

## London Borough of Hammersmith & Fulham

**Report to:** Cabinet

**Date:** 01/02/2021

**Subject:** Policing & Crime Commission Report

**Report of:** Councillor Sue Fennimore - Deputy Leader

**Responsible Director:** Sharon Lea - Strategic Director for the Environment

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### 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 and a pioneering Neighbourhood Enforcement Team to increase the safety of our residents. 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 is being submitted for consideration by Cabinet.

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### Recommendations

That Cabinet:

1. Notes the recommendations of the Policing & Crime Commission (PCC), as set out in appendix 1.
2. Records its thanks and appreciation to the residents and members of the Commission for their sterling work.

**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 &amp; Crime Commission was set up as part of the programme of resident led commissions. This report provides H&amp;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>

## Financial Impact

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.**

#### PCC Action

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| 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.   |
| 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.  |
| 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. |
| 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.   |
| 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 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.  |
| 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.

**Recommendation 2: A New H&F Crime Helpline**

**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.**

PCC Action

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.

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.

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.

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.

2.2.5 We believe new procedures should be adopted to ensure the CCTV Room is more proactive in combating crime in the borough.

**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.**

PCC Action

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).

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.

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

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.

**Recommendation 4: New Recommended Groups, Committees & Roles**

**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.**

PCC Action

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.

2.4.2 Roll out councillor led Ward Action Groups (WAGs) across the Borough:

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.

**Recommendation 5: Prioritise Pupil Safety**

**IMPLEMENT SAFETY MEASURES FOR H&F SCHOOL PUPILS, OUTSIDE OF SCHOOL HOURS TO INCLUDE JOURNEYS TO AND FROM SCHOOL, AND AFTER SCHOOL CLUBS**

PCC Action

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.

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.

**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.**

PCC Action

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.

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.

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 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.

**Recommendation 7: Addressing Drug and Alcohol Misuse**

**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.**

PCC Action

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.

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 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.

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.

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.

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.

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 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.

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.

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.



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.