

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: SICS Policy and Accountability Committee

Date: 07/02/2024

Subject: Annual Performance Report for the Law Enforcement Team

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Responsible Director: Matthew Hooper, Director of Public Protection

SUMMARY

This report provides PAC with an update following the previous meeting focusing on work of the Law Enforcement Team between 01 March and 30 November 2023.

There are no decisions required from this report.

RECOMMENDATIONS

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 residents, not to them	Residents are concerned around environmental crime, ASB and this affects how they feel and perceive the borough's safety. Residents' safety and perceptions of safety are 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 February 2023, 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 01 March 2023 to 30 November 2023, 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.
3. **Headlines of the LETs work for this period include:**
 - a. Over 75,000 patrols – the service averages 274 patrols 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.
 - b. For the period of this report the LET team have received 4,483 service requests from residents and businesses, which have been investigated and resolved.
 - c. Most service requests are resolved without the need for enforcement due to the officer’s ability to engage and educate however there are several 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.
 - d. LET officers issued 1,613 fixed penalty notices for issues such as fly-tipping, littering and highway obstruction.
4. The Team continues to show a high visibility presence in all the housing estates and parks with 18,792 patrols in housing land, and 12,290 patrols in parks. These patrols equate to 5,991 and 4,173 patrol hours respectively.
5. In addition, 13,269 hours of patrols have taken place in all highways and district centres across the borough.

6. Keeping our resident's safe remains a high priority for the Team, and as such, the LET officers have conducted 4218 weapons sweeps during their patrols. They have found and removed 14 knives from the streets over this period.
7. Over this period reports of ASB to the service increased from the previous period with 556 service requests in the North, 354 in Central and 237 in South areas.

Service highlights – addresses anonymised where relevant:

8. Following reports of ASB and crime at an educational premise, the LET met with staff and parents (before and after school) to understand the types of issues taking place.
 - i. The team visited several local properties and spoke to residents with the team advising how to report such issues and the importance of doing so. Our Community Safety Officer for the north supported the LET and the Police to ensure increased patrols and visible deterrence in the area were co-ordinated.
 - ii. Our Community Safety Officer deployed a temporary CCTV camera which was tasked to the CCTV staff to monitor and alert either the LET or the police based on the types of offences taking place.
 - iii. Finally, by working with the Regeneration team within highways, the area outside the school was redesigned and areas such as benches and walls used for gatherings were removed which resolved the issue.
9. Shepherds Bush Green (SBG)-
 - i. The Community Safety Partnership (CSP) has strategic oversight on SBG as partners work on delivering an action plan to tackle crime and ASB which is led by the Community Safety Officer.
 - ii. Being a statutory forum, the CSP has identified this area as a strategic area of focus due to crime volume.
 - iii. The LET is an intrinsic partner in the delivery of a safer borough and within the action plan itself. Working with partners (both internal and external) we support each other to ensure long lasting improvements and behavioural change is made and realised utilising a problem-solving approach.
 - iv. This action plan has six theme areas to which the LET contributes daily. This plan aims to address a range of interventions and ensure that both internal and external partners understand their role in resolving these.

10. A street in W12 was experiencing issues with drug use and ASB. Following the close work with the local police team - which saw the use of Premise Closure Order - the LET received reports of drug users leaving paraphilia near the pharmacy in the area. Following extensive LET interventions including dispersals of individuals, and by working with the landlord and police, the LET managed to discourage the use of the area which led to the cessation of these criminal activities. Engagement and education were also undertaken to advise individuals around drug and alcohol treatment opportunities.

11. Distraction thefts.

- a. In autumn 2023 a busy market area saw a spike in distraction thefts, particularly from users of the ATM.
- b. The LET worked with the local police team via the tactical tasking and coordination group which takes place fortnightly and is attended by the LET Seniors and local Sergeants to collaborate in the deployment of staff and to share intelligence. Following this, staff were deployed at regular intervals to patrol the area and a CCTV camera was installed to monitor the area near ATM.

12. Estate ASB issues.

- a. The South Seniors and police worked together to tackle the issue of known problematic persons accessing various blocks within an estate in the South of the borough intent on causing nuisance and ASB. During patrols LET officers engaged individuals and, using their engagement skills and CSAS powers obtained details which were shared with the police. Following this work, one individual was rehoused in a different part of the borough after discussing the matter with his parents and several others were issued with a community protection notice to stop them from visiting any properties in the estate without prior consent from those who reside there.

13. **Appendix 1** provides further statistical information on service performance for the time of this report

Updates on action assigned in the November PAC:

14. Following the last PAC, we were asked to bring back updates on the Councils Tasking Enforcement Group (TEG).

15. The TEG was the Councils monthly tasking meeting, which was primarily attended by, and designed for, enforcement partners. The TEG looks at matters which were affecting an area, a group of persons and/or which require multiagency responses to resolve. The meeting is co-ordinated by the Community Safety Unit and chaired by the Assistant Director for Community Safety.

16. The TEG was introduced in autumn 2021 following the introduction of the LET. Invitees to the TEG came from across the Council with partners such as the Met, LFB and others as required.

17. In November 2023 the TEG and Police Tactical Co-ordination Group (TCG) merged. This merger enhances the partnership working already between the Police and Council.
18. This new meeting is co-chaired between the Borough Neighbourhood Superintendent and Assistant Director Community Safety. It maintains the ethos of TEG with problem solving undertaken and with the additional benefits of having tasking authority from both the Police and Council assets.
19. Police had been attending the Councils TEG meeting since its inception, and the Council attending the BCU TCG however this new arrangement allows for more hyperlocal management and accountability to take place. It also provides an operational oversight function to support the delivery of the CSP strategic assessment priorities and an escalation function for sub boards which are seeking to deliver enforcement functions elsewhere.
20. Aside from the escalation function via the TEG, there are two further forums where the LET, Community Safety Officers and the Police meet to coordinate their patrol and tasking schedules. These meetings, co-chaired between LET Seniors and Police Sergeants, provide additional opportunities to work closely together and in an intelligent lead manner to address concerns.
21. Further to these meetings each month police colleagues share current MET data, including risks and trends and highlight areas where crime is most prominent. This includes heatmaps and more refined data, such as days and times when offence types were most prominent.
22. The TEG continues to be the driver around operational decisions and LET officer taskings as it aligns the service priorities within the Council and with those of the Police. In addition, this also dictates the areas where intervention is most needed to help drive down crime within the borough, as the Police and all partners who attend contribute to determining the type of incidents taking place and share details such as the identity of any suspects. As such, the forum allows us to make informed decisions when prioritising areas and this helps us to draw up a patrol strategy for the months ahead.

Broader LET service headline updates

23. The LET is actively enforcing six public space protection orders with two new ones introduced since the last PAC meeting. These are Responsible dog ownership order (which is enforceable borough-wide) and the Thames Path PSPO, which bans the use of motorised vehicles along the pedestrianised part of Thames Path.
24. Whilst the above provide additional powers to the LET, and Met, to enforce over the summer LET officers enforced the PSPO for Loud amplified music in the White City area following an unauthorised music event. Enforcement of other PSPOs is made in accordance with breaches.
25. Our work with our homeless and rough sleeping communities and partner agencies continues. LET staff attend the monthly Street Population Action

Partnership meeting to discuss active cases of Street sleepers within the borough. The LET officers conduct an average of 139 visits per months to identify and engage with our street communities to help ensure their safety and to encourage engagement with support services.

26. Alongside the LETs support function, further work is conducted with outreach teams to ensure these individuals received the appropriate housing or welfare assistance needed – the LET support persons such as street sleepers bedding down in our parks and open spaces. When not working directly with the outreach teams, the LET has seen referrals made for all these people to our Street Outreach Teams and, at the time of writing there were no street sleepers bedding down in our borough.
27. Recently, the LET have also supported during the activation of the Severe Weather Emergency Protocol (SWEP) which was implemented due to the adverse weather conditions in late 2023. During the SWEP, LET and Outreach teams conducting welfare checks and encouraging all known street sleepers to access the emergency beds and temporary accommodation which were made available.
28. The safety of all women and girls remains a priority for the Council as we continue to create a safe and equal place for everyone who lives, works, visits and studies in the borough. H&F take a zero-tolerance approach against all forms of gender-based harassment and abuse, wherever it occurs and are take urgent steps to ensure women and girls feel safe in the borough.
29. LET officers provided high visibility engagement and reassurance patrols to residents and businesses within H&F's town centres and transport hubs during an eight-night operation, running from 18:00-00:00 every Friday and Saturday throughout December 2023. The patrols focused on night-time economy venues, which were expected to be busy and where there have previously been reports of sexual violence in public spaces. The operation was conducted by up to six identified officers each night during the operation period.
30. This operation formed part of a wider Winters Night campaign that was run by the Community Safety Unit. This included: -
 - Licensing Officers visiting and engaging with night-time economy venues.
 - Information packs provided to licensed venues.
 - Communication campaign highlighting that H&F does not tolerate street harassment of any kind and promoting services available to those that have been affected by sexual violence or domestic abuse.
 - Launch of the street harassment PSPO consultation.
31. Following the tragic murder of a young man on 25 June 2023 LET officers collaborated with the police in the days immediately afterwards conducting several joint weapons sweeps and high visibility reassurance patrols.
32. The Israel and Gaza conflict has seen LET officers engage with the local Rabbi and Imams at the various mosques. LET also patrolled the area near

the Palestinian Mission which had been vandalised in recent months. The team has spoken and worked with the security teams and local police to monitor the area and one suspect was arrested for the vandalism offences.

33. LET conducted joint work with emergency services and several partners immediately after the tragic death of a male from a group encamping in the carpark of Hammersmith Hospital. Following this incident, the LET also worked with the Police design out crime team and Imperial Colleague to install barriers and target harden the car park to restrict further encampments.
34. At an estate in Hammersmith, the LET addressed ASB and Nuisance issues through intensive intervention and joint work with police, housing, and community safety colleagues. The results of this work reduced the problems with both the Police and LET issuing Community Protection Notices to individuals found gaining unauthorised access into the property.
35. Working with the Councils Rough Sleeping Co-ordinator the LET worked to address rough sleeper issues in Normand Park – this resulted in the repatriation of a male who was persistently bedding down.
36. In July a service wide Hammersmith Broadway operation was held as part of our work on ASB Awareness week. This operation was undertaken with a range of partners and included joint patrols with Chief Superintendent Craig Knight, LFB Borough Commander Lloyd Palmer and the Victims Support lead for the MET. The operation was included a visit by Claire Waxman, Victims Commissioner for London
37. South LET team participated in vehicle inspection operation with the DVSA and South SNT team along Putney Bridge. Following over 30 stops, the DVSA seized one vehicle and the police had 2 traffic offence reports, 1 stolen vehicle recovered, 2 seizures for no licence/insurance and 3 drug stops. The LET inspected 12 vehicles for waste offences which resulted in verbal warnings, 1 on the spot fine and 2 notices served on owners to produce waste authority documents.
38. Joint work with Trading Standard team to seize thousands of illegal / counterfeit cigarettes during a visit at a property.
39. Joint operation with the Parking and Disabled pass fraud officers to seize passes and enforce against those using these illegally.
40. LET staff have helped the Canal Trust to carry out a community clean-up which successfully cleared over a tonne of waste from the hedgerow and path along the canal.
41. The LET continue to be visible and engaged in numerous events in the borough with the service supporting events such as Remembrance Sunday, University Boat Race, Notting Hill Carnival, and the Laser Light show to name a few. The LET have also participated in the Hannukah event at Lyric Square and set up a tasking to monitor the menorah for the entire duration that it was onsite.

42. **Appendix 2** provides images of some of the above illustrating the LETs work
43. Finally, it is worth noting the continued feedback that the LET officers receive. The service continues to be one of the most frequently contacted and thanked services with compliments received on an almost weekly basis for the work being undertaken by the team.

List of Appendices

- a. LET Performance Data (**Appendix 1**)
- b. List of LET achievements and other taskings (**Appendix 2**)