.</p> <p>The Council will develop a new meeting known as the Community Safety Oversight Board using the scope referred to in the PCC report as the basis of a Terms of Reference.</p>
2.4.2 Roll out councillor led Ward Action Groups (WAGs) across the Borough:	Noted

<p>2.4.3 Create a new post for a POLICE AND CRIME CO-ORDINATOR to support and co-ordinate meetings and minutes for the H&F Police and Crime Audit Committee, the Independent Advisory Group, and the Ward Action Groups. The Co-ordinator should distribute crime data from the police in an agreed, consistent format, and should manage the memberships of all Committees.</p>	<p>Noted</p>
<p>Recommendation 5: Prioritise Pupil Safety</p> <p>IMPLEMENT SAFETY MEASURES FOR H&F SCHOOL PUPILS, OUTSIDE OF SCHOOL HOURS TO INCLUDE JOURNEYS TO AND FROM SCHOOL, AND AFTER SCHOOL CLUBS</p>	
<p><u>PCC Action</u></p>	<p><u>LBHF Officer Response</u></p>
<p>2.5.1 H&F and the local police should consider additional measures to improve the safety of pupils coming to and from school. Part of the brief for the new LEOs could be to specifically tackle pupil safety, particularly during dispersal.</p>	<p>We are currently working with schools to develop the ‘team around the school’ to support them in their preparation for schools returning in September which includes a focus on the safety of our pupils and staff. We will explore this recommendation as part of the team around the school in partnership with the Police.</p>
<p>2.5.2 H&F should consider more provision for after school clubs. We appreciate that finding resources for these is problematic but feel that outside sponsorship might well be forthcoming. Key elements of these clubs should be wi-fi access, quiet spaces for homework, and a range of activities to improve life skills. The provision of a meal would be a big draw.</p>	<p>Hammersmith and Fulham currently commission and grant fund a wide range of after school provision including universal and specialist youth clubs. Funded provision includes: The Harrow Club (across three sites), The Brunswick Club, London Sports Trust, Action on Disability, the Masbro Centre, the Doorstep Library, UrbanWise London and the Sulgrave club. All of these activities are intended to provide our young people with the best start in life and ensure they have safe spaces to go outside of school. In addition, we offer free training, support and advice to local Out of School Settings to mitigate their costs and ensure they</p>

run safely. These activities are promoted through our Out of School settings website found here:
<http://search3.openobjects.com/kb5/lbhf/fis/home.page>

Recommendation 6: New H&F Youth Commission

TO SET UP A NEW H&F YOUTH COMMISSION TO ASSESS H&F YOUTH PROVISION IN THE BOROUGH.

<u>PCC Action</u>	<u>LBHF Response</u>
<p>2.6.1 We recommend that a new resident-led Commission is set up to assess youth service provision in the borough. It will be imperative that young people themselves are fully represented and empowered. There should also be good representation from residents with appropriate expertise in the field.</p>	<p>We believe that there is a broad and comprehensive universal youth offer in Hammersmith & Fulham. There is an opportunity to utilise the community to maximise the impact of our services. The Young Hammersmith and Fulham foundation (YHFF) is a charitable organisation who represent and support many of our local youth services. They are in the process of setting up a consortium to maximise opportunities to bring in additional funding for youth services. Based on this recommendation we will look at opportunities for the community to play a role in supporting this.</p>
<p>2.6.2 In their terms of reference, a new Youth Commission should be asked to specifically consider how best to disseminate information on youth services. The aim would be to improve awareness of services among young people, parents, and professionals representing organisations looking to partner with or refer to other local services.</p>	<p>See response to 2.6.1</p>
<p>2.6.3 A new Youth Commission should be given a comprehensive information pack which covers how the council currently delivers youth services, what initiatives they are planning, and what are the pinch points. The information</p>	<p>We are happy to share information regarding our plans for our youth services as well as any challenges we face. At present these mainly relate to the increased</p>

<p>pack should identify relevant council units and provide contact details. Other agencies which are funded to provide services (as well as those not funded by the council but operating in the field) should also be identified.</p>	<p>financial pressure faced by local authorities in the current climate as well as reviewing how our provision supports the current issues such as the increase in youth violence. We would also like to use this as an opportunity to see how the community can collaborate with us and develop a collaborative approach to mitigating these challenges. The Local Authority publishes spend and funding in terms of commissioned and grant funding arrangements which we are happy to share with the commission.</p>
<p>Recommendation 7: Addressing Drug and Alcohol Misuse</p> <p>A MORE PROACTIVE AND STRUCTURED APPROACH TO SUBSTANCE AND ALCOHOL MISUSE, ITS PREVENTION, TREATMENT, AND ITS LINKS TO CRIME, TO INCLUDE POLICING PRACTICES WHICH HAVE BEEN SHOWN TO BE EFFECTIVE.</p>	
<p><u>PCC Action</u></p>	<p><u>LBHF Officer Response</u></p>
<p>2.7.1 The Commission was impressed with the work being done by the Resilience project, run by Turning Point, to help those aged under 18 deal with their drug and alcohol problems, particularly heavy cannabis use. We recommend that H&F continues to support this project when current funding runs out in 2021.</p>	<p>Children’s, public health & adults commissioners will work closely with the community safety partnership to build a robust substance misuse pathway and treatment service for this group of young people.</p> <p>Public Health have confirmed that funding for this work will be in place post 2021.</p>
<p>2.7.2 The Commission urges H&F to work with the police to consider adopting innovative approaches to drug dealing such as those used by an Oxford Taskforce. This could perhaps be in the context of the Integrated Gang Unit since gang activity and drug dealing are intertwined. The Oxford Taskforce</p>	<p>This recommendation will be explored by the new Gangs, Violence & Exploitation Unit working in conjunction with the Community Safety Team, Ward</p>

<p>focuses on disrupting county lines drug dealing, safeguarding those unwillingly caught up in the trade, and encouraging drug users to access treatment. One key feature was targeting specific open space locations where drugs are used and sold, often employing environmental design solutions. Ensuring real community engagement was another key, including guaranteed telephone feedback within 24 hours from Taskforce members to everyone who phoned in with information. The new LEOs could provide some of the resources.</p>	<p>based Police Officers and Youth Services.</p>
<p>2.7.3 The Commission recommends that Forensic CAMHS, that works closely with Youth Offending services and CAMHS, expands its role to offer its expertise to the Integrated Gangs Unit. This recognises the fact that victims and offenders are often interchangeable, and that their complex needs and level of trauma require expert assessment and intervention.</p>	<p>Currently we have clinical therapists and educational psychology input to YOS to support trauma work, in addition to FCAMHS.</p>
<p>2.7.4 The Commission would like H&F to consider working with the police to adopt a diversion scheme for drug users such as that operating in Thames Valley. In this, anyone (of any age) found in possession of drugs is automatically referred to a drug treatment agency for assessment and help. They are only arrested if they fail to comply.</p>	<p>This is a significant programme of work which, due to current resource and funding restrictions, H&F is not in a position to deliver at this time. Recommendation 2.7.1 can be accepted and funding will be made available post 2021 for the Resilience Project.</p>
<p>2.7.5 The Commission would also like the police to consider another diversion scheme like Checkpoint, initiated by Durham Police. In this, criminal sanctions for a range of different offences committed by those aged 18 or more are deferred for six months if the offender agrees to a tailor-made, multi-agency four-month programme to tackle issues which may be linked to offending behaviour.</p>	<p>This recommendation is complex and will be discussed at the Community Safety Partnership, after which a formal response will be given.</p>
<p>2.7.6 The Commission encourages the local authority to support a ‘Meet at the Gate’ service for men leaving London prisons who will settle in H&F, much</p>	<p>This recommendation is complex and will be discussed at the Community Safety Partnership, after</p>

<p>like the existing ‘Minerva’ service for women. This might help encourage them to steer away from risky places and activities that may prompt them to reoffend. Whether a service might be through a specific tender, or an extension to existing contracts, would have to be considered.</p>	<p>which a formal response will be given.</p>
<p>2.7.7 When the new custody suite opens at Hammersmith police station, every effort should be made to ensure the availability of specialist substance abuse workers to engage with and assess those in custody aged 18 or more. They could then offer follow-up help if the person is charged.</p>	<p>Noted</p>
<p>2.7.8 The Commission recognises that early intervention with those with an alcohol problem is beneficial given the link with anti-social behaviour, domestic abuse, and other crime. H&F should help here by expanding the model – developed by ChangeGrowLive - of an alcohol misuse specialist working with GP practices on a sessional basis.</p>	<p>H&F recognises the importance of this work and will commit to exploring this with the H&F Clinical Commissioning Group.</p>
<p>2.7.9 The Commission recommends the greater involvement of the Housing Department in specialist panels such as the Safeguarding Adolescents at Risk Panel, the Youth Offending Services Out of Court Disposal Panel, and the Safeguarding Partnership Group.</p>	<p>Children’s Social Care and YOS have good direct links with Housing and regular communication. We are, therefore, making a commitment to formalise this arrangement with Housing representation on the Safeguarding Adolescents at Risk Panel (SARP), the Youth Offending Services Out of Court Disposal Panel, and the Safeguarding Partnership Group.</p>