

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Social Inclusion and Community Safety PAC

Date: 24/07/2024

Subject: Annual Performance Report for the Law Enforcement Team

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Responsible Director: Neil Thurlow 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 December 2023 and May 2024.

There are no decisions required from this report.

RECOMMENDATIONS

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 attributes that the LET work towards addressing
Being ruthlessly financially efficient	We have brought together several services to create one larger, singular service with a wider parameter of powers
Taking pride in H&F	The LET service work hard to improve the environment of H&F creating a cleaner, greener

	borough
Rising to the challenge of the climate and ecological emergency	The service uses only electric vehicles and the default for staff is to walk with vehicles being used for specific matters only

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Background

1. In February 2024, the Law Enforcement Team (LET) presented performance data and achievements since the formation of the service in April 2021.
2. This report provides service information between 1 December 2023 to 31 May 2024.
3. Since 01 December 2023 to 31 May 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.

Headlines of the LET's work for this period include:

4. Over 47,875 patrols – the service averages 261 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.
5. For the period of this report the LET team have received 2,914 service requests from residents and businesses, which have been investigated and resolved.
6. 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.
7. LET officers issued 870 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 estates and parks with 13,142 patrols in housing land, and 5645 patrols in parks. These patrols equate to 5,330 and 3,720 patrol hours respectively.

9. In addition, 11,620 hours of patrols have taken place in all highways and district centres across the borough.
10. Keeping our residents safe remains a high priority for the Team, and as such, the LET officers have conducted 1,948 weapons sweeps during their patrols resulting in the removal of five knives from the streets. In addition to this, the LET have also recovered drugs, confiscated drug paraphernalia from individuals and on one occasion foiled a burglary from a commercial premises and returned the items to the business.
11. During this period, there were more reports of anti-social behaviour to the service compared to the previous period. There were 370 service requests in the North, 221 in Central, and 167 in South areas. This represents a 57% increase (from 457 last year to 758 this year) in reports to the LET compared to the same period last year. Residents are reporting issues more frequently to the LET and have mentioned that they prefer contacting the LET instead of the police because they feel that the LET responds faster and are more confident in the service as they believe the team can resolve the issues they report.

Service highlights (addresses anonymised where relevant):

12. Theft of, and theft from, motor vehicles:
13. In December and January, the LET supported our police colleagues in monitoring the car crime hotspots. This was part of the wider operation to detect and apprehend individuals who were breaking into cars to steal items in the Ravenscourt ward.
14. The LET worked with the local police team via the tactical tasking and coordination group to collaborate and deploy staff in the late evening and overnight when the incidents were most prevalent.
15. Following the month-long tasking, the issues have subsided considerably, and the LET continue to monitor areas where these concerns have been raised to minimise risk of these issues returning.

Estate ASB issues:

16. The North team and Police have been worked together to tackle an issue emanating from a property in the White city estate - the premises had seen its security measures breached by non-residents. These people were then gaining access to the loft space.
17. Responding to reports overnight – as residents contacted the team - the Night team responded, investigated and the persons present were asked to leave. Following compliance by those present the repairs team undertook works to prevent further access.
18. Those who were present were engaged with and advised how to seek housing support. Referrals were also made to Street Link – the Councils homeless partner – to ensure that they too were aware and were engaged.

19. Once the repairs were completed all residents were engaged and informed to contact the LET 24/7 should there be any further breaches.
20. **Appendix 1** provides further statistical information on service performance for the time of this report.

Updates on action assigned in the February PAC:

21. No actions were assigned.

Broader LET service headline updates:

Housing and homelessness:

22. The LET is actively enforcing issues across the borough with particular emphasis on issues at Housing sites and in parks where ASB and Crime have been reported.
23. Our work with the homeless and street-sleeping communities, along with our partner agencies, is ongoing. Since February, the LET team has been tasked with meeting biweekly to connect with the outreach staff at the mayor's homeless charity and visit various areas across the borough to locate and help street sleepers.

Anti-social behaviour:

24. Following concerns around anti-social use of e-bikes and e-scooters the Council's Community Safety Team, following consultation with residents, introduced a Public Space Protection Order - [Thames Path Public Spaces Protection Order \(PSPO\) | London Borough of Hammersmith & Fulham \(lbhf.gov.uk\)](#) – the LET, alongside the Met Police, are responsible for enforcing breaches of the PSPO.
25. Over the period of this report three joint operations have been conducted in Bishops Park with the local police team resulting in over a hundred engagements with cyclists and a fine being issued against a cyclist who breached the prohibitions of the PSPO.

Emergency response:

26. The LET continue to support the Council's emergency planning team and assisted with a large-scale evacuation of the residents from the immediate area surrounding the London Oratory School following the arson attack in December.

Violence Against Women and Girls:

27. 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.

28. To encourage wider participation and feedback for the consultation from the residents and visitors to the borough of the Street Harassment Public Space Protection order, 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.

Joint work with the Metropolitan Police:

29. After a tragic suicide in the south of the borough in April, LET officers were first on the scene and helped to cordon off the area and secure it. They worked closely with the emergency response teams to assist in the delicate task of retrieving the individual, who was located at a height. Their collaboration allowed the emergency workers to provide immediate first aid, but despite their best efforts, they were unable to save the person.
30. After a stabbing incident in the northern part of the borough, the LET worked together with the Police immediately. The CSU Gangs team raised concerns about potential tensions in other areas in the southern part of the borough. As a result, the LET was assigned to collaborate with the Police to increase visibility in those areas. Following the joint efforts, no further incidents occurred. As there was no intelligence indicating that the issue would escalate further, the tasking was ended two weeks later.
31. Squatters took over a property in the South of the borough. The Police tasked the LET to monitor it overnight to establish whether it was still occupied. Through our interventions and monitoring, the Police were able to apply for, and obtain, a closure order on the premises. The closure order prevented an unauthorised music event (UME) taking place as, advertising was identified, and it was estimated that over 200 people were due to attend.
32. The LET continues to conduct fortnightly multi-agency operations in various wards across the borough. Invitations are being shared with Tenant and Resident Association leads and ward councillors to ensure they are aware of the work taking place.

Broader matters:

33. Following discussions at a previous PAC around how the LET officers engage with and/or support residents in mental health crisis on the borough we are pleased to confirm that all LET officers undertook mental health training in February 2024. This was done regardless of when officers had previously had training and will now form part of our officers annual training programme.

34. LET staff continue to assist with events in the borough. Over this period officers assisted in the marshalling of the FIFA Best awards in February and the Oxford-Cambridge boat race in March. There are more events LET will support with over the summer.
35. **Appendix 2** provides images of some of the above illustrating the LETs work.

Challenges faced by LET Staff

36. At a previous PAC meeting the service was asked whether officers have been affected by aggression whether verbal or physical.
37. The Council, and service, continue to support our staff providing appropriate PPE, training and aftercare to officers should they become a victim of such matters as they go about their duties. The LET continue to deliver the service to the best of their abilities and regularly receive compliments. Such incidents, as above, are thankfully very rare but they are a challenge for officers to undertake their work as they, and we, wish them to.

Service compliments

38. Over this period, LET has achieved several positive outcomes. The following news stories highlight some of these successes:
39. Following a patrol in December LET officers reunited a resident with her lost phone. The Resident commented *"I'd like to thank Abbas and Paulo for finding my phone at Beavor Lane. They're a credit to your unit and an example of what community law enforcement teams should be."*
40. Following the incident in April as highlighted in point 43, the Police Sergeant contacted the LET with the following.

"I am the police sergeant who was on scene at the incident where a man fell from the 17th floor of XXXXXX House. I understand that the following officers from your Law Enforcement Team, including Christopher, were present at the scene; ET08, ET149, ET161, ET136, ET142 and ET145

I'd like to take this opportunity to extend my gratitude to all those who were involved, their involvement varied from being the first people on scene, to liaising with the local community and assisting the numerous emergency service personnel on scene.

A traumatic incident like this is thankfully not an everyday occurrence, people can react differently or how they feel and react about these things can vary as time goes or are exposed to triggers which brings the memory back. I encourage you to check in on the welfare of your staff.

Please do pass on my thanks, their involvement helped manage and soothe what was an initial chaotic scene, bringing order and calm to the situation".

41. A College Park resident expressed gratitude to the LET for their assistance in handling a situation in February involving a neighbour with mental health issues. The resident wrote a thank-you note stating the following,
42. *“Dear LET, I wanted to express my gratitude to the 3 LET officers who turned up at the scene to support me in College Park, whilst I was suffering harassment from an aggressive and mentally unwell neighbour (who lives at the HMO at XXXXXX Rd) on Thursday 15 February. I had called 999 (on the advice of the neighbor’s Property Managers) at around 3 pm to seek help from both the Police and the Ambulance service. The Police did not arrive until 9 am the next morning (Friday 16th Feb), and by the way, they were very helpful when they did arrive. The Ambulance arrived later on the afternoon of Thurs 16th but were unable to help, mainly it seemed due to miscommunication with the Police. So, with the Emergency Services not being able to offer the help I needed to feel safe and manage the situation or to be able to attend the scene while the harassment was happening, I felt very much indebted to the outstanding skills and empathy shown, in particular, by Honorata Hawrylik and Magda Niedzwiedz. Skills applied not only with me, but also in the way they handled my neighbour who clearly is suffering with mental health problems, on top of his alcoholism. They were both firm and compassionate and quickly defused the situation which might well have escalated out of control.*

Thank goodness for the Law Enforcement Team and in particular, from my experience on Thursday, to the women in that team.”

43. On 20 February 2024, LET attended SBG Station due to reports of amplified music being played, which was in breach of the PSPO. While on location, the LET officer enforced the PSPO and issued an FPN.
44. Whilst onsite, the LET officers were approached by a group of females stating they were being harassed by a male who was intoxicated. The LET officers approached and spoke to the male, who was verbally aggressive and abusive and smashed a glass bottle on the floor. LET Officers contacted CCTV and requested Police assistance. They waited near the male and diverted pedestrians away from the scene until the Police arrived at the location and arrested the male, as he was also wanted on other charges such as alleged assault and failure to attend court previously.
45. On 26 February 2024 2 Night team LET officers were patrolling at 22:45 around the Fulham Broadway area when they came across three males engaged in what initially appeared to be a fight on Harwood Road junction with Fulham Broadway. As they made their way towards the commotion it became increasingly apparent that it was an attempted robbery in progress. The LET officers immediately contacted CCTV control room and gave the operator a location and a quick description of what was unfolding. While speaking to CCTV, both perpetrators ran away along Harwood Road. The LET officers gave CCTV the direction of travel of the perpetrators and CCTV operator was able to pick them up on camera.

Police officers were informed, and these males were tracked in their vehicle to a local housing block where they were subsequently arrested for robbery, assault, and drink driving.

46. Following intensive work to reduce issues near Goldhawk Road area a resident wrote in May with the following *“The LET have been great and came to update me in person a week or so ago. It does seem to have helped a great deal already, as there's been a decrease in activity, although it hasn't completely stopped (per my 2 emails yesterday). The drug use in broad daylight on a street people walk their kids to school on really is quite shocking. They do seem to be the same faces, so hopefully with a bit more time and a bit more focus we can see this solved”*.

LIST OF APPENDICES

Appendix 1 - LET Performance Data

Appendix 2 - List of LET achievements and other taskings