

LONDON BOROUGH OF HAMMERSMITH & FULHAM

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

Date: 18/06/2025

Subject: Annual Performance Report for the Law Enforcement Team

Report author: Mohammed Basith, Law Enforcement Manager

Responsible Director: Mark Raisbeck, Director of Public Realm

SUMMARY

1. This report provides PAC with an update following the previous meeting focusing on work of the Law Enforcement Team between January 2025 and March 2025.
2. There are no decisions required from this report.

RECOMMENDATIONS

3. 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

Background Papers Used in Preparing This Report

4. None

Background

5. In February 2025, the Law Enforcement Team (LET) presented performance data and achievements since the formation of the service in April 2021 through to 31 December 2024.
6. This report provides service information from 1 January 2025 to 31 March 2025.
7. From 1 January 2025 to 31 March 2025, 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.

8. Headlines of the LETs work for this period include:

- a. Over 20,986 patrols – the service averages 233 patrols per day – with officers working to investigate and resolve service requests, monitor sites following incidents or inspect locations following referrals for a range of issues from both internal and external partners and teams.
- b. For the period of this report the LET team have received 1,228 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 501 fixed penalty notices for issues such as fly-tipping, littering and highway obstruction.
9. The LET team continues to show a high visibility presence in all the housing estates and parks, with 4,258 patrols in housing land and 2,925 patrols in parks.
10. In addition, 12,678 patrols have taken place in all highways and district centres across the borough.

11. Keeping our residents safe remains a high priority for the team, and as such, the LET officers have conducted 1,124 weapons sweeps during their patrols, resulting in the removal of knives from the streets. In addition to this, the LET has 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.
12. During this period, there was a slight increase in overall Service requests in the North of the borough, however; there was also a decrease in reports in Central and North wards compared to the same period last year. Reported anti-social behaviour service requests to the service increased slightly with 102 service requests in the North up from 94 and South with 129 compared to 114, whilst there was 88 in Central up by one at 89 from last year.
13. **Appendix 1** provides further statistical information on service performance at the time of this report.

Broader LET service headline updates.

14. The LET is actively enforcing issues across the borough, with particular emphasis on issues at housing sites and parks where ASB, nuisance and crime have been reported.
15. Over the period of this report, six joint operations have been conducted in various wards throughout the borough. Local ward councillors are always invited to these meetings and encouraged to join the team to see the vast array of work taking place across the borough firsthand and to meet and discuss local issues with the dedicated LET ward officers.
16. Our work with the homeless and street-sleeping communities, with our partner agencies, is ongoing. Since January, due to the exceptionally cold start to the year, the LET team was 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.
17. The LET continues to support the Council's emergency planning team and assisted with incidents throughout the borough. During a fire incident at a block in Clem Atlee Estate SW6 in January the LET supported LFB and helped evacuate the building following a flat fire.
18. 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.
19. The LET undertook engagement work and conducted additional women's safety patrols throughout March to coincide with Women's History Month. The LET was present outside Hammersmith Broadway, SBG and Fulham Broadway to hand out flyers and to get feedback 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 from 18:00-00:00 every Friday and Saturday throughout March 2024. The patrols focused on night-time economy venues, which were expected to be busy and where there have previously been reports of harassment of women and girls in public spaces.

20. After being made aware of squatters taking over a former council-owned health centre in the North, the LET worked with planning colleagues and police to collate intel and evidence over the subsequent four weeks. Following referral to the Council's legal team, the LET worked with all departments to help obtain a possession order. This was followed by the LET assisting with the eviction itself. There are two other such sites where the LET is working with the Council's planning team to vacate, and this work is ongoing.
21. The LET was tasked to assist with crowd control and to support Highways colleagues following several issues with cyclists not dismounting when crossing Hammersmith Bridge. There has been a continuous tasking of two officers on the bridge between 8-5 Monday to Friday and 9-4 Saturday and Sunday.
22. This tasking has seen the LET deescalate arguments and issues that have arisen and assisted site staff with users who do not comply with clear guidance for users on the bridge. The team continues providing a high visibility presence to ensure the bridge is safe for all users.
23. 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. The LET has also been attending all Housing led resident meetings to provide onsite support to residents on issues relating to ASB and nuisance.
24. LET staff marshalled the boat race and the day went by without incident.
25. Following the Central London-wide drug alert in March due to a potent strain of synthetic opioids being found following several non-fatal overdoses in other boroughs, all LET were tasked to monitor the borough's local street population and street sleepers. The team worked with outreach workers from Turning Point across the borough and targeted a park in the North that came to our attention over this entire month. Following several joint engagements with some users, the issues raised by the local residents subsided and stopped completely. To date, the LET has not received any further complaints from this location.
26. Staff also continue to carry naloxone which they have all been trained to administer as those affected recovered following its use.
27. As part of our commitment to continually adapt, evolve and embrace new technology to improve outcomes for residents the LET management team have been working with the Council's IT team to develop a case management LET app for officer use.
28. In use from 01 April 2025 the App enables staff to log all LET inspections and manage cases whilst onsite, including updating notes and adding evidence directly with their hand-held devices.

29. In addition, the LET App allows for more streamline case progression internally and better oversight to ensure Service requests received are responded to and investigated more effectively whilst reducing the response times further.

30. **Appendix 2** provides images of some of the above illustrating the LETs work.

Compliments

31. Over is period, LET has achieved several positive outcomes. The following news stories highlight some of these successes:

32. Following a patrol in January LET officers found a lost dog in one of the parks in the south and helped reunite it with its owner. The resident wrote *"Sagar went above and beyond to make sure our dog was not left alone or harmed by anyone or cars nearby. He contacted the locals in South Park to try find out senior dog Kayla's owners. He also made sure to take care of her for over an hour! His concern and kindness for not just locals but also our pets is truly commendable. His selflessness and dedication ensured Kayla's safety until she could be reunited with her family. We are incredibly grateful for his efforts and the compassion he showed. Thank you, Sagar, for going out of your way to help!"*

33. Following the increase in ASB overnight in an estate, LET officers conducted several inspections and enforced the dispersal of those gaining unauthorised access. Following these inspections the resident wrote in

"Dear Let team,

Last night around 3:30am when I came home from work, I noticed 2 officers of the LET investigating in the communal gardens of XXXX. I just want to say thank you, this is highly appreciated that they come inside to check. It's what we needed here at XXXX Estate. Thank you "

34. A resident expressed gratitude to the LET for their assistance in helping our trading standards colleagues disperse a rogue trader who was trying to force the residents to accept unnecessary work on their property. The elderly resident wrote *"Dear Councillors, I (living in Gastein Road) would like to shout out a BIG THANK YOU to Doug Love, Bill Masini and the H&F LET team! I and another share of the freehold owner have been scammed by roofers. We have noticed that the roofers we have asked to do our roofs weren't engaging according to any kind of trading standards. We were threatened by the roofers and reached out to H&F Trading Standards. Doug and the team reacted immediately and managed a, for us, very frightened situation. Doug especially has been managing the roofers very professionally and supported us as "victims" throughout the process tremendously. The "nightmare" seems like is over after 2 weeks of uncertainty what the roofers will do to us and our property. We have lost some money through the process; however, it could have been much worse if Doug and the team wouldn't have been involved. FYI, since my experience with these kind of scam (btw, there is really good material on the H&F website about fraud & scams) I have received another leaflet*

from a roofer which shows the same approach in what we have experienced, not sure if something can be done against "epidemic"?

Thanks again to Doug and the team and thank you H&F council in setting up the Trading Standards section!"

List of Appendices

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