

LONDON BOROUGH OF HAMMERSMITH & FULHAM

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

Date: 04/02/2025

Subject: Six-month 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 for the six months between June and December 2024.

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 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
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Background Papers Used in Preparing This Report

None

Background

1. In July 2024, the Law Enforcement Team (LET) presented their last performance report for the period between December 2023 and May 2024.
2. This report provides service information between 01 June to 31 December 2024.
3. Over the report period 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 work for this period:

Performance data:

4. Over this period a total of 57,723 patrols –averaging 209 patrols per day – have been delivered 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 4,239 service requests from residents and businesses, which have been investigated and resolved.
6. LET officers have issued fixed penalty notices for issues such as breach(es) of PSPO, fly-tipping, littering and highway obstruction.
7. The LETs work and focus on the borough-wide Street Harassment PSPO has seen two FPNs issued for breaches of conditions. The PSPO has also been a feature article in My London.
8. Our first FPN was issued following contact to LET by the victim. On hearing that the fine had been issued the victim said:

"It feels really good that people actually care and are doing something about it. Obviously, catcalling is bad, but I just don't think it's [seen as] that bad because you're brought up to just deal with it, it's just something that happens. And so, it's good to see that they are doing something about it."

9. The article for this matter can be found here - [Woman, 26, catcalled in West London for 20 seconds by man in van gets £100 fine sent to culprit - MyLondon](#)
10. The Team continues to show a high visibility presence in all the housing estates and parks with 11,093 patrols in housing land, and 8,650 patrols in parks. These patrols equate to 3,517 and 1,122 patrol hours respectively.
11. In addition, 9,554 hours of patrols have taken place in all highways and district centres across the borough. **Appendix 1** captures our key statistics.
12. Keeping our resident's safe remains a high priority for the Team, and as such, the LET officers continue to undertake weapons sweeps during their patrols resulting in the removal of four knives from the streets. In addition to this, the LET have also made 15 drug seizures of various sizes and types over the last few months. When officers find these items, they are removed from site and handed to the police.
13. **Appendix 2** captures images of some of the knives and drugs recovered items.
14. During this period, there was a 10% increase in service requests received by the LET totalling 4,239 compared to the same period in the previous year of 3,850.
15. The ASB data indicates a noticeable increase in ASB service requests being logged to the LET. The service has experienced a 29% increase which further suggests a growing awareness and willingness among residents to report incidents of anti-social behaviour to the LET as we continue to ensure that we continue to improve awareness of reporting mechanisms including the availability and ability to contact the service directly 24/7.
16. Variations in ASB service requests by area are also evident for example the Central area experienced a significant rise from 240 in 2023 to 400 in 2024, indicating a 67% increase in reported incidents. In contrast, the South area saw a decrease from 197 in 2023 to 165 in 2024, representing a 16% decrease.
17. These variations highlight the need for tailored strategies to address ASB in different areas and these include the deployment of staff from one area to another to assist with the upsurge as well as closer collaboration with outreach teams to provide onsite help such as drug and alcohol support to individuals with needs who have been identified as the offenders.
18. The work of the LET, to use intelligence and evidence lead taskings, allows us to deliver targeted patrols. These targeted patrols are a crucial component of the LET teams' effort to combat ASB providing consistency of approach and ensuring that officers are tasked to be in the right areas, at the right times, based on need.

The LETS evolving work in regard drugs and alcohol:

19. Working with the Councils Public Health team and commissioned drugs and alcohol treatment providers, the LET is now supporting service users in ever increasing ways.
20. Since the last PAC meeting the LET team have undertaken extensive targeted joint work with our partners at Turning Point, a collaboration that has proven to be effective in addressing reports of drug and alcohol abuse at locations across the borough.
21. In order to support the Councils work to address drug overdoses all LET officers undertook training, delivered by Turning Point, on how to carry and administer Naloxone.
22. Naloxone is a medication that can quickly reverse the effects of an opioid overdose. It works by binding to opioid receptors in the brain, blocking and reversing the effects of opioids like heroin, fentanyl, and prescription pain killers. It can restore normal breathing within three minutes in someone who has overdosed.
23. Naloxone comes in two forms, either a nasal spray or an injection. The LET has been trained to use the nasal spray and in the event of an overdose in the borough, LET officers can either be summoned to supply Naloxone or administer this to the victim directly.
24. Further to the above being implemented following a service request from a resident to the Director of Public Health - to address suspected drug use in a park - the team worked with the Public Health team to problem solve the issue.
25. The LET team took a proactive approach, conducting extensive monitoring, dispersals, and joint patrols to identify individuals using drugs. The team also worked with the Police to monitor the location, gathering information on both drug users and potential suppliers.
26. Following six weeks of extensive monitoring and engagement with those frequenting the park, the team ensured support was provided where needed and were able to deter them from returning to the park. As our work was being delivered a resident contacted the Director of Public Protection stating the following:

*"Hi Niki, Rory,
Just a note to thank you for the speed and efficacy of your response.
There has been a marked difference, like night and day! We have not had a single incidence that we have noticed since the solution was actioned, and we have noted the additional visits by council / LET staff.
There has also been a marked decrease in litter in the area. All the best,
RESIDENT"*

Intelligence sharing and collaboration:

27. Each month the LET meet with Police and Community Safety colleagues to look at crime and ASB. These are the North and South operation forums.
28. These meetings, where intelligence and information is shared, foster a coordinated approach between teams to address shared areas of concern. The forums focus on local resource coordination and the establishment of priorities for the North and South teams at a tactical level. The strategic tasking meeting process was described by Superintendent Knight in the previous SICSPAC.
29. This geographical approach allows us to work collaboratively to address local concerns and, where needed, leads to the creation of an action plan aimed at addressing the key priorities in each ward.

Knife crime prevention work:

30. In addition to the weapon sweeps mentioned above, the LET supported to the national Operation Sceptre week in November.
31. Operation Sceptre is an initiative aimed at combating knife crime and knife-enabled violence. Each year, two weeks of intensified efforts are conducted involving all police forces in England and Wales in response to an increase in knife-enabled robberies across the country.
32. During this operational week, the LET, colleagues in trading standards and police teams employed a variety of enhanced enforcement tactics alongside educational initiatives, focusing particularly on knife-enabled robbery.
33. Throughout the week of action, police teams focused their efforts on areas such as knife sales, hotspots for knife-enabled robbery, wanted offenders, and community engagement. The LET was requested to assist with weapons sweeps in parks, housing estates, and other identified hotspots throughout the borough.

Supporting others across the borough:

34. The LET officers have continued to work alongside Council teams such as housing, emergency planning and events and have assisted with several incidents and events in recent months.
35. The LET undertake a range of roles to support our colleagues whether in an emergency or pre-planned event situation but, of note over this period the LET have worked on:
 - Bute Gardens: A fire at a residential that required a full-service deployment due to the number of evacuees, leading to the opening of two rest centres.
 - Flat fire in Clem Attlee Estate, SW6: Required the evacuation of residents from the property.

- Several road traffic accidents across the borough most notably involving a vehicle and a pedestrian or cyclist on Talgarth Road, Wandsworth Bridge Road, and Shepherd's Bush Green.
- North End Road suspected acid attack incident.
- Fire at St Mungo's hostel.
- Gas leak in Scrubs Lane.
- House fire on Fulham Palace Road.
- Firearms Incident in Clem Attlee Estate.
- Unlicensed Music Event involving over 60 youths in the north of the borough.
- Remembrance Sunday events at SBG and Fulham
- Supported with reassurance patrols and engagement with residents during the summer disorder

Highlights and good news stories over this period –

Multiple offender of flytipping caught:

36. The Law Enforcement Team has achieved a significant breakthrough in the fight against fly-tipping by seizing a tipper van linked to multiple fly tipping offences.
37. This decisive action, made possible through a strong collaboration with Hounslow Council, addresses the serious issue of waste dumping across both boroughs. Located in Westbourne Grove, the van was seized under Section 34b of the Environmental Protection Act and was held for 15 days, before being crushed as it remained unclaimed.
38. This operation underscores the effectiveness of teamwork between Hammersmith and Fulham's Law Enforcement officers and Environmental Enforcement officers from Hounslow. By sharing crucial intelligence, these teams effectively tackled cross border waste crime and demonstrating that fly-tipping—an issue that costs both local authorities thousands annually—is taken seriously.
39. We continue to encourage residents to take action by reporting any incidents of fly-tipping or suspicious activities, reinforcing our collective commitment to a cleaner community.
40. It is imperative that residents carry out checks on any private waste contractors they hire, ensuring these contractors are licensed and registered with the Environment Agency. We request that residents always request a waste transfer note to confirm proper disposal before handing over waste and insist on traceable payment methods. Cash payments should be avoided, as they promote anonymity and contribute to waste crime and fly-tipping.
41. **Appendix 2** shows photos of this work

Street harassment PSPO

42. In advance of issuing the street harassment PSPO coming into force all LET officers were trained to identify Street harassment and understand how to address any concerns. All officers have been provided information on the support available to victims and when and how to enforce – our officers have been provided with handouts which they carry with details of support available to victims.
43. The Council is working with Chelsea FC to further raise awareness, engagement and/or enforcement of the PSPO as fans go to and leave from matches. The South Team enforcement actions at Stamford Bridge during a Chelsea FC game were published in MyLondon news further highlighting the positive reception of the new powers. Two incidents brought to the attention of the LET led to FPNs being issued so far. ['I joined a Chelsea FC pre-match briefing and patrol to see new Law Enforcement Team in action' - MyLondon](#)

ATM interference –

44. While on patrol on King Street, LET Night team were approached by a man who reported that a cash machine had charged his account without dispensing cash. Upon inspection, the LET found a metal piece glued to the dispenser, with cash stuck inside. Two women claimed the cash was theirs, but the LET advised them to contact the bank. Meanwhile, a man loitering nearby attempted to use the machine but left after being informed it was out of service. Later, when the police officers arrived, LET secured £340 in an evidence bag, which was delivered to Hammersmith Police Station. The incident was logged, and affected customers were advised to contact the bank and was refunded the money.

Intervening and supporting vulnerable residents

45. LET Night officers on patrol in Philpot Square observed a cab dropping off an elderly couple who appeared intoxicated and struggled to exit the vehicle. The cab driver, who had picked them up from a restaurant in High Barnet, was unable to assist them effectively. Recognising their vulnerability, the officers called for emergency services. It was revealed that the elderly woman had a history of heart problems. Two ambulance units and a doctor arrived, discovering her blood sugar levels were extremely high due to intoxication. The couple was transported to Chelsea Hospital for further care. The officers' timely intervention ensured they received necessary medical attention, preventing a potentially dangerous situation.

LIST OF APPENDICES

Appendix 1 LET Performance Data

Appendix 2 Photos of work relating to multiple fly-tipping activities