

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Cabinet

Date: 15/09/2025

Subject: Consideration of Petition 'Fix Uxbridge Road, No More Neglect, No More Crime'

Report of: Councillor Florian Chevoppe-Verdier – Cabinet Member for Public Realm and Councillor Andrew Jones, Cabinet Member for Economy

Report author: Joanne Woodward - Director of Planning and Property

Responsible Director: Bram Kainth, Executive Director of Place

SUMMARY

On 22nd April 2025 a petition was launched seeking urgent action to clean up and restore Shepherd's Bush - particularly Uxbridge Road - by supporting shopfront and streetscape improvements and tackling drug addicts, crime and anti-social behaviour. It called on the Council to develop a three, six and 12-month plan for physical and visual improvements along Uxbridge Road (100–500), including timelines, measurable goals, and regular updates to residents.

In June 2025, at the request of the petitioners, the petition end date was extended to 22nd July 2025. By then 2,917 signatures had been collected. This warrants consideration by Cabinet as the number of signatories exceeds the 250 threshold.

RECOMMENDATIONS

1. To note the petition included at Appendix A.
 2. To note the actions summarised in this report.
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Wards Affected:

White City, Shepherds Bush Green

OVERVIEW

1. Uxbridge Road has a unique character and identity. It is home to a vibrant community, a diverse mix of shops and restaurants, a well-attended market, and award-winning cultural venues that serve both residents and visitors from

across London. There are a number of ongoing regeneration projects such as at Shepherds Bush Market and the former police station.

2. But it is not without its challenges. The solutions lie in partnership with all residents, regardless of housing status, and businesses.
3. To this end, the Council welcomes the petition calling for improvements to the street and resolves to work closely with residents, businesses, cultural venues, and community groups to deliver enhancements that improve safety, cleanliness, and vibrancy while protecting the identity and diversity that make Uxbridge Road a place to be proud of.
4. Councillors and officers met with residents for a community dialogue session on 2 July to agree to continue to push hard on all the areas that we have already been working on in the past few months. They have also since carried out a number of walkabouts such as with residents with an interest in parking enforcement.
5. Significant steps have already been taken prior to the petition such as a shopfront study, since the petition process began, and are continuing to be taken to improve Uxbridge Road and the surrounding neighbourhood. These include deep cleaning of pavements, enhanced waste management including introducing time-banded collections, and the removal of graffiti and flyposting.
6. To respond to residents' feedback, we are repainting and renewing street furniture, reducing unnecessary signage, enforcing parking and traffic management, and working with operators to remove disused phone boxes. Shopfront improvements are also underway, with businesses being supported and, where necessary, held to account.
7. To improve safety, we have more than doubled the number of patrols by the Council's Law Enforcement Team. Officers are working closely with the police and outreach teams to support vulnerable individuals and tackle anti-social behaviour. We are also investing in the UK's most extensive CCTV network to support this work and keep the area safe.
8. This is also about pride of place. We are working with local artists and cultural partners to bring new public art to the area, including on the Underground bridge. We are exploring new greening opportunities. We are supporting a feasibility study for a Business Improvement District, which would empower local businesses to lead on long-term investment and revitalisation as is already the case elsewhere in other town centres across the borough. We have also commissioned award-winning architects in December 2024, who inspire communities through their design work, to help us reimagine the street.

Crime and anti-social behaviour

9. Keeping residents safe at home and on our streets is a top priority for this administration. Our latest budget funds the fight against crime and anti-social behaviour locally – with £12.3million of extra funding for services, including:
 - **£2.1million** for our local Law Enforcement Team, a service unique to this borough who patrol the streets to keep them safe and clean.

- **£1million** for our innovative Gangs Unit, which prevents young people falling into a life of crime, and chokes off organised crime at the roots.
 - **£250,000** of new funding to prevent violence against women and girls, after we became the first council in the country to impose a borough-wide ban on street harassment.
 - An extra **£4.5million** to grow our CCTV network, with more cameras per person than anywhere in the country and enabling real-time sharing of footage with police officers.
10. The Council has taken robust action and now has the largest Community Safety team of any borough in London. We have doubled the number of patrols by the Law Enforcement Team (LET) on Uxbridge Road and neighbouring streets. The LET now conducts, on average, 33 patrols every 24 hours in the area. This equates to approximately 12,370 patrols annually. The team works closely with the Metropolitan Police and the CCTV team to tackle crime and disorder in real time.
 11. The Community Safety Unit are working with the Police to ensure that they too increase, and maintain, their presence along the Uxbridge Road and, as part of the Summer Safer Streets initiative they committed to daily, visible patrols both as part of their daily duties as well as jointly with the LET, or other council teams as needed.
 12. The Council will continue to work to lobby for additional police presence and encourage our residents to do so too. By reporting all crimes to the police this ensures that they fully appreciate the challenges and can evidence demand therefore increasing their ability to secure get further resources assigned . This, in turn, provides the Council with additional opportunities to hold the Met Police to account.

Street cleaning/ Removal of graffiti and flyposters

13. Our contractors have undertaken street washing of the road and a deep clean – including the removal of chewing gum – of footways in Uxbridge Road. Since April 1, our contractors have removed:
 - 201 graffiti tags
 - 198 flyposters

Unfortunately, the law requires us to gain prior approval before graffiti can be removed from private property. Residents can report any graffiti or flyposting at www.lbhf.gov.uk/report-it or using the Love Clean Streets mobile app.

Our LET officers recently identified graffiti at eight shops, which has since been successfully removed.

Waste and fly-tipping

14. We are bringing forward proposals on new timed waste collections in Uxbridge Road. These new time slots will set out when commercial waste can

be placed on the pavement for collection. We expect this will make the streets look cleaner and smarter by reducing the presence of rubbish and recycling bags on the street. This will also make it easier for the LET to enforce fly-tipping and waste/recycling being left out on the pavements at the wrong time.

Street furniture and phone boxes

15. We started a survey on 12 May 2025 to identify every element of street furniture along Uxbridge Road. This includes signs, lampposts, bollards, cycle parking hoops etc. Action is being taken to remove unnecessary items that clutter our roads and make them inaccessible to disabled persons, or relocate them to more appropriate locations. The aim is to provide a less cluttered, cleaner and smarter looking street that attracts more footfall and becomes a more attractive place for business investment.
16. Over the last few months this programme of improvements has included removing or relocating dozens of unnecessary signs, lampposts, bollards, and cycle hoops to create a cleaner, more open streetscape. The remaining street furniture will be repainted to refresh the look of the area, including posts, bollards, and lampposts, and this is programmed to start at end of September 2025, subject to weather conditions. Intensive deep cleaning of pavements has been completed and the removal of graffiti etc. is ongoing.
17. A key objective is the removal of defunct and unsightly phone boxes, which have long contributed to street clutter and attracted anti-social behaviour. The Council has been working hard behind the scenes and has successfully lobbied one of the two operators in the area to remove eight of these phone boxes, with only two replacements proposed. We continue to work proactively with the other operator, and actions are already underway to address their remaining phone boxes. The date for the removals is yet to be confirmed but we are seeking the earliest removal.

Parking, loading and traffic Enforcement

18. Officers have met with residents and arranged walkarounds on Uxbridge Road, to get a better understanding of some of the parking and traffic issues in the area. Following this very positive and successful engagement with residents, and other discussions with businesses, improvements have been implemented, which include the following:
19. All yellow line and bay markings on Uxbridge Road and the side street junctions were repainted in early August, which will aid parking enforcement and make the restrictions very clear to drivers. In addition, missing time plates were replaced, ensuring all signage indicating the hours of enforcement are in place.
20. In terms of parking enforcement, there has been a significant increase in patrols on Uxbridge Road and neighbouring streets since July, creating a greater deterrent for illegal parking. Our Moped Enforcement Team enforce the restrictions early morning and late evenings, which provides improved coverage of enforcement throughout the day.

21. Officers have worked with residents on a parking bay redesign on St Stephens Avenue and Devenport Road (Uxbridge Road end) to reduce parking stress, prioritise resident and their visitor's parking, and create loading/visitor parking at junctions to support business needs.
22. In addition, further improvements are being planned in future phases:
 - Introduction of bus lane enforcement for westbound and eastbound routes
 - Comprehensive redesign and review of the parking and loading arrangements on Uxbridge Road and side streets
 - New one-way entry restrictions for Coverdale Road and Warbeck Road, to improve traffic flow and congestion
23. Officers will continue to engage with residents and local businesses to ensure the changes are having the desired effect.

Planning enforcement

24. Significant concerns have been raised about the number of fried chicken takeaways along Uxbridge Road, particularly given their proximity to schools and the growing health challenges faced by children. We share these concerns which align with our long-standing commitment to drive healthier eating habits (especially children) as exemplified by the H&F Food Plan - 2025 to 2030.
25. The Council does have planning and licensing powers to control new applications for hot food takeaways. Under current legislation, changing the use of a premises to a hot food takeaway typically requires planning permission. However, many of the Uxbridge Road takeaways have been operating for many years, some for 13 years or more.
26. Importantly where an existing takeaway changes business name or food type, planning permission is not typically required. This is due to greater flexibility in planning legislation introduced by the previous government to help rejuvenate high streets, but in doing so has reduced the controls available to local councils to manage changes of use for town centre activities. Those uses that might require planning permission are actively being visited and assessed, engagement with the businesses is an important part of this.
27. As we discussed at our Uxbridge Road community dialogue event on 2 July, we are currently reviewing the Local Plan - the key strategic planning framework for the borough to guide development and land use. One of our key priorities is to strengthen our ability to limit new takeaway uses near schools and youth-focused spaces. We want to ensure planning decisions reflect public health priorities, including the vital need to address childhood obesity.
28. We anticipate that a public consultation period on the draft Local Plan will begin in the Autumn this year. Throughout the consultation period, we will be hosting workshops and exhibitions so that local residents and businesses can

share their views and ideas. We will be sending out more information and dates for the workshops and exhibitions in due course.

29. Following a survey of all premises along Uxbridge Road, a programme of planning enforcement is underway to address untidy premises and will continue to encourage private owners to act responsibly to improve their buildings. The Council will also continue to engage with landlords and businesses to ensure compliance with licensing and planning standards that uplift the street's appearance, wherever it has the power to do so.
30. Owners of premises where frontages are unsightly or in disrepair – for example with loose wiring, rusted satellite dishes, dilapidated shutters – have been issued with notices to improve. Enforcement action will be taken where improvements are not made, using powers under the Town and Country Planning Act (Section 215).

Business Development

31. A study to explore the feasibility of creating a Shepherd's Bush Business Improvement District (BID) was commissioned in December 2024. A BID would be led by local businesses and empower them to further enhance local amenities in a way that complements the unique character of the street's business offer and attract further investment. Business engagement on the BID project has started including in-person outreach visiting high street businesses, circulation of a digital questionnaire and a workshop open to all businesses hosted at Shepherds Bush Market on the 28th August. Ten businesses attended this event and 56 responses were received to the digital questionnaire.

Street redesign and shopfront improvements

32. Late last year we commissioned award-winning Jan Kattein Architects — a firm with a strong track record in high street regeneration — to complete an analysis of shopfronts along Uxbridge and Goldhawk Roads. Their report has provided a range of potential interventions and estimated costs to uplift the appearance of the high street. These options are currently being reviewed, and we are looking at a range of funding options for this project.
33. We are investing in the visual improvement of the high street by funding the painting of shop shutters by local artists. Eight long-standing and popular businesses have already had bespoke artwork installed on their shutters: Hometown; Kabul Gate; Naama; Nut Case; Red Sea Restaurant; Sakinah; Snappy Snaps; and Zeit & Zaatar. These designs were developed collaboratively between the artist and the shop owners, reflecting the nature of the businesses and helping to create a more welcoming and less intimidating environment, particularly at night. More are planned, subject to funding, and we continue to approach the other businesses on Uxbridge Road to take part in similar initiative.

Public art and Uxbridge Road bridge

34. We are working with Transport for London to deliver physical improvements to both the bridges in Uxbridge Road and Goldhawk Road creating a gateway to both roads and a sense of arrival to the area from the Tube stations. This will include decorating the parapets of both bridges with large lettering announcing the location, and a programme of planned cleaning, rust, graffiti removal and repainting. This is expected to be completed by spring 2026. We are also working with the landowners of the former police station to install an attractive art mural on their temporary hoarding.

Support for rough sleepers

35. Hammersmith and Fulham's Turning Point (specialist drug and alcohol services^[1]), have been conducting assertive outreach work around Uxbridge Road this summer, to address open drug and alcohol use and reduce the risks of harm to people with addiction and the local community.
36. 42 people have been seen so far, with conversations about what help is available, including opiate substitution therapy, psychosocial support and help from peers who have been through treatment and are in recovery.
37. Turning Point have also done walks together with the council's LET team every Wednesday, while a specific Shepherd's Bush Green Multi-Agency Action Day took place on 20 August, attended by Turning Point, Thames Reach (a street homeless service) and West London NHS trust (who provide our specialist mental health services).
38. We've also:
- produced small Turning Point business cards for the LET/ Community Safety team to hand out to people with addiction
 - deployed specialist drug and alcohol nurses to hold on site clinics in some homeless hostels
 - continued to do 'walking visits' almost daily on the street to talk with vulnerable residents and encourage them into our services

^[1] [Hammersmith & Fulham | Turning Point](#)

Financial Impact

39. Any expenditure relating to crime and antisocial behaviours and planning enforcement activities will be funded from the current approved revenue budgets for these services including Law Enforcement Team and Planning Services.
40. It is estimated that one off additional expenditure of £0.4m will be incurred with regard to street cleaning, graffiti removal and street furniture works. A further £0.13m has been allocated to arts projects outlined in the report. These costs will be fully funded from developer contributions (a combination of secured and expected future receipts).

41. Any long-term expenditure that may be required relating to shop front improvements and street redesign following the external consultant's report is being evaluated and will be reported in future financial reports of the Council.

Kellie Gooch, Head of Finance (Place), 14 August 2025

Verified by Sukvinder Kalsi, Executive Director of Finance and Corporate Services (s151 Officer) 5 September 2025

Legal Implications

42. Legal Services confirm that enforcement action is being taken under the Town & Country Planning Act 1990 (in respect of untidy land) and the Anti Social Behaviour, Crime & Disorder Act 2014 (in respect of phone kiosks). Non compliance with statutory notices served by the Council are criminal offences for which the maximum penalty is an unlimited fine. In addition, the Council has powers to carry out necessary works to bring premises up to standard and to recoup the cost of doing so from the property owners.
43. Further legal advice to secure full compliance with all legislation will be given as necessary.

Glen Egan, Assistant Director of Legal Services 19 August 2025

Background Papers Used in Preparing This Report

Petition received 22nd April see Appendix A

LIST OF APPENDICES

Appendix 1 – Petition Details

Petition Details

Fix Uxbridge Road, No More Neglect, No More Crime'

We the undersigned petition the council to take urgent action to clean up and restore Shepherd's Bush — particularly Uxbridge Road (100–500) — by supporting shopfront and streetscape improvements and tackling drug addicts, crime and anti-social behaviour.

We are calling on Hammersmith & Fulham Council to take urgent, targeted action to improve the visual condition and vibrancy of Uxbridge Road (particularly between numbers 100 and 500), which has visibly deteriorated due to neglected shopfronts, derelict flats above businesses, and inconsistent Council oversight.

Crime and anti-social behaviour thrive in neglected environments. While the Council cannot control policing directly, it does have clear powers - and a responsibility - to address the environmental decline that fosters criminal activity and makes residents feel unsafe.

Specifically:

Numerous shopfronts are in a serious state of disrepair, with broken shutters, exposed wiring, temporary signage scrawled in marker pens or printed on A4 paper, and cloth banners serving as permanent signs. This isn't just unprofessional - it makes the area look deprived and neglected.

Flats above shops are visibly rundown, with peeling paint, rusty satellite dishes, and front doors etched with graffiti. Fruit shops spilling out onto the road with trolleys parked on pavements making it dangerous for pedestrians and cyclists as well as unsightly. Residents live in this daily and visitors see it first. If the Council truly cares about regeneration, this cannot be ignored.

Some shops sit empty for months or years, contributing nothing to the community. Meanwhile, the area is being saturated with low-quality, short-term-use businesses like chicken shops, which offer minimal diversity or uplift to the local economy.

We are not asking for perfection - we're asking for care, vision, and a clear plan. Here are some concrete, achievable actions the Council can take:

We ask the Council to:

Develop a 3, 6, and 12-month plan for physical and visual improvements along Uxbridge Road (100–500). This should include timelines, measurable goals, and regular updates to residents.

Launch a visual uplift scheme for shops and flats along Uxbridge Road, similar to community initiatives trialled in places like Leyton and Deptford.

Ban the use of temporary, makeshift signage (e.g. marker pens, cloth banners, laminated paper signs) in shop windows and facades - enforcing design standards that enhance, not degrade, the street.

Incentivise landlords and businesses to upgrade empty or neglected units, including access to low-cost grants or temporary business rate relief schemes in exchange for visual improvements.

Coordinate clean-up initiatives for rusty satellite dishes, painted-over brickwork, and doorways marred by graffiti - especially at problem spots like 350 Uxbridge Road.

Exercise greater discretion over business licensing and change-of-use approvals - why are so many new chicken shops being approved when what we desperately need is variety, vibrancy, and dignity?

Further, the constant presence of drug users and beggars - loitering, dealing, using, and sleeping rough in doorways and public spaces has left the area feeling unsafe, unkempt, and increasingly impoverished. Residents regularly report asked for money, or intimidated on the street. We have found people sleeping outside our door on more than 1 occasion. This, combined with frequent thefts, break-ins, and visible drug use, has turned Shepherd's Bush into a hotspot for anti-social behaviour that gives the impression of a forgotten and lawless place.

This cannot continue. The Council must take proactive steps, including:

Partnering with outreach and addiction support services to offer real help to those in need while discouraging persistent public disorder

Increasing the visibility of Council enforcement officers and joint patrols with police, particularly in high-risk areas like Uxbridge Road and Oaklands Grove

Implementing exclusion zones or dispersal orders for repeat offenders causing daily disruption

Investing in street design changes - such as better lighting, cleaned and activated spaces, CCTV and fewer "dead zones" - to make the area less hospitable to crime and loitering

Launching a coordinated plan for rough sleeping and aggressive begging, balancing compassion with the need for public safety

The current situation is unsustainable. It impacts every aspect of life here - from how safe we feel walking home, to how businesses operate, to how we feel about our area. Shepherd's Bush deserves better.

The tools exist. We have raised these concerns relentlessly over 2.5 years through emails, conversations with Council officers, and community reports. Yet visible change remains minimal.

This petition is not just about crime - it is about reclaiming our environment, restoring pride in where we live, and holding the Council to account for the basic standards our neighbourhood deserves.

On reaching 250 signatures a Cabinet debate will be held.

This ePetition ran from 22/04/2025 to 22/07/2025 and has now finished.

2917 people signed this ePetition.