

LONDON BOROUGH OF HAMMERSMITH & FULHAM

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

Date: 01/02/2023

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 & Regulatory Services, Environment Department

SUMMARY

1. This report provides PAC with an update following the previous meeting focusing on work of the Law Enforcement Team between October and December 2022.
2. There are no decisions required from this report.

RECOMMENDATION

For the group 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 residents, not to them	Residents are concerned around environmental crime, ASB and this affects how they feel and perceive the boroughs safety. Residents safety and perceptions of safety are key objectives that the LET work towards addressing
Being ruthlessly financially efficient	We have brought together several services to create a larger singular service with a wider range of powers
Taking pride in H&F	The LET works to improve the local environment 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 and between taskings only.

Background Papers Used in Preparing This Report

None

Service background

3. In November 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.

Service performance since the previous PAC meeting

4. Since October 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 23,863 patrols - an average of 259 per day – with officers working to investigate and resolve service requests, monitor sites following incidents or to inspect locations following referrals for a range of issues from both internal or external partners and teams.
5. For the period of this report the LET team have received 1524 service requests from residents and businesses, which have been investigated and resolved. The vast majority of requests are acknowledged and tasked within hours of being received, as the LET inbox is monitored 24/7.
6. 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 from 21 to 28 days where legal processes are followed.
7. For the three months of this report the LET officers issued a total of 517 fixed penalty notices for issues such as fly-tipping, littering and highway obstruction.
8. The Team continues to show a high visibility presence in all the housing blocks and parks throughout the borough, having completed 5,956 patrols in housing land, equating to 1,742 hours and 1,117 patrol hours in parks.
9. In addition, 3,807 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.

10. Keeping our residents safe remains a high priority for the Team, and as such, the LET officers have conducted 864 weapons sweeps during their patrols. They have found and removed ten weapons from the streets over the past three months.

ASB patrols and work

11. Patrols to identify and reduce ASB continue to be at the forefront of all LET officers at all times and in all areas of the borough. During this period the LET received 159 Service requests to attend and address relating to ASB.
12. The types of ASB vary but particular focus has been spent in and around:
13. Ashcroft Square – officers have been patrolling a minimum three times a day to identify, address and problem solve ASB concerns that are being reported through to the service, members and partners relating to groups congregating, concerns re drug and alcohol misuse alongside graffiti.
14. Shepherds Bush Green and Operation Hex. In conjunction with the Met Police Operation Hex has been launched in Shepherds Bush Green and surrounding streets of Caxton Village. Utilising partial closure powers, under the ASB Police and Crime Act the Police have additional powers to address specific crimes and ASB. The LET is working in conjunction with Police on this, as well as with our wider Community Safety partners undertaking a minimum of three patrols a day – both alone and with the SNT, undertaking weapon sweeps and providing reassurance patrols.
15. With the residents of Caxton Square a meeting was held in December 2022 to hear their concerns, discuss joint solutions and an action plan was agreed. Working with residents in this area, and with the closure powers, we have seen an immediate improvement to the locality with reduced ASB and increased enforcement and we are committed to continuing this work to ensure that Caxton Village, and Shepherds Bush Green, sees sustained improvements to benefit the whole community.
16. Alongside these wider programmes of work the LET have delivered immediate, focused and concentrated patrols to address ASB in and around areas such as Margravine cemetery - where individuals have been reported causing a nuisance - outside West London College (following the Brazilian elections), and within our estates patrolling housing blocks to identify and address a range of ASB.
17. Seasonal changes also contribute to where ASB takes place as, due to seasonal weather changes inappropriate behaviour moves from the outside spaces into more enclosed and secluded areas to protect those present from the elements.

ASB demand management and work returns

18. Reports of ASB to the service show that most demand for LET intervention is almost equally split between the three areas (North, Central and South).

19. Whilst the volume of demand is, generally, spread across the borough where there are specific locations with high levels of ASB these are added to the priority patrols list which see officers visit at least once per shift in the daytime and the Night teams focus on these by conducting patrols at different times each evening.
20. This enables the team to deliver a comprehensive ASB monitoring and patrol regime which helps to proactively tackle issues taking place at any site 24 hours a day. The sites on the LET priority patrols list remain until there is a significant reduction in ASB and more importantly, residents are satisfied that the issue has been resolved.

ASB patrols and outcomes per month

Month	Number of patrols	Number of actions taken
October	1,589	386
November	1,970	697
December	1,267	364

21. Decembers decrease was caused by several factors outside of the services control most notably adverse weather and transport industrial action which impacted on our officers abilities to travel into work.

Broader Service Updates - The following paragraphs highlight additional workstreams and some key achievements

Identifying and supporting our homeless community:

22. Our work with our homeless and rough sleeping communities and partner agencies continues and, over the colder months has increased.
23. LET officers identified at the end of the summer, 14 rough sleepers bedding down in our parks and open spaces. The LET has seen referrals made for all of these people to our Street Outreach Teams and, at the time of writing there were no rough sleepers bedding down in these areas.
24. The LET have also supported the activation of the Severe Weather Emergency Protocol (SWEP) between 07 December 2022 to 19 December 2022 which was implemented due to the adverse weather conditions. During the SWEP, LET and Outreach teams conducted welfare checks and encouraged all known rough sleepers to access the emergency beds and temporary accommodation which were made available.
25. LET officers assisted the Rough Sleeper Team by visiting all areas in the borough to undertake the annual rough sleeper count. Following this, the team received written feedback from the Homeless Link verifier who was there to make sure the staff followed the rules, who said: "I was particularly impressed by the input from the LET, who provided two uniformed staff. Their specialist, well-equipped vehicle enabled some off-road areas to be checked quickly and safely. Their staff were enthusiastic and knowledgeable."

LET Prosecutions

26. The LET is working with the Council's Legal team and will start listing cases for prosecution due to unpaid Fixed Penalty notices for littering and fly-tipping cases. The use of FPNs provides the opportunity for an offender to discharge their liability for prosecution by accepting and paying a set amount.
27. Whilst there are no formal grounds for appeal against a Fixed Penalty Notice (FPN) as it allows the recipient to discharge liability and avoid prosecution. If the offender believes an FPN was issued incorrectly, they can submit their complaint to the FPN administrator in writing or by email at FPNadministrator@lbhf.gov.uk . The FPN administrator assesses each representation and checks whether the issuing LET officer has followed the correct procedure. They will also investigate whether the FPN was issued in accordance with the appropriate policies and the law. Following the arbitration, a response is then sent to the individual upholding or rejecting the representation.
28. Should anyone disagree with the FPN administrator's investigation outcome that an offence has been committed, the matter will be dealt with formal prosecution through the Magistrates courts. On receiving evidence, it will then be up to the court to determine whether an offence was committed, and the alleged perpetrator will have an opportunity to present their case in court. Partner support

Partner support

29. The LET Team continue to support external partners and council services. Some of the highlights from the past month include:

Adult social care

30. In December LET Night Team staff assisted an LBHF Careline worker by conducting visits. LET staff visited and assisted a 99-year-old resident who fell on the floor and was not able to stand up alone. She was unfortunately immobile for an hour and although she was not injured by the fall, staff worked with Careline to call an ambulance to have her assessed.
31. A second matter saw the LET assist an elderly female resident who fell on her bathroom floor. LET staff couldn't safely lift the female due to the injuries she had sustained during the fall. They instead made her comfortable by bringing pillows, covering her with a duvet and put some pads under her legs so she wasn't in contact with the cold floor. LET staff stayed until the arrival of the Ambulance Service and handed over to them as the paramedics stated the resident would be admitted to hospital. Finally, an elderly female resident, in her 90s was found on her bedroom floor. LET officers managed to get the lady back on her feet and leave her seated on the edge of her bed as she had requested. LET officers remained onsite until the resident was happy for them to leave.
32. LET officers stayed in constant contact with CareLine staff and conveyed details and information between them and the paramedics and only left when it was deemed appropriate to do so.
33. In addition to responding to incidents it's important that the LET have a presence to our most vulnerable. As such the LET Night team continually visit

Sheltered Housing blocks and attended the sheltered housing forums (as requested) to provide feedback of the work taking place at these locations.

Crime prevention and detection

34. Alerting police to vehicle crime and placing crime prevention literature in the area to raise awareness amongst residents.
35. Good partnership working between the Police and LET to disperse a large gathering (150+) of teenagers on Fulham Road which was commended by the local Police Sergeant
36. LET officers dispersed over 250 youngsters who congregated at Shepherds Bush Green following an online promotion.
37. Attending Crime Prevention surgeries throughout the borough and regular joint patrols with Police colleagues to tackle ASB.

Supporting the councils Emergency Planning response

38. The LET is often on site to incidents first and they undertake work to support the councils emergency planning processes. The officers have been trained to understand and undertake the work of the Local Authority Liaison Officer (LALO) supporting the councils command and control function at that immediate point of need.
39. Examples of how the LET have supported this approach are as follows:
40. Assisting the Police to man cordons on Putney Bridge and Bishops Park following reports of attempted suicide. LET are also frequently the first onsite during road traffic accidents and there have been several incidents at all times of the day where LET staff have created cordons and sterile areas so Police and ambulance workers can administer aid. LET were also onsite to assist on North End Road following the fatal collision between a cyclist and a heavy goods vehicle. LET officers also assisted following the high-speed pursuit which resulted in a vehicle crashing into a business in the Fulham area.
41. LET staff assisted an elderly resident who had an accident in his car in the Fulham Area. As they were first onsite, they assisted the male by seating him in their vehicle and calling his insurance company on his behalf. They were informed that a recovery truck would take three hours and as such, dropped the male home after he insisted, he did not need medical attention. They liaised with the recovery driver and were onsite when he arrived. After assisting with traffic marshalling duties, the vehicle was recovered and LET staff conducted a welfare check on the resident the following day to ensure he was well.
42. First onsite following reports of fallen tree due to high winds which led to the LET officers rerouting traffic and liaising with the Duty Silver and relaying information of the damage caused and required remedial actions.

Resident feedback

43. It is really important to the service and council as a whole that we receive feedback from residents. With feedback the service can evolve and improve further, and, for staff, feedback provides them with direct understanding of how their interactions made someone feel.
44. The LET team have received very positive feedback over the past quarter and December has seen the highest level of compliments received by the team since it started.
45. These compliments also mention the excellent service received in regard officers work, approach, professionalism, engagement, and support, often citing the LET officers as great ambassadors for the council.

Updates on actions assigned in the November PAC:

46. There are currently six female LET officers spread amongst the North, Central, South and Night Teams.
47. Following the most recent round of recruitment we were successful in hiring two more female members of staff which, by mid-February will see us have eight females working as Law Enforcement Officers..
48. We are committed to ensuring that the work of the LET is attractive to female candidates and welcome more female applications.

List of Appendices

49. LET Performance Data (**Appendix 1**)
50. Supplementary information (**Appendix 2**)