

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Social Inclusion and Community Safety Policy and Accountability Committee

Date: 22/11/2022

Subject: Annual Performance Report for the Law Enforcement Team

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

SUMMARY

This report provides PAC with an update following the previous meeting focusing on work of the Law Enforcement Team between July and September 2022.

There are no decisions required from this report.

RECOMMENDATION

For the committee to note and comment on the report.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
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
Doing things with local residents, not to them	Residents are concerned around environmental crime, ASB and how they feel and perceive safety. Key attributes that the LET work towards addressing
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	The service uses only electric vehicles

and ecological emergency

and the default for staff is to walk with vehicles being used for specific matters only

Background Papers Used in Preparing This Report

None

Background

1. In July 2022, the Law Enforcement Team (LET) presented performance data and achievements since the formation of the service in April 2021. The LET sits within the Community Safety Unit and was formed following the amalgamation of several teams - Parks Police, Housing Wardens, Highways Enforcement and Street scene enforcement – creating one singular enforcement provision.
2. Since July 2022 to date, the LET has continued to deliver a highly visible front-line service 24/7, and this report provides further details of the work LET officers have undertaken. This includes a total of 23,806 patrols - an average of 258 per day – with officers working to investigate and resolve service requests, monitor sites following incidents or to inspection locations following referrals for a range of issues from both internal or external partners and teams.
3. The LET team have received 1433 service requests from residents and businesses, which have been investigated and resolved. Each request is acknowledged and tasked within hours of it being received, as the LET inbox is monitored 24/7.
4. During this period LET officers resolved most of the service requests without the need for enforcement however there are a number of more complex cases which require constant investigation, monitoring and enforcement activity which can take upwards of 21 to 28 days where legal processes are followed.
5. For the three months of this report the LET officers issued a total of 505 fixed penalty notices for issues such as fly-tipping, littering and highway obstruction.
6. The Team continues to show a high visibility presence in all the housing blocks and parks throughout the borough, having completed 5635 patrols in housing land, equating to 1625 hours and 1367 patrol hour in parks.
7. In addition, 3967 hours of reassurance patrols have taken place in all highways and district centres, with particular emphasis at Shepherds Bush and Hammersmith Broadway over the same period.
8. Keeping our residents safe remains a high priority for the Team, and as such, the LET officers have conducted 1154 weapons sweeps during their patrols.

They have found and removed five knives from the streets over the past three months, one of which was deliberately concealed under leaves in Bishops Park soon after a large group of youths were dispersed after a report came into the service of ASB taking place.

9. The LET team have continued to focus on reducing ASB in all areas of the borough. From July 2022 through September 2022, the LET has received 153 Service requests to attend and address ASB-related issues. A vast majority of the problems occurred in parks, and LET staff resolved these by attending the location, identifying those causing the ASB and engaging with the individuals. Most of these issues were resolved once the LET officers engaged with the individuals; however, those who were not compliant with our initial engagement were dispersed on 85 occasions.
10. Reports of ASB to service show that most demand comes from the North of the borough, with most incidents occurring in the White City ward and Shepherds Bush parks. Due to the number of housing blocks within White City, there were 35 ASB incidents identified and resolved by the LET team. This includes unauthorised access by non-residents into the blocks and drugs or drinks consumed in the communal area.
11. ASB issues are second highest in Central wards, most of which have been identified and resolved in Normand Park as it continues to attract issues such as noise nuisance, drug consumption and street sleepers.
12. South of the borough has seen the least ASB issues over the past three months, and these were identified in the West Kensington Estate and Clem Atlee Estate.
13. All the locations with high ASB levels have been added to the priority patrols list and will remain there until there is a significant reduction in ASB.
14. The Team continually monitors an area through targeted patrols once ASB issues have been reported, identified, and resolved. This is to ensure that those causing the problems do not return to the location. These patrols also enable the officers to collect information and intelligence, which is supplied to various teams such as the Community Safety Units ASBU team, Housing colleagues (including repairs teams), the relevant SNT and parks to name a few.
15. The effectiveness of our officers in their engagement and communication skills is demonstrated as follows:
 - a. of the 1089 ASB patrols undertaken in July; 659 (60%) required no further action.
 - b. On 361 occasions (33%), LET staff engaged with individuals or groups who were identified proactively or by the residents as those causing ASB or a nuisance. LET officers advised them of their behaviour's impact and dispersed these individuals.
 - c. Where the LET officers were not able to respond immediately, due to wider service needs and/or where the person(s) responsible for the

ASB were no longer present on our visit the LET staff engaged with the complainant and/or local neighbours to discuss their concerns and obtain further information and/or intelligence. Officers use this additional information and location to add onto their, and their colleagues, patrol routes until they feel confident that the issue has been completely resolved.

16. As we progressed through summer, there was a rise in the number of ASB patrols. In August, there were 1263 patrols, and 871 (68%) required no further action, with 388 (30%) either actioned immediately or requiring continued monitoring. Finally, in September 1481, patrols were conducted, and 1025 (69%) required no further action, whilst 448 (30%) required LET officer intervention or continued monitoring.
17. On 177 occasions, LET officers undertook patrols following reports from residents and park colleagues to address issues due to alcohol consumption and the associated ASB this causes. LET officers also conducted 680 patrols focused on identifying and deterring drug consumption in areas frequented by users or following reports of misuse.
18. Encampments – The LET have worked with the Rough Sleeper Team, Outreach Team, Parks, SES and the Police to remove illegal encampments. Following the referral to Streetlink, the Team worked closely with colleagues to assist those encamping to find suitable accommodation. Once the occupants rejected these officers, LET officers visited the encampments with Police colleagues to enforce Byelaws which covered the areas. A total of five encampments were cleared from Shepherds Bush Green. Since this operation, the Team has continued to make referrals and work with colleagues to support the borough's street population and enforce removals where all accommodation offers have been rejected.
19. To increase the Team's engagement and visibility LET surgeries will commence in libraries in December 2022. These will be based at the three main North, Central and South libraries and will take place monthly. These surgeries allow residents and users to engage their local LET officers, who will be on hand to provide face-to-face advice or discuss issues before investigating and resolving the residents' requests.

20. Updates on actions assigned in the July PAC:

21. Since the July PAC, LET officers have contacted all ward members to introduce themselves and offer to conduct walkabouts. LET Team has completed eight 24-hour service-wide operations, and members have been invited to participate in these.
22. The LET have also conducted engagement Days in Shepherds Bush Green, Ravenscourt Park and Bishops Park to introduce the service and to share our contact details. The Team also conducted two engagement days at Shepherds Bush Mosque and continued to attend all TRA and ward panel meetings. LET officers have also supported events at the Sands End

Community Centre and assisted the events team at the North End Road Festival.

23. Following Cllr Taylor's request to provide further information at the sites used by LET officers, posters have been placed at the Mund Street office in the south of the borough detailing how to contact the LET.
24. The LET attended the Youth Council to speak about the service. We have asked the attendees to provide us with ideas on how we can increase our engagement with the younger residents of the borough. In addition, all LET staff will receive training from the youth engagement coordinator to understand the issues faced by youths and ways to engage them better.
25. We have engaged with West London Trust to explore how mental health awareness training can be delivered to all LET officers on an ongoing basis. We were referred to a Hammersmith, Fulham, Ealing and Hounslow Mind who will provide in-person training in December to increase the LET officers' knowledge further to recognise signs and symptoms of depression, anxiety, psychosis, and PTSD. In the interim, all LET officers have undertaken in-house online mental health training. This covered areas such as how to communicate with individuals with mental health issues and resilience building to overcome trauma. They also now know how and when to make a referral for vulnerable persons. This training will now be integrated into the mandatory training LET officers receive when they start with the service.
26. Over the next few months, LET will work with the Licencing Team to promote Ask Angela. In addition to this, the Team will increase VAWG-focused patrols over the winter months. The LET is also expanding the number of VAWG champions from five to ten.
27. The Walk and talk event scheduled for 28 Sept with the police was postponed due to the Queen's funeral. This has now been scheduled for later in the year. Most recently, staff have engaged with Fulham Football Club to provide additional patrols around the ground. This is to make the site safer for female users who stated they wanted more presence when they train in the evenings.

A list of other accomplishments and work is covered in Appendix 2

List of Appendices

Appendix 1 - LET Performance Data

Appendix 2 - List of LET achievements and other taskings