

# Social Inclusion and Community Safety Policy and Accountability Committee Agenda

Tuesday 19 July 2022 at 7.00 pm  
Meeting Room 1 (2<sup>nd</sup> Floor) - 3 Shortlands, Hammersmith, W6 8DA

## MEMBERSHIP

Administration	Opposition
Councillor Nikos Souslous (Chair) Councillor Omid Miri Councillor Trey Campbell-Simon Councillor Sally Taylor	Councillor Andrew Dinsmore

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Members of the public are welcome to attend. A loop system for hearing impairment is provided, along with disabled access to the building.



### Shortlands

3 Shortlands,  
Hammersmith,  
London W6 8DA

-  Closest Underground Station  
Hammersmith
-  Closest Bus Stop  
Latymer Court (Stop G)

Date Issued: 11 July 2022

# Social Inclusion and Community Safety Policy and Accountability Committee Agenda

19 July 2022

**Item** **Pages**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST**

If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.

At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.

Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.

Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Audit, Pensions and Standards Committee.

**3. WELCOME BY THE CHAIR**

Welcome and introduction by Councillor Nikos Souslous, Chair.

**4. REFUGEE UPDATE**

This a verbal update from the Director Covid-19 & Refugee Lead.

**5. LOCAL ENFORCEMENT TEAM**

4 - 31

This report provides PAC Members with the opportunity to scrutinise the work and performance of the Councils new Law Enforcement Team (LET) reviewing its work and progress since its establishment in April 2021.

**6. WORK PROGRAMME**

32 - 37

The committee to discuss potential work programme items within the remit of it's terms of reference (SICS is at page 34) which are included for information and noting.

**7. DATE OF FUTURE MEETINGS**

Tuesday, 22 November 2022  
Tuesday, 24 January 2023  
Tuesday, 21 March 2023

# Agenda Item 5

## LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** CSE Policy and Accountability Committee

**Date:** 08/07/2022

**Subject:** Annual Performance Report for the Law Enforcement Team

**Report author:** Neil Thurlow, Assistant Director of Community Safety and  
Mohammed Basith, Law Enforcement Manager

**Responsible Director:** Matthew Hooper, Chief Officer Safer Neighbourhoods and  
Regulatory Services

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### SUMMARY

This report provides PAC Members with the opportunity to scrutinise the work and performance of the Councils new Law Enforcement Team (LET) reviewing its work and progress since its establishment in April 2021.

There are no decisions required from this report.

### RECOMMENDATION

For the PAC to note and comment on the report and its contents.

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**Wards Affected:** All

<b>Our Values</b>	<b>Summary of how this report aligns to the H&amp;F Values</b>
Building shared prosperity	A cleaner, greener, safer borough increases opportunities for all
Creating a compassionate council	Working with our communities the LET is the front face of the council for many and the service offers help, support and advice for all ensuring that everyone's problems are addressed 24/7
Doing things with residents, not to them	Residents are concerned around environmental crime, ASB. How residents feel, and how they perceive safety, are key attributes that the LET work towards addressing. The service also works to reduce residents fear of crime
Being ruthlessly financially efficient	We have brought together several services to create on larger singular service with a wider parameter of powers
Taking pride in H&F	The LET works to improve the environment

	of the borough creating a cleaner, greener borough
Rising to the challenge of the climate and ecological emergency	The service uses only electric vehicles and the default for staff is to walk with vehicles being used for specific matters only as we seek to minimise our environmental footprint

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## Background Papers Used in Preparing This Report

None

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### 1. Background

2. In December 2020, Cabinet approved the formation of the Law Enforcement Team (LET), and the service was introduced in April 2021. The LET sits within the Community Safety Unit within Safer Neighbourhoods and Regulatory Services. The service was formed following the amalgamation of several council services - Parks Police, Housing Wardens, Highways Enforcement and Street scene enforcement – creating one singular enforcement provision. Previously, these teams all worked independently and managed specific services which were hard to understand, navigate and access by the residents of Hammersmith and Fulham. Due to the cross-over in service provision remits, this operating model led to duplication of works and resulted in the provision of a disjointed and inefficient service.
3. Since April 2021, the consolidated functions of all these teams now come under the LET umbrella. In addition, LET officers are authorised to enforce a range of legislation and are accredited under the Community Safety Accreditation Scheme (CSAS). As such, the LET team now delivers a consistent service across the whole borough, providing a more responsive and effective service 24/7.

### 4. Operational readiness

5. From December 2020 through to April 2021, there was a large-scale recruitment drive to fill all 72 positions. All staff have undertaken extensive training, including Community Safety accreditation, conflict management, safeguarding, health and safety, introductions to VAWG and GDPR to name a few.
6. The LET service was officially launched in October 2021, with the team website launched on the same day. Contact is encouraged via the 21 dedicated ward email accounts, which have been shared with all ward Councillors and added to all correspondence. Service requests to these ward-based email accounts are acknowledged, logged, investigated, resolved, and responded to by the LET officers assigned to that ward. The LET also has a service-wide email account for all general enquiries - [LET.HF@lbhf.gov.uk](mailto:LET.HF@lbhf.gov.uk) - which is monitored 24/7.

7. The LET contact number is also available and allows residents to log service requests via the Council's contact centre (020 8753 1100, option 3).
8. As a service we are committed to being present and visible - LET officers spend 80% of their shift patrolling highways, open spaces, parks, and housing land. The LET officers are the Eyes and Ears of the Council, wearing a uniform consisting of a shirt, smart trousers, boots, H&F branded body armour and jacket, tie/cravat as well as a hat. The uniform was designed to allow for the greatest visibility ensuring that officers were easily identifiable whilst on patrol. Their uniform is further enhanced by a fully branded electric fleet of vehicles – these vehicles include a CCTV van.
9. Staff are divided geographically into three clusters - North, Central, and South Teams.
  - a. North teams are based in the heart of the White City Estate and a short distance to Shepherds Bush Green.
  - b. The Central team and night teams are located close to Hammersmith Broadway and with our CCTV service.
  - c. The South Team office is near Fulham Broadway, North End Road, Clem Atlee, and West Kensington Estate.
10. Logistically, these three locations allow the team to provide a highly responsive service and enable the team to attend to emergency issues throughout the borough quickly. Our Night Teams patrol the entire borough and are responsive to all overnight issues.
11. Two dedicated LET officers are allocated to each of the 21 wards, enabling residents, businesses, TRAs, Resident associations and SNT staff to know who their ward officers are. The core function of the Team is to engage with residents in order to help residents build trust and confidence in the service and the wider council.
12. Residents can bring matters of concern direct to ward officers who will then liaise with partners, both internal and external, to reach a solution. Where matters are raised which sit outside of the LETs remit, these cases are signposted to the correct team and/or department at the earliest opportunity to ensure quick resolution.
13. This service delivery model enables LET ward officers to participate in community development work. This is achieved by attending ward panel meetings, proactively identifying issues whilst patrolling, meeting residents onsite for a walkabout to investigate the local problems, undertaking targeted operations or projects with a range of partners, and attending local community events. This approach is designed to help the residents build and foster relationships with their delegated LET ward officers. The ability to contact a named person who can meet the resident onsite upon request, in turn, enhances the resident's perception and satisfaction of the Council.

14. As a service we are constantly looking to evolve where there is evidenced need. This is best illustrated via improvements that were made to the service-wide rota in April 2022.
15. Recognising that the rota could be enhanced changes were made that have allowed the LET service to become more resilient. The revised rota provides better management cover - which is essential as this allows a constant point of escalation should the LET officers or CCTV need assistance with an issue or their work – and also provides full service wide presence twice a week.
16. The changes in the rota provided capacity to introduce service-wide 24-hour operations in different parts of the borough every two weeks. The new shifts also see the two dedicated ward officers work alternative shifts therefore increasing LET officer presence in their ward.

#### **17. Service Achievements in year one**

18. Within the first year the service has achieved much. Examples of our achievements will be explored further in PAC but as some examples the service has:
19. Co-ordinated removal of protesters from Shepherd's Bush Green – summer 2021 saw a large group protesting and camping on Shepherds Bush Green. The LET worked with colleagues from within the council and outside during the process to remove this illegal encampment with work delivered including community engagement and support, intelligence capture, reassurance patrols and in working with the Police and the evictions team to ensure that the site remained safe for all.
20. Co-ordinated successful removal of unauthorised traveller encampments – Ravenscourt Park, Townmead Road and Wormwood Scrubs. The LET team have provided engagement, welfare assessments and support to all involved in addressing unauthorised encampments within the borough. Providing 24hr presence and co-ordinating information and solutions with a range of partners the LET have ensured that the councils unauthorised encampment processes are followed quickly and effectively
21. Undertaken a range of environmental enforcement approaches with the service tackling public urination and fly tipping via the issuing of Fixed Penalty Notices and working to remove significant numbers of disused and abandoned bikes from across the borough.
22. The team have prevented and disbanded unauthorised gatherings.
23. Committed to and delivering a minimum of two weapon sweeps per ward per week (more below)
24. Committed to and delivering (since October 2021) fortnightly all service operations with a commitment to have a minimum of one all service operation per ward per year
25. Featured on BBC London News for a whole day on 14 February with TV and online coverage of the service - [Council employs law enforcement team to tackle crime - BBC News](#)
26. In September 2021 we created and implemented a service specific mobile app to capture LET inspection data (whilst on patrol). The LET inspections app measures the

service time spent conducting activities. **Appendix 1** demonstrates the types of tasks being undertaken by the service in 2021/2022. **Appendix 2** shows the teams returns since this inspection data started being captured.

## **27. Working in Partnership to Tackle Crime and Anti-Social Behaviour (ASB)**

28. We believe that residents have the right to live peacefully in the borough, without the fear of anti-social behaviour (ASB). We recognise that tackling ASB is a high priority, and the LET is committed to acting against those who engage in behaviour which generates alarm or distress. LET officers tackle ongoing ASB by conducting high visibility patrols on all H&F housing sites, open spaces, parks, and highways to identify, deter ASB.
29. In the first year of operation the LET has provided over 3,532hrs of patrols in the boroughs estates addressing matters such as drug use, drug dealing, rough sleeping, congregation, noise and graffiti.
30. The LET officers work with the councils ASB team and the Police to share information, collate evidence and support in engagement, education and enforcement in regard a variety of ASB offences.
31. The LET teams patrols, and presence, 24/7, allows the teams to be present when residents experience ASB. The LET has run several 24hr, all service operations across several estates in the first year too further evidencing the importance of visibility and engagement with our communities.

## **32. Met Police partnership working**

33. In our first year, the LET has worked proactively with all emergency services to get H&F's residents and visitors the support they need when they need it. On several occasions, LET officers have been the first onsite during an emergency. It is now established practice for the LET to contact the Police via the CCTV control room and offer assistance. LET officers have been encouraged to contact and work with local Police Safer Neighbourhood Teams within their wards to enhance this collaborative work further. The Police are invited to all LET operations, and the LET officers regularly attend ward panels and residents' meetings. This work has seen the LET and local police teams regularly conduct joint patrols and pool their resources together to work smarter and coordinate their patrol times to provide a better spread of high visibility coverage.
34. The LET team have built positive links with the police, for example Fulham Broadway Police promoted the good relationship on twitter (**see appendix 3**) and we continue to develop and improve the ways in which we jointly work and promote shared experiences and outcomes.
35. The LET also maintains a priority patrols list which is shared with the Police monthly, and the Night LET team supplements patrols in these areas overnight. The Police patrol data is shared with the LET, and these areas are added to the priority patrols list, which all ward officers monitor. The Police also attend the monthly H&F Tasking



and Enforcement Group Meeting, which enables the team to share intel, discuss emerging trends and discuss ongoing work at ASB hot spots throughout the borough. This collaborative approach enables the Council to assist the Police in detecting, preventing, and reducing local crime more quickly and effectively.

#### **36. CCTV**

37. LET are in constant contact with the CCTV operatives who monitor over 2000 cameras. LET officers are contacted by the CCTV as soon as they identify issues which need LET intervention. An example of this is the work undertaken to address the problems with large gatherings, Unlicensed Music Events, illegal encampments, ASB, accidents and incidents which need the LET to create a cordon or marshal pedestrians.

38. Every LET officer has a body camera as part of their uniform which is used to capture enforcement interactions. These body cameras can also be live streamed to our CCTV control room, for officers safety, at times of most need.

39. Every LET enforcement interaction is saved and the footage retained for the appropriate period of time in line with our operational procedures

#### **40. Community Safety and our approach to Violence Against Women and Girls (VAWG)**

41. A future PAC meeting will hear about the Community Safety teams work on VAWG in greater detail but, with the LET, we have undertaken significant work to support colleagues and support women and girls to raise awareness of our work on VAWG and our approach and commitment to tackling VAWG,

42. The LET undertook an eight-night operation (between 11-19 March 2022) to engage and survey women and girls as to where they felt safe, and unsafe, in the borough with some 2000+ interactions completed. These interactions have allowed the council to understand where women feel less safe and will now allow us to develop an action plan to address these concerns. A further update on this will be provided at a future PAC.

43. The LET identified and trained a team of “Women’s Safety Champions” whose work is to promote women’s safety, lead on work where the LET can provide visible reassurance and to ensure LET officers are aware of a range of interventions available for victims.

44. All of our staff are trained in relation to VAWG as part of their induction processes

#### **45. Weapons Sweeps**

46. The LET is committed to undertaking a minimum two weapons sweeps, per ward, per week, as we seek to retrieve weapons from our streets and estates.

47. Weapon sweeps are undertaken across the borough both proactively and via targeted searches of areas such as parks or housing grounds, during which our

officers search for any items that could be used to cause harm. Officers have found, and removed, items such as knives and guns as well as “makeshift” weapons such as screwdrivers and metal poles.

48. LET officers undertake their searches in bushes, vegetation, or playground play equipment, using safety equipment to safely remove any weapons they come across. The items are secured and taken to the nearest police station to be logged, checked, and destroyed.

49. To date, the LET team undertaken 3246 weapon sweeps and this number increases weekly.

#### **50. Housing**

51. LET staff patrol housing land and estates every day. There has been an increased emphasis on providing onsite support to residents and housing staff to increase their awareness of the LET service and the increase of reassurance patrols. All staff undertake checks within blocks, communal areas, and open spaces. Officers regularly conduct floor-by-floor patrols and report damage to the Housing Repairs team. LET officers also patrol sheltered accommodation and stay in contact with site staff both during the day and overnight. In addition, they conduct weapons searches whilst on site and remove anyone who has gained unauthorised access.

#### **52. Parks patrols and presence**

53. LET staff patrol all parks within the borough at least twice a day and will be further increasing their visibility in parks over the summer. LET officers work with the parks team to ensure the safe management of open spaces and lock H&F’s parks every evening. They also enforce the bylaws and disperse groups causing nuisance or ASB within parks and open spaces.

#### **54. All service, and partnership lead, LET operations**

55. The Law Enforcement team conduct a service-wide, ward-based, 24-hour operation every two weeks and have undertaken 11 so far. The operations are conducted in collaboration with a range of partners to crack down on crime and anti-social behaviour in the target area.

56. Smaller targeted operations are more routine and frequently undertaken by area teams to address localised issues such as drug use, nuisance or ASB.

#### **57. Waste and Fly tipping enforcement – working to create a cleaner borough**

58. The Law Enforcement Team works closely with our waste management colleagues to monitor responsible waste disposal, both commercial and domestic.

59. There is regular sharing of data between the LET and Waste Management to identify areas where there has been an increase in fly tipping. Where there are issues, LET officers undertake projects or educational exercises to drive down illegal dumping.

Ward officers are also supplied with details of locations which they monitor whilst on shift.

60. To date, the LET work in this area has already positively impacted both North End Road and Talgarth Road. The LET team also use notices to enforce compliance, and, to date, the team has issued over 70 Community Protection warnings to occupants and landlords to clear up waste and litter build-up on their land. Since April, the LET team have investigated over 900 fly tipping reports.

#### 61. **List of Appendices**

- a. A to Z of LET services (**Appendix 1**)
- b. LET Performance data (**Appendix 2**)
- c. Years statistics of LET achievements and broader taskings (**Appendix 3**)

## **Appendix 1 A to Z of LET services**

### **Abandoned Vehicle**

Abandoned vehicles are dealt with by our Parking Services. Please visit our website for [details on how to report an abandoned vehicle](#), and how to contact parking services.

The Law Enforcement Team works closely with Parking Services to identify and resolve issues relating to abandoned vehicles promptly and effectively.

### **Accidents/Incidents**

The Law Enforcement Team provides support to all the Emergency Services at major accidents and incidents across the borough. We assist with maintaining cordons, directing traffic and provide practical support to any affected residents and businesses.

In an emergency, always dial 999. Please visit our website for [out of hours emergency contact information](#).

### **ASB (Anti-Social Behaviour)**

Antisocial behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' ([Antisocial Behaviour Act 2003](#) and [Police Reform and Social Responsibility Act 2011](#)).

The Law Enforcement Team works proactively with Police Safer Neighborhoods Teams (SNTs). ASB patrols, whether undertaken in the daytime or night-time, are done in accordance with service needs and council parameters.

We also work closely with other council departments including the CCTV team (another 24/7 service), housing officers, licensing and the dedicated ASB team.

To report ASB, please [contact the ASB team](#).

In an emergency, always dial 999. You can also report a crime by calling 101, or to report a crime online.

For further information, please visit the [Metropolitan Police website](#).

## **ASB – Drinking & Alcohol**

Law Enforcement Team officers are CSAS accredited. CSAS stands for Community Safety Accreditation Scheme (GOV.UK) (opens in new tab or window). This enables us to deal with problems such as street drinking.

The borough of Hammersmith & Fulham is also a controlled drinking area. LET officers can ask anyone causing anti-social behaviour to surrender alcohol and/or stop drinking alcohol. Please see the PSPO section for further information.

Our LET officers are also trained to signpost vulnerable persons towards help and support in relation to alcohol or substance abuse.

## **ASB – Drugs**

Drug dealing is a criminal offence and the remit of the Metropolitan Police. However, Law Enforcement Team officers will patrol the areas where drug dealing is suspected to provide a deterrent.

In addition, Law Enforcement Team officers can compile evidence on their body cameras and share the images with the local police team to take further action.

Officers are also trained to signpost vulnerable persons towards help and support in relation to alcohol or substance abuse.

## **Begging**

Law Enforcement Team officers are CSAS accredited. CSAS stands for Community Safety Accreditation Scheme (GOV.UK). This enables us to deal with problems such as begging.

We work closely with other council departments and charities to support vulnerable persons in relation to housing and employment. Officers are also trained to signpost vulnerable persons towards help and support in relation to alcohol or substance abuse.

## **Busking**

Law Enforcement Team officers are authorised to enforce PSPOs (Public Space Protection Orders) to deal with issues such as busking.

For more information on PSPOs, please see 'PSPO' or visit our website.

## **Car Idling**

Law Enforcement Team officers will always engage with drivers of idling vehicles; however, this legislation is enforced by our Parking Services.

Idling (leaving your vehicle engine running while stationary) creates air pollution and is usually unnecessary. It is also an offence in law under the Section 42 of the Road Traffic Act 1988.

Hammersmith & Fulham Council is one of 31 London Local Authorities to have joined forced to tackle engine idling as part of Idling Action London project, supported by the Mayor of London. For more information about the project see [www.idlingaction.london](http://www.idlingaction.london).

As part of the project, Hammersmith & Fulham Council is offering its primary schools' free opportunities to take part air pollution anti-idling workshops and is offering free resources and toolkits to businesses and community groups wanted to help tackle this avoidable source of air pollution.

What can you do to help tackle engine idling? If you are a business, school, or community group you can sign up to the Engines Off pledge. See [www.idlingaction.london](http://www.idlingaction.london) for more information.

For further information or to report stationary idling please see [Idling vehicles | LBHF](#).

### **Covid Related Duties**

Law Enforcement Team officers remain ready to assist with Covid related duties such as:

- assisting with security and crowd management at vaccination sites
- assist the running of Covid test sites
- assisting vulnerable persons during lockdowns
- enforcing social distancing measures

### **CSAS Powers**

CSAS stands for [Community Safety Accreditation Scheme \(GOV.UK\) \(opens in new tab or window\)](#).

By gaining CSAS accreditation we will:

- increase uniformed presence on the streets - CSAS accredited persons wear the uniform of their employing organisation, with an identification badge endorsed by the local police force
- be able to address issues such as street drinking, begging and dog fouling
- promote enhanced enforcement opportunities with the police

- improve the two-way exchange of information and intelligence between agencies.

## **Cuckooing**

Cuckooing is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person to use it as a base for county lines drug trafficking. The crime is named for the cuckoo's practice of taking over other birds' nests for its young.

Law Enforcement Team officers are trained to recognise signs of Cuckooing and work closely with partners such as the Metropolitan Police, the ASB team and Housing officers.

Report any cuckooing concerns here: [Hammersmith and Fulham Community MARAC Referral Form \(lbhf.gov.uk\)](#).

## **Distribution of Free Literature without consent**

According to the Environmental Act 1990 (Consent to the Distribution of Free Literature), you need consent to distribute free printed materials within Hammersmith & Fulham's eight approved distribution zones, or within 50m of a tube station entrance or within a 200m radius of the approved distribution zones.

This does not include religious, political, or charitable literature, nor does it include free literature which is posted through the letter boxes of households or businesses.

You only need permission if you're handing out free literature. You do not need permission if you're conducting a survey or other market research.

Persons with consent within the zones will be required to display an approved ID badge.

Please [visit our website](#) for more information, and to apply for consent.

## **Dog Fouling**

Dog mess is anti-social and unhygienic - let's keep it off our streets.

Most dog owners are responsible and pick up their dogs' mess. If you don't, you're not only creating a nasty, smelly mess for other people, you're committing a crime. And if we catch you, we'll fine you £80.

Please put dog mess in a plastic bag and leave it in any litter bin or any of our special dog waste bins. See our [street cleaning and litter](#) page for more information on litter bins.

We know most local people are as annoyed as we are by people who let their dogs foul our streets and parks.

If you see dog mess, please report it, and we'll come and deal with it. We can't be everywhere, all the time, so we're very grateful for your help.

[Report it online](#) or using the Cleaner Greener app.

You can also email us [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

More information on dog fouling, [read the Fouling of Land by Dogs Order 2006](#). See '**animals**' for more information about dog control orders, dangerous dogs, and animal welfare.

### **Dog Issues (lost and stray dogs)**

In Hammersmith & Fulham, lost and stray dogs can be reported for collection 24 hours a day, 7 days a week.

Please visit the [animal welfare section of our website](#) for more information.

### **Emergency Services**

We provide support to the Emergency Services at major accidents and incidents across the borough. We assist with maintaining cordons, directing traffic and provide practical support to affected residents and businesses.

In an emergency, always dial 999. Please [visit our website](#) for out of hours emergency contact information.

### **Engagements**

The Law Enforcement Team have a supportive presence in the community and engage with residents to address their concerns.

The ward officers are expected to know their key residents, resident groups, and businesses. As ambassadors for the council, community engagement is a key part of the role and priority alongside all other aspects of business.

To meet your dedicated Law Enforcement ward officer please visit our webpage at [Law Enforcement Team | LBHF](#) or email [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

### **Event Work**



The Law Enforcement Team conducts high-visibility patrols and marshalling duties at events across the borough to help keep everyone safe and secure.

Officers are trained in counter-terrorism awareness, enforce against offences such as littering and urinating in public, and work alongside Trading Standards to deal with Illegal Street Trading.

Events the LET participate in include:

- Community Events
- Boat Race
- Football matches
- Jubilee Celebrations
- Remembrance Day.

### **Fly Posting**

The Law Enforcement Team investigates illegal fly posting and takes enforcement action where appropriate. Officers will also arrange the removal of such posters. To report fly posting, please see [visit our website](#).

### **Fly tip**

Fly-tipping is the illegal dumping of waste or rubbish. Fly-tipping is a serious criminal offence which carries a fine of up to £50,000. Offenders can even be sent to prison. Fly-tipping is often associated with dumping waste from vehicles.

Where evidence of fly-tipping is found, Law Enforcement Team officers are authorised to issue Fixed Penalty Notices.

### **Graffiti**

To report Graffiti, including racist or abusive Graffiti, please [visit our website](#).

### **Hate Crime**

Hate Crime has no place in Hammersmith & Fulham, and we take any incidents of Hate Crime extremely seriously. Officers are trained to refer victims of hate crime to the appropriate services.

For more information, please [visit our website](#).

### **High Visibility Reassurance Patrols**

H&F's Law Enforcement Team carries out borough-wide patrols including highways, parks & open spaces and on housing land.

Law Enforcement officers have powers within the parks to enforce byelaws and a duty to help keep the parks safe and welcoming places for everyone to enjoy.

Law Enforcement officers work closely with the Metropolitan Police to reduce crime and anti-social behaviour problems across the borough and in all H&F parks and open spaces.

Our duties include:

- high visibility uniform patrolling on foot and vehicle
- enforcing byelaws and public space protection orders
- the prevention and detection of crime
- dealing with anti-social behaviour
- working with residents and stakeholders to problem-solve local issues quickly and effectively
- security at events such as the Boat Race, council firework displays and Remembrance Day ceremonies
- locking major parks in the evening.

For current enquiries, residents can email us at [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

## **Highways**

The Law Enforcement Team reports any Highways defects identified as part of their patrols. Where an offence can be identified they will take enforcement action where appropriate.

You can [report Highways issues here](#).

## **Illegal Encampment/Incursion**

Councils and the police have been given strong powers to deal with unauthorised encampments.

When deciding whether to take action, we consider:

- the harm that such developments can cause to local amenities and the local environment
- the potential interference with the peaceful enjoyment of neighbouring property
- the need to maintain public order and safety and protect health – for example, by deterring fly-tipping and criminal damage
- any harm to good community relations
- that the state may enforce laws to control the use of an individual's property where that is in accordance with the general public interest.

Whilst there is a clear leadership role for local authorities in tackling illegal and unauthorised encampments, we work collaboratively with other agencies, such as

the police or the Highways Agency, depending on where the most appropriate powers sit.

To report an illegal encampment please email [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

## **Licensing**

As the eyes and ears of the council, the Law Enforcement Team feedbacks any issues relating to licensed premises to the Licensing department.

Please [see our website](#) for more information.

## **Litter**

Litter is any rubbish that has been dropped and left in a public space. This can include paper, cans, bottles, fast food wrappers, cigarette butts etc. and is a blight on the local environment.

Litter is a major problem across the country. Keeping our streets clean of litter costs local authorities millions of pounds every year. This money could be better spent on other services.

Dropping or depositing litter is an offence under the Environmental Protection Act 1990 and offenders can be served with a Fixed Penalty Notice for £80 or face prosecution and a maximum fine of £2,500 on conviction.

## **Locking Duties (Parks)**

The Law Enforcement Team is responsible for locking certain parks and open spaces in the evening. The responsibility for unlocking parks in the morning currently sits with the Parks and Housing departments.

## **Markets**

The Law Enforcement Team assists with enforcement at markets across the borough. For more information about markets, please [see our website](#).

## **Missing Persons/Vulnerable Persons**

The Law Enforcement Team works closely alongside the Metropolitan Police. Law Enforcement officers are briefed on any missing or vulnerable persons to be aware of whilst conducting their patrols across the borough.

## **Noise Complaints**

Law Enforcement Team officers often assist their colleagues in the Noise and Nuisance team.

Hammersmith & Fulham Council has a dedicated Noise and Nuisance Team, and all reports should be logged with this team first. To report a noise nuisance, please [see our website](#).

## **Operations**

The Law Enforcement Team conducts service-wide, ward-based 24-hour operations every two weeks. We do this in collaboration with a range of partners to crack down on crime and anti-social behaviour in the target area.

Smaller targeted operations are undertaken by area teams to address localised issues such as drug use, nuisance or ASB.

To find out more about previous operations please visit, [News by section: Crime | LBHF](#).

## **Parks and Cemeteries**

Law Enforcement officers carry out borough-wide patrols including parks and housing estates.

We have powers within the parks to enforce byelaws and a duty to help keep the parks safe and welcoming places for everyone to enjoy.

We work closely with the Metropolitan Police to reduce crime and anti-social behaviour problems in all H&F parks and open spaces.

Our duties in parks include:

- high visibility uniform patrolling on foot and vehicle
- enforcing byelaws and public space protection orders
- the prevention and detection of crime
- dealing with anti-social behaviour
- working with residents and stakeholders to problem-solve local issues quickly and effectively
- security at events such as the Boat Race, council firework displays and Remembrance Day ceremonies
- locking major parks in the evening.

For current enquiries, residents can email us at [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

## **Pets Control/Vermin**

The LET investigate reports related to pests attracted by an accumulation of waste, litter, or overgrown vegetation.

If your report relates to an infestation or pests attracted to a fly-tip on a Highway, the report will be forwarded to the waste management team so that an urgent clean-up of the fly-tip can take place. A response can be expected within 24-72 hours which should remove the source of the activity.

If your report relates to a sighting of a single pest in the street, then the council may elect not to inspect. If a further sighting occurs, please supply the location, including details such as accumulation of waste, damaged footpaths/highways, or drains, to enable the report to be allocated correctly.

If you are looking for a company to abate an infestation, you can contact our pest control team on [pestcontrol@lbhf.gov.uk](mailto:pestcontrol@lbhf.gov.uk). Please note that this is a chargeable service.

[View our rates here.](#)

Alternatively, you can seek a quote from an independent company.

You can [contact our pest control services here.](#)

## **Police/SNT**

Law Enforcement Team officers work closely with the Met Police – but are not police officers. LET officers are the council's eyes and ears and patrol anti-social behaviour and crime hotspots, enabling the team to deter crime and nuisance.

Once an offence is witnessed, officers collate information and evidence and share this with police colleagues. LET officers cannot detain offenders but work closely with our CCTV unit to monitor incidents and alert the police if they witness any criminal or anti-social activity.

## **Prostitution**

The safety of our residents is paramount. Our Law Enforcement Team officers are trained to refer vulnerable persons to the appropriate charities and services for help.

For information on the council's strategy to combat Violence against Women and Girls, [please visit our website.](#)

[Or report anti-social behaviour here.](#)

## **PSPO**

Law Enforcement Team officers are authorized to enforce PSPOs (Public Space Protection Orders).

What are PSPOs?

Public Spaces Protection Orders are powers introduced by local authorities (created by the 2014 Anti-Social Behaviour, Crime and Policing Act) to deal with nuisances or problems in a defined area that affects the local community's quality of life. PSPOs can prohibit something or require certain things to be done, to ensure public spaces can be enjoyed free from anti-social behaviour.

Why do we need PSPOs?

PSPOs are designed to balance the rights of residents and visitors to enjoy our public spaces with the need to tackle anti-social behaviour efficiently.

What are the PSPOs in Hammersmith & Fulham?

We currently have 4 PSPOs, which have been implemented after consultation with residents.

You can view the PSPOs via the links below:

- [Borough-wide PSPO to support responsible alcohol consumption in public spaces](#)
- [Hammersmith Town Centre PSPO](#) - to support responsible street entertaining, busking and amplified public speaking in public spaces
- [Shepherds Bush Station PSPO](#) - to support responsible street entertaining, busking and amplified public speaking in public spaces.

To report PSPO breaches please email [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk).

## **Rough Sleepers**

Law Enforcement Team officers are CSAS accredited. CSAS stands for [Community Safety Accreditation Scheme \(GOV.UK\)](#). This enables us to deal with problems such as rough sleeping.

We work closely with other council departments and charities to support vulnerable persons in relation to housing and employment. Officers are also trained to signpost vulnerable persons towards help and support in relation to alcohol or substance abuse.

If you are concerned about someone over the age of 18 that you have seen sleeping rough, you can send a report through Street Link at [www.streetlink.org.uk/](http://www.streetlink.org.uk/).

## **Site Visits/Meetings**

The Law Enforcement Team is available to attend site visits and meetings so that any issues can be raised directly with the dedicated LET ward officers. The officers will be able to answer any questions and provide updates on any ongoing issues.

To request the LET to conduct a site visit or attend a meeting, please email [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk) or email your ward officer directly. You can find your dedicated ward contact details by visiting [Law Enforcement Team | LBHF](#).

### **Street Trading**

The Law Enforcement Team can assist with street trading where this is causing an obstruction to the highway. We also work closely with Trading Standards in relation to Illegal Street Trading.

For more information on how to contact Trading Standards, please [visit our website](#).

### **Urination/Defecation**

Urinating in public is an offence contrary to the Anti-Social Behaviour Crime and Policing Act 2014.

Law Enforcement Team officers are authorised to issue a Fixed Penalty Notice to anyone found urinating in public.

### **VAWG (Violence Against Women and Girls)**

There is a dedicated team of LET officers trained to identify and assist with VAWG concerns.

Definition of Violence Against Women and Girls (United Nations Declaration on Elimination of Violence against Women):

*“Any act of gender-based violence that results in or is likely to result in physical, sexual or psychological harm or suffering to women [or girls], including threats of such acts, coercion or arbitrary deprivation of liberty.” (1993, Article 1)”*

We take a coordinated community response (CCR) to ending Violence against Women and Girls and ask everyone to take responsibility. The CCR requires us not only to respond appropriately within our own agencies, but also to work together with other organisations.

For more information, [please visit our website](#).

### **Ward Panel Meetings**

The Law Enforcement Team aims to attend all ward panel meetings so that residents can raise any issues directly with their dedicated ward officers. Officers will be able to answer any questions and provide updates on any ongoing issues.

To request the LET to attend a ward meeting, please email [let.hf@lbhf.gov.uk](mailto:let.hf@lbhf.gov.uk) or email your ward officer directly.

### **Waste (Commercial)**

The Law Enforcement Team works closely with our colleagues in waste management to monitor responsible commercial waste disposal.

For further information relating to commercial waste, [please visit our website](#).

### **Waste (Domestic)**

Clean and tidy streets are very important in making H&F a pleasant place to live in and work in, and to visit.

You must place your waste out for collection on the correct day between 9pm the night before and 6am on the day of collection. Putting your rubbish out at any other time is fly tipping and you could receive a fine from the Law Enforcement Team.

To check your collection times, please [see our website](#).

### **Waste (Front Gardens)**

H&F Council have no jurisdiction to clear waste on private land and as such this is the responsibility of the owner or occupier. Such wastes are visible from the roadside, unsightly and may attract vermin which is deemed detrimental to the amenity of the area. The Law Enforcement Team can request that the owner or occupier clears such waste.

If the problem persists, we can use our powers under the Environmental Protection Act and or Anti-Social Behaviour, Crime and Policing Act 2014 which may result in a fixed penalty notice, remedial costs and/or prosecution.

### **Weapon Sweeps**

Weapons sweeps are routine or targeted searches of areas like parks or housing ground, during which our officers search for any items that could be used to cause harm. This includes weapons like knives and guns but also makeshift weapons such as screwdrivers and metal poles.

Officers will look under bushes, shrubbery, or playground play equipment, using safety equipment to remove any weapons they come across safely.



The items are placed in knife tubes and taken to the nearest police station to be logged, checked, and destroyed.

### **Welfare Checks**

The Law Enforcement Team conducts welfare checks on vulnerable groups within the borough as part of their duties.

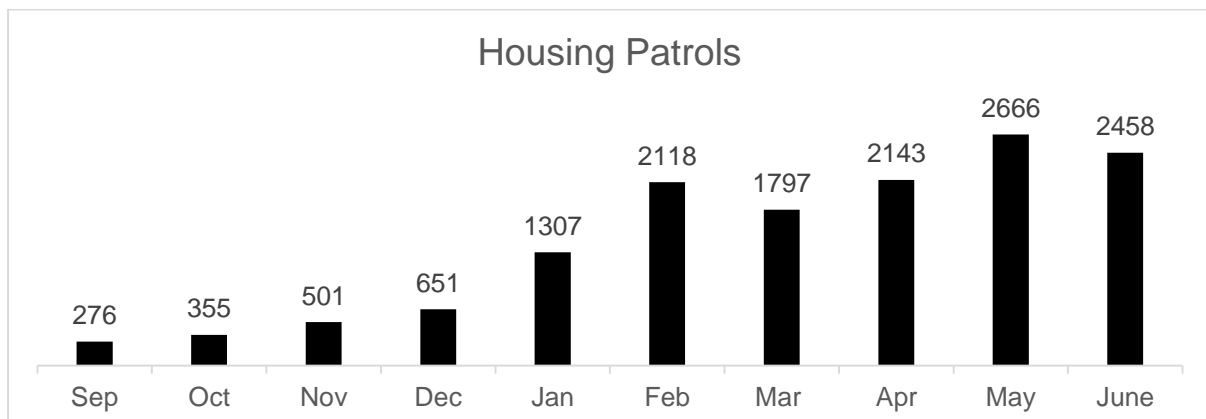
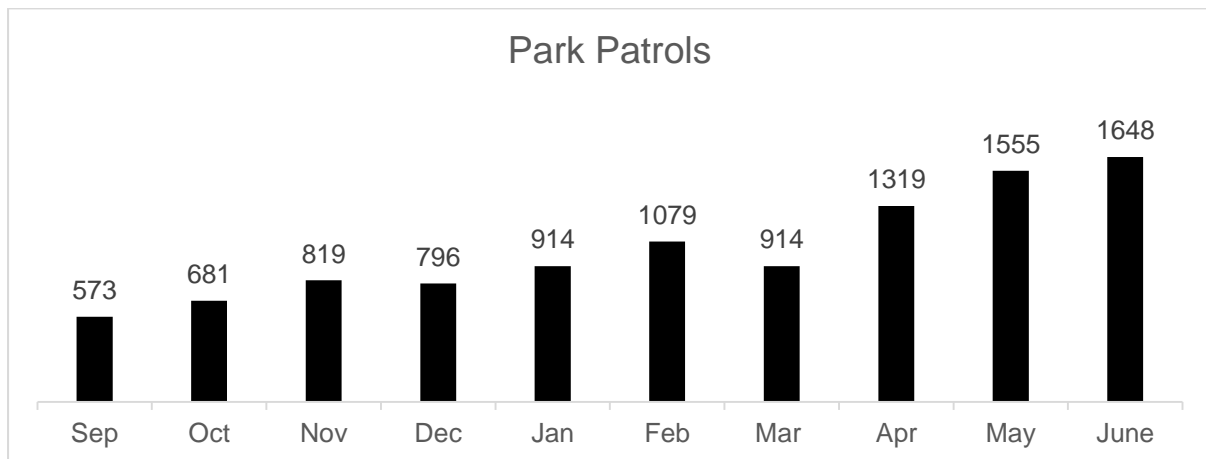
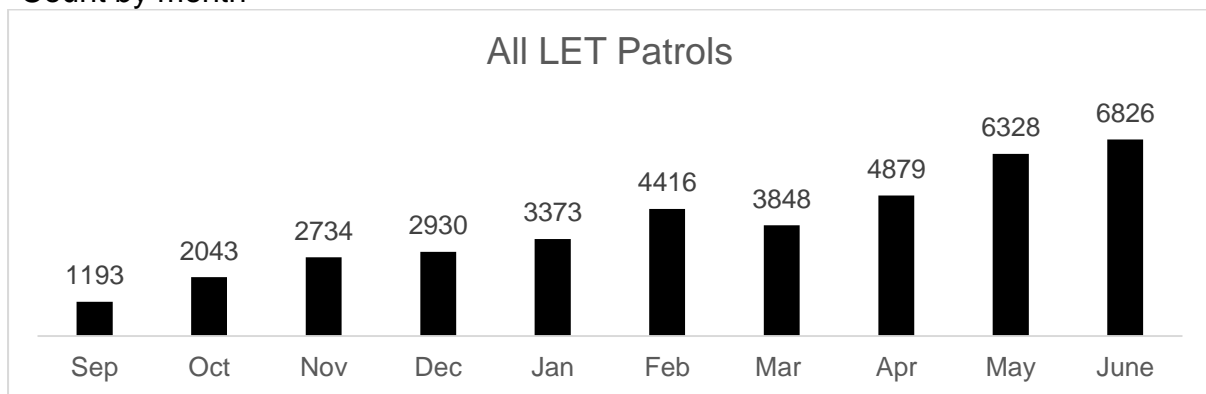
We work alongside charities to conduct regular welfare checks on our rough sleeper population. We also work alongside Care Line to conduct welfare checks on our more elderly residents.

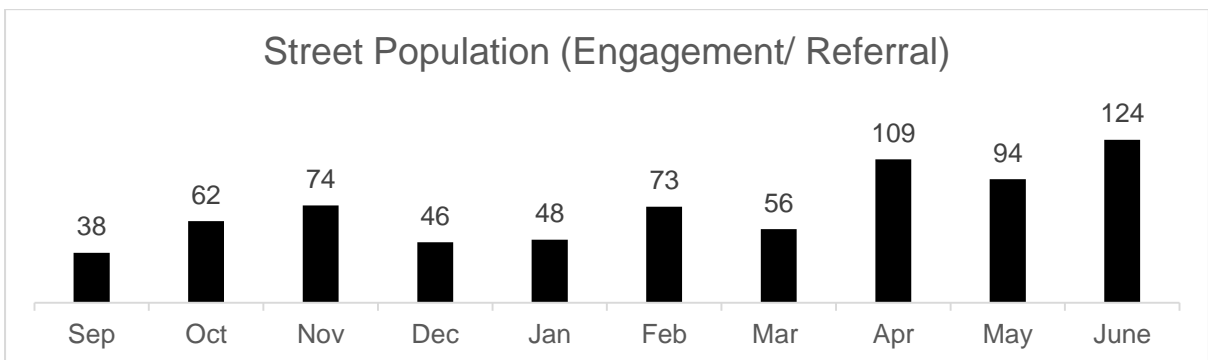
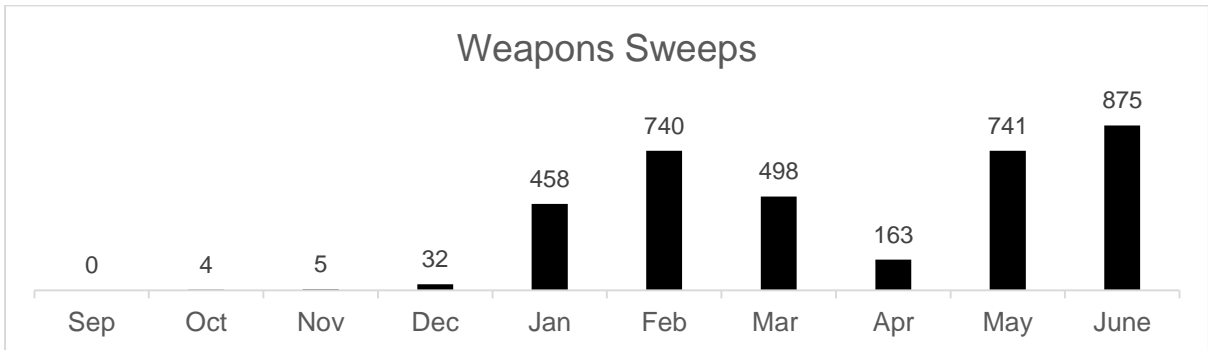
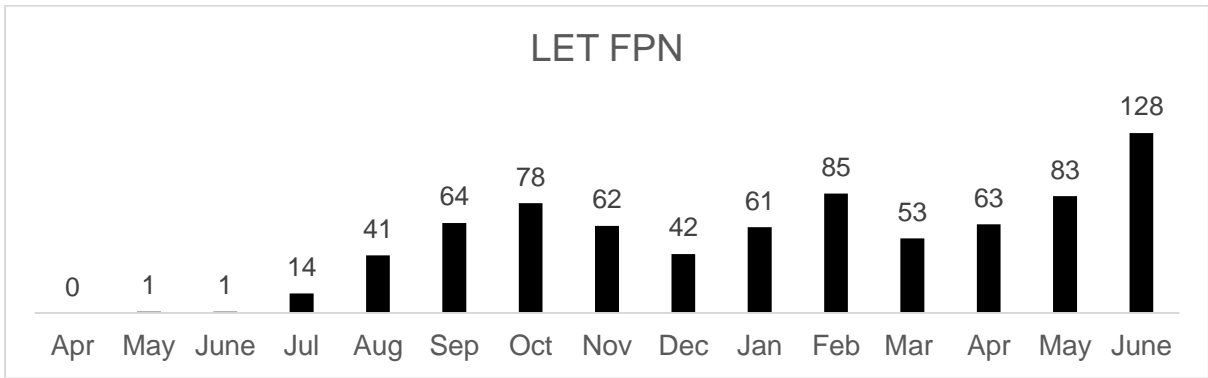
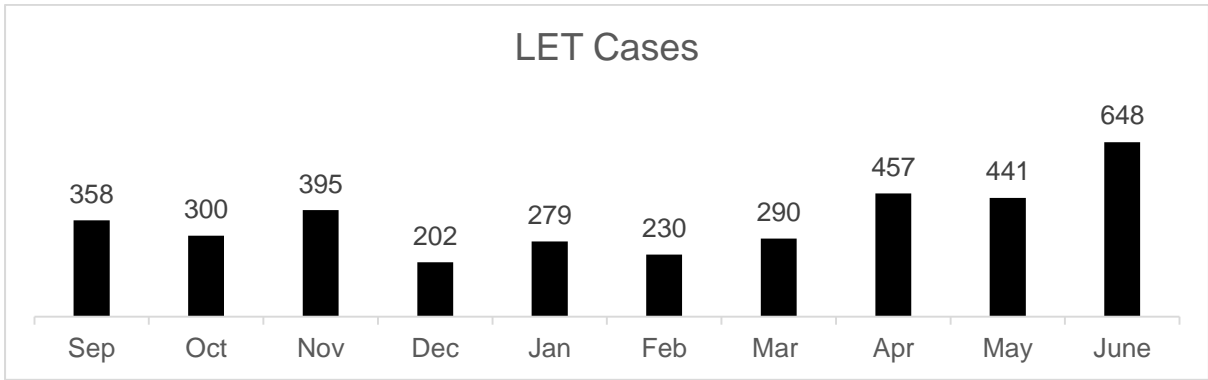
For more information, [please visit our website](#).

## Appendix 2 LET Performance data

	21/22	Apr To June	Total
Total Investigations	2500	1547	4047
Total FPNs issued	445	274	719
Patrols in HRA estates and/or blocks	6284	7261	13545
Patrol hours in parks	3880	1592	5472
Patrol hours in estates and/or blocks	3532	2112	5644
Patrol hours in public realm	15837	3488	19325
Weapon sweeps	1237	1154	2391

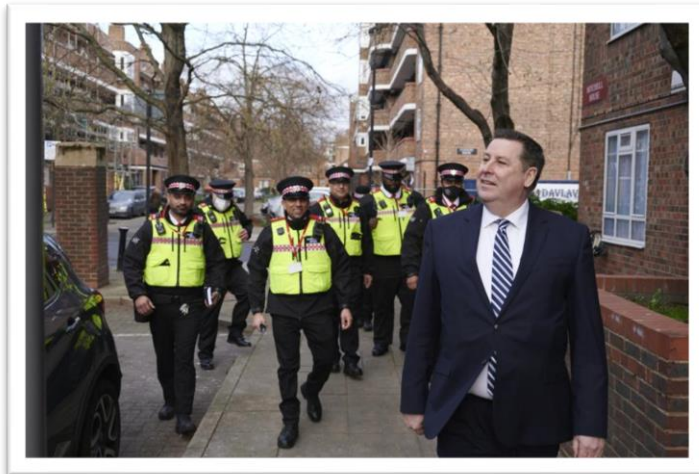
\*Count by month





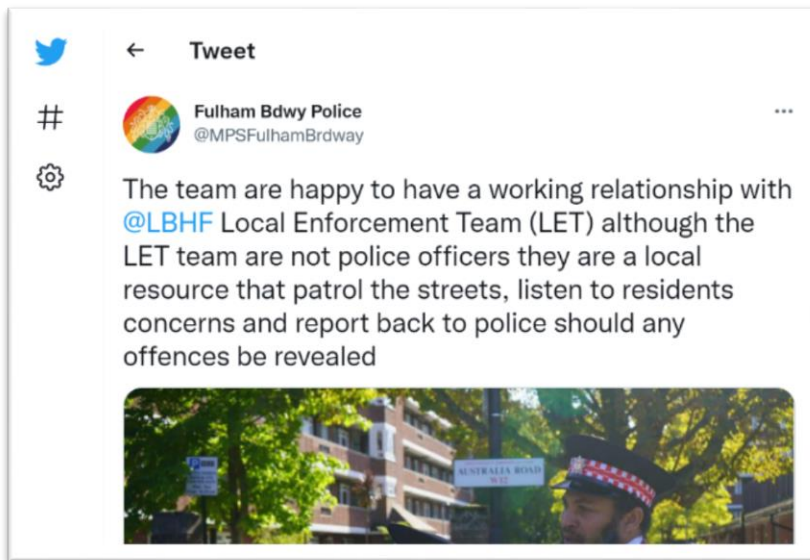


H&F LET officers find weapons in White City sweep



H&F LET officers and local police join forces in Brackenbury Village

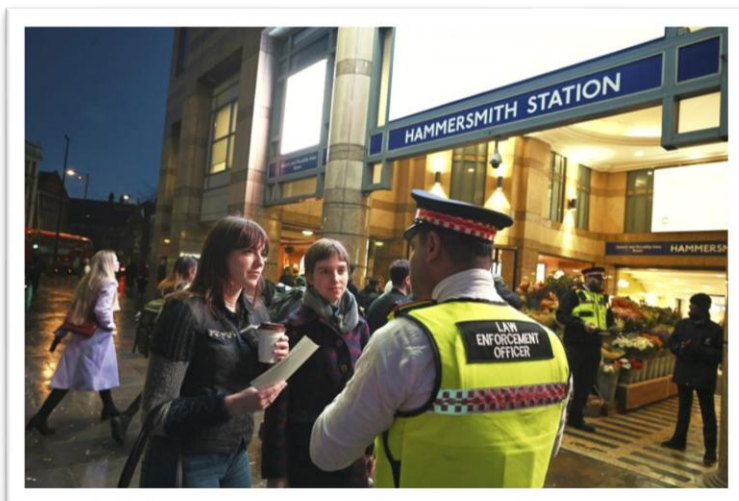




H&F Law Enforcement Officers crack down on anti-social behaviour in Fulham



Residents help H&F improve women's safety



London criminals are now hiding drugs and weapons under kids' slides and in loose bricks - MyLondon



**H&F Council** @LBHF · 10/06/2022 ...

An illegal campsite in #WormwoodScrubs was shut down by H&F's Law Enforcement Team.

The trespassers abandoned the #W12 car park as instructed by H&F officers.

We've now removed the caravan left by the group and installed concrete bollards to prevent further access.




1 ❤️ 2

**H&F Council** @LBHF · 08/06/2022 ...

These bags of cannabis were found by H&F Law Enforcement Officers following a sweep on the West Kensington Estate last month.

All items were handed over to the Met Police and disposed of safely.

Another great find by the LET Officers and more drugs off the streets of H&F.



1 ❤️ 4

**Tweets** | **Tweets & replies** | **Media** | **Likes**

**Fulham Broadway Police** · 07/06/2022

PCSO Miller has today been on patrol with @LBHF LET officer Chris providing uniformed reassurance in North End Road and Fulham Broadway area of SW6.




2 ❤️ 13

**H&F Council** @LBHF

Our Law Enforcement Team undertook a weapons sweep earlier this morning on the West Kensington estate.

The knife will be taken to the nearest police station, logged and safely destroyed. Weapons sweeps form a crucial part of H&F's proactive approach to crack down on crime.




Tweet your reply

**H&F Council** @LBHF

We have another free bike marking event this Saturday, at Fulham Reach Boat Club, Chancellor's Rd, 10am-12pm.

Bike marking means that you're able to trace & identify your bike should it be stolen, thanks to their unique number or scannable QR code.

More: [lbhf.gov.uk/transport-and-...](http://lbhf.gov.uk/transport-and-...)




**H&F Council** @LBHF · 28/06/2022 ...

Following complaints from local residents & businesses, we've extended our Public Spaces Protection Order to cover Shepherds Bush Green & parts of Uxbridge Road, W12.

Buskers & public speakers are no longer allowed to use loudspeakers in the area.

More: [lbhf.gov.uk/environment/no...](http://lbhf.gov.uk/environment/no...)



1 2 ❤️ 7

# Agenda Item 6

## Appendix 3 – Changes to the Policy and Accountability Committee Terms of Reference

### Health and Adult Social Care Policy & Accountability Committee

#### Terms of Reference

**Members**

5 voting Councillors

**Quorum**

3 Members of the Committee

**Political proportionality**

4 Administration Members  
1 Opposition Member

**Co-opted Members**

Up to 5 non-voting members

**Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007, in particular:

- To discharge functions under the Health and Social Care Act 2001
- To discharge any functions under the Health and Social Care Act 2012 and any subsequent regulations
- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Members(s).

**Scope:**

- Health of both children and adults (including public health).
- The provision, maintenance and improvement of primary and acute NHS services in the borough.
- The provision of mental health services in the borough.
- Adult social care services in the borough, including the exercise of statutory responsibilities in relation to the scrutiny of health as set out in Article 6 and also the voluntary and community sector.
- Health and Adult Social Care commissioning services.
- Any other matter allocated by the Policy Unit and Overview Board.



# Children & Education Policy & Accountability Committee

## Terms of Reference

### **Members**

5 voting Councillors

### **Quorum**

3 Members of the Committee

### **Political proportionality**

4 Administration Members  
1 Opposition Member

### **Co-opted Members**

#### **Statutory with voting rights on education matters**

2 Parent Governor representatives  
2 Diocesan representatives

#### **Non-statutory without voting rights**

1 teacher representative  
Up to 2 additional co-opted members

### **Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007.

- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Members(s).

### **Scope**

- The education of children and young people in the borough
- The authority's functions in its capacity as education authority
- Services for children and young people with special educational needs and disabilities
- The authority's social services functions as they relate to children
- Safeguarding
- Child protection
- Children in care
- Children and young people leaving care
- The education and children's services budgets including social care
- Any other matter allocated by the Policy Unit and Oversight Board.

# **Social Inclusion and Community Safety Policy & Accountability Committee**

## **Terms of Reference**

**Members:**

5 voting Councillors

**Quorum:**

3 Members of the Committee

**Political proportionality:**

4 Administration Members  
1 Opposition Member

**Co-opted Members:**

Up to 5 non-voting members

**Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007.

- To discharge of the functions and responsibilities of a Crime and Disorder Committee in accordance with section 19 of the Police and Justice Act 2006 and regulations made under section 20 of the Act.
- To improve the terms of participation in society, particularly for people who are disadvantaged, through enhancing opportunities, access to resources, voice and respect for rights.
- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Member(s)

**Scope:**

- Improving Social Inclusion
- Enhancing the quality of life of residents
- Community safety and tackling anti-social behaviour
- Licensing and gambling.
- Neighbourhood governance
- Community engagement, consultation and empowerment activities
- The Council's equalities and diversity programmes and support for vulnerable groups.
- The Council's Voluntary Sector strategy
- Increasing access to opportunity in all aspects of social and economic life in the borough
- Other policies and initiatives supporting social inclusion in the borough
- Any other matter allocated by the Policy Unit and Overview Board.

# **The Economy, Arts, Sports and Public Realm Policy & Accountability Committee**

## **Terms of Reference**

### **Members**

5 voting Councillors

### **Quorum**

3 Members of the Committee

### **Political proportionality**

4 Administration Members  
1 Opposition Member

### **Co-opted Members**

Up to 5 non-voting members

### **Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007.

- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Members(s).

### **Scope**

To monitor the policy, administration and spending of all aspects of:

- The local economy
- Support for local businesses and high streets, including the ability of local businesses and the voluntary and community sector to procure from the Council and the Council's suppliers
- Local employment opportunities
- Public sports facilities
- Regeneration and renewal of deprived areas
- Arts and cultural services
- Adult education
- Libraries
- The local environment, parks and open spaces
- Street Scene
- Cemeteries
- Enhancing the quality of life of residents
- Any other matter allocated by the Policy Unit and Overview Board.

# **Housing and Homelessness Policy & Accountability Committee**

## **Terms of Reference**

### **Members**

5 voting Councillors

### **Quorum**

3 Members of the Committee

### **Political proportionality**

4 Administration Members  
1 Opposition Member

### **Co-opted Members**

Up to 5 non-voting members

### **Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007.

- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Members(s).

### **Scope**

To monitor the policy, administration and spending of all aspects of:

- Housing (including privately owned, council, housing association, sheltered and supported housing)
- Provision of homes for local residents
- Tackling and reducing homelessness
- Any other matter allocated by the Policy Unit and Overview Board.

# Climate Change and Ecology Policy & Accountability Committee

## Terms of Reference

**Members:**

5 voting Councillors

**Quorum:**

3 Members of the Committee

**Political proportionality:**

4 Administration Members

1 Opposition Member

**Co-opted Members:**

Up to 5 non-voting members

**Principal Functions**

All the powers of an Overview and Scrutiny Committee as set out in section 21 of the Local Government Act 2000 and Local Government and Public Involvement in Health Act 2007 and Sustainable Communities Act 2007, which provides the principal statutory powers by means of which local authorities are currently engaged directly in helping to tackle climate change.

- To discharge of functions contained in s.9FH of Schedule 2 to the Localism Act 2011 to review and scrutinise the exercise by flood risk management authorities of flood risk management functions which may affect the local authority's area
- To develop policy within the scope of the Committee and make recommendations to the Cabinet
- Monitor the administration and spending in services within its scope
- To review the impact of decisions and policies implemented by the Council
- Lead responsibility for scrutinising the relevant Cabinet Member(s)

**Scope:**

- Climate Change and the response to the Climate Emergency
- Transport, including roads maintenance, other transport infrastructure
- Parking policy, traffic management and the relationship with TfL
- Planning policy and performance and the impact of developments on transport infrastructure and the environment
- Recycling and environmental sustainability
- Waste-disposal, refuse collection, and street cleansing
- Ecology and Biodiversity
- Any other matter allocated by the Policy Unit and Overview Board.

*Note: Planning decisions cannot be scrutinised*