

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.

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 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.

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.

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.

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.

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.

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. 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.

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/.

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 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 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](#).