

Crime Summit 2008: Actions

Addison Ward

| Issue | Details | Action to be Taken |
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| ASB/ Young People | Need to address issues of young people congregating in groups and the associated anti-social behaviour. | <p>Ward Sergeant and the Council's Anti-Social Behaviour Manager met to discuss the issue and identify areas, individuals and specific behaviours.</p> <p>Where disorder is apparent groups will continue to be dispersed. It was decided that linking young people with the Masbro Youth Centre would help provide a constructive alternative to gathering in large groups.</p> <p>The Masbro Centre provides adult learning, health & Fitness, Arts & Sports as well as other facilities/activities. More information can be found at their website http://www.masbro.org.uk/</p> |
| ASB/ Drugs & Alcohol | Continued efforts needed with regards to Crack House Closures. | Since the Crime Summit there have been in total 9 Crack House Closures within the Borough. Although none of these have been in the Addison Ward the SNT Team, Drug Squad and Professional Witness will continue to respond to issues as they arise and action appropriately. |
| Young People | Police Officers wanted on Buses at the end of the School Day to ensure safety of passengers and deter ASB and disruption. | Following the election of the new Mayor and his directive that there should be additional Police Staff on London Buses, the MPS have formulated Operation Tyrol as a pilot scheme in three areas - Canning Town, Wood Green and Croydon where one Sergeant, one Police Constable and seven Police Community Support Officers, will be ring fenced on a daily basis between 8.00am - 12 midnight to put a greater visible police presence on buses. These will be supported by four MSC staff. Hammersmith is not immediately affected but Tyrol will be rolled out on all Boroughs in the forthcoming months. |
| Young People | Increased positive interaction between the SNT Teams and Young People. | <p>The Safer Neighbourhood Team has been building positive relations with young people and helping refer them on to local youth provisions such as the Masbro Centre.</p> <p>The Council's Youth Outreach Team currently work with young people on estates and in communities They can be contacted on 020 7386 815 or at youthoutreach@lbhf-cyc.org.uk.</p> <p>Additionally, a Borough Youth Forum is in place where young people are able to have their say on issues that concern them. They can be contacted on 020 7386 8415 or at youthinvolvement@lbhf-cyc.org.uk.</p> |
| SNT | Improved communication between SNT Teams and Residents. | <p>Since the Summit all Safer Neighbourhoods Teams will now deliver a minimum of four Newsletters a year to all ward residents. The Newsletters will help keep residents informed of activities, successes, incidents and upcoming issues relevant to the ward area.</p> <p>Each Safer Neighbourhood Team holds Panel Meetings. Panel Meetings are usually held every 4 to 8 weeks, many of which are open to the general public.</p> <p>Officers are also usually in attendance at Tenant and Resident Associations.</p> <p>Each Ward Sergeant has a KIN list, a list of Key Individuals on their ward. They receive regular updates by email from the Ward Sergeants on any current issues on the Ward re crime patterns, trends, suspects to look out for, etc. Every resident is more than welcome to add their email address to the list by contacting the Ward Sergeant.</p> <p>Neighbourhood Watch Meetings are another mechanism for improving communications between residents and SNT Teams, although the frequency of these depends on its members.</p> |

Crime Summit 2008: Actions

Askew Ward

| Issue | Details | Action to be Taken |
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| Burglary | Target Hardening of properties needed against burglary offences. | <p>A Property Coding Scheme which has been shown to effectively reduce incidents of Burglary is currently being trialled in Ellingham Road and Keith Grove and is soon to be introduced to Boscombe Road and Findon road. All of these roads have been hotspot areas for Burglary offences.</p> <p>Future work with housing providers in the ward, with particular focus on improving security of communal doorways and entrances, is also being planned.</p> <p>In an effort to help reduce burglary offences in the ward several police operations have taken place over the summer months.</p> <p>Safer Neighbourhood Team Officer also carried out several leaflet drops of materials relating to home security and burglary prevention.</p> <p>As drugs users and drugs properties are heavily linked to burglary offences several high profile operations have taken place to tackle drugs problems within the ward.</p> <p>In total there have been 4 Crack House closures within the ward since May, and the closure of another Crack House on the border with Shepherds Bush Green.</p> <p>As a result this period saw a notable reduction in burglary offences.</p> |
| ASB/ Drugs & Alcohol | Continued efforts needed with regards to Crack House Closures. | <p>In total there have been 4 Crack House closures within the ward since May, and the closure of another Crack House on the border with Shepherds Bush Green demonstrating continued effort and dedication to tackling drug related crime.</p> <p>Drugs issues are always a high priority as they are often linked to other forms of criminality, particularly Burglary. The SNT Teams, Drugs Squad and Professional Witness will continue to respond to issues as they arise.</p> |
| Drugs & Alcohol | More action wanted with tackling street dealing. | <p>There are a number of Police Operations in place to help tackle street dealing in the area.</p> <p>One of the newest initiatives is "Ward Safe" which has been introduced in the ward to help co-ordinate partnership working between Police and Council teams in tackling Crime and Anti-Social Behaviour in the area.</p> |
| ASB/ Young People | Increased prevention work needed to help prevent youths getting involved with gangs, anti-social behaviour, and criminality. | <p>Residents are encouraged to report incidents to their Local Safer Neighbourhoods Team to help build local knowledge on perpetrators and the activities of local gangs.</p> <p>Further information is currently needed to identify where youths are gathering, times, ages, individuals identified and behaviours. Once the locations and individuals are identified the Youth Team will attempt to engage and work with individuals along with the Safer Neighbourhoods Teams and Estate Wardens.</p> |
| Policing/ SNT | Increased patrols and visibility of Police Officers. | <p>The team currently consists of 1 Sergeant, 2 PCs and 3 PCSOs. The Askew Team had for some time been understaffed but is however now at full complement. Hopefully this should address visibility issues.</p> <p>Where residents feel there are particular areas which require an increase in patrolling the Safer Neighbourhood Team can be contacted to discuss any particular concerns.</p> |

Crime Summit 2008: Actions

Avonmore & Brook Green

| Issue | Details | Action to be Taken |
|----------------------------|---|---|
| Security | Create a greater awareness of safety and security measures as well raising awareness of schemes and services that currently exist e.g. Care & Repair at Bishop Creighton. | <p>Since the Summit all Safer Neighbourhoods Teams will now deliver a minimum of four Newsletters a year to all ward residents. The Newsletters will help keep residents informed of activities, successes, incidents and upcoming issues relevant to the ward area. In addition they will also provide information on existing services and schemes available to residents.</p> <p>Neighbourhood Watches and Ward Panels can also provide information and advice on current schemes available.</p> <p>As of August a new monthly Crime Prevention Newsletter has been is in circulation which also lists information of schemes and services available as well as advice on safety and security measures.</p> <p>The newsletter is currently circulated to all Neighbourhood Watch co-ordinators for distribution to their members. For those who wish to be added to the distribution list a request should be sent by e-mail to csu@lbhf.gov.uk</p> |
| Neighbourhood Watch | Need to develop Neighbourhood Watch in the ward and also praise the good work currently carried out by those that do exist. | <p>In order to ensure that Neighbourhood Watch Schemes continue to be effective there has been ongoing active consultation between the Police, Council and Neighbourhood Watch Scheme Co-ordinators.</p> <p>Particular attention has been given to developing and implementing a communications strategy and good practice guidelines.</p> <p>Training for SNT Officers with Neighbourhood Watch responsibilities is also in place.</p> |

College Park & Old Oak

| Issue | Details | Action to be Taken |
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| ASB/ Young People/ Motor Vehicles | Need CCTV to deter youths gathering and damage to motor vehicles. | <p>There is currently funding available for approximately 10 cameras across the Old Oak estate. The estate has already been surveyed with a view to where to place these cameras. Additionally there are aims to build on the system over the coming years to stretch it along Wood Lane as well.</p> <p>The Youth Service are currently delivering a detached project to link young people in with White City Youth Project. More information on the Youth Project can be obtained by e-mailing whitecityyouth@lbhf-cyc.org</p> |
| Parking | Parking problems anticipated as a result of the Westfield Development. Need to ensure that residents will still be able to park in their local area. | <p>Funding has been secured from Westfield Shopping Centre to review up to four Controlled Parking Zones in the Shepherds Bush area to address any impact from the opening of the shopping centre.</p> <p>This funding is subject to the analysis of before and after parking surveys. Once any impact has been assessed a consultation will take place with all the residents of the effected zones and changes to the parking restrictions will be made as required.</p> |
| Policing | Need to ensure that more police officers are visible and not just on QPR match days. | <p>The team currently consists of 1 Sergeant, 2 PCs and 3 PCSOs. The College Park & Old Oak Team had for some time been understaffed but is however now at full complement as of August 08. Hopefully this should address visibility issues.</p> <p>Where residents feel there are particular areas which require an increase in patrolling the Safer Neighbourhood Team can be contacted to discuss their concerns.</p> |

Crime Summit 2008: Actions

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| <p>Policing/ Cycling Offences</p> | <p>Need a crack down on cycling on pavements and other cycle related offences.</p> | <p>Cycling on the footway or pavement is an offence under Section 72 of the Highways Act. Police Officers are able to issue penalty notices up to £30.</p> <p>PCSOs in particular have been tasked with monitoring cycling offences and are cracking down on cyclists who insist on using pavements.</p> |
| <p>Young People/ Schools</p> | <p>Increased contact and work with secondary schools.</p> | <p>There have been various activities carried out in schools in the north of the borough, particularly Phoenix and Burlington Danes.</p> <p>The Police Schools Liaison Officer has been running various sessions and focussed talks on areas such as:</p> <ul style="list-style-type: none"> • Personal Safety • Crime & Consequences • Rights & Responsibilities • Stop & Search • Anti-Social Behaviour <p>Prison Me No Way is a workshop that is run yearly in schools that teaches the consequences of being involved in criminality and anti-social behaviour.</p> <p>This has been run in a number of schools in the borough, including Burlington Danes, and to various school years/age groups.</p> |
| <p>Dogs</p> | <p>Need to improve signage with regards to dogs e.g. fouling notices, and improve provision of dog bins.</p> | <p>No new dog bins to be installed, however waste can be placed in any dustbin and not just dog bins.</p> <p>New signage is to be installed at hotspots as part of a borough wide publicity campaign to tackle fouling.</p> <p>Surveillance operations have taken place and to continue to be planned in a number of areas to identify dog fouling offenders.</p> |
| <p>Neighbourhood Watch</p> | <p>More feedback wanted on the activities of Neighbourhood Watches.</p> | <p>Updates on the activities of Neighbourhood Watch in the borough can be found on the Neighbourhood Watch Website:</p> <p>http://www.nhw-hammersmithandfulham.org.uk/index.html</p> <p>The website is updated regularly and is currently being promoted to increase awareness of its existence.</p> <p>Although a Neighbourhood Watch Newsletter was being considered a new monthly Crime Prevention News publication is in circulation highlighting the activities of Neighbourhood Watches in the Borough. This is currently circulated to all Neighbourhood Watch co-ordinators for distribution to their members.</p> |

Crime Summit 2008: Actions

Fulham Broadway

| Issue | Details | Action to be Taken |
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| Street Lighting | Inadequate street lighting on Rlyston and Seagrave Road. | <p>The street lighting on Seagrave Road had been updated in 1999 and Rylston Road in 2004 as part of the ongoing re-lighting Scheme across the Borough.</p> <p>Inspection of lighting on both roads has been carried out and found to be adequate. In addition, every street in the borough is patrolled at night over a cycle of ten working days and no problems have been found with the lighting on these roads.</p> <p>If there are any serious issues with Street Lighting or faulty Street Lamps the relevant team can be contacted on 020 8753 1100 between 8am – 8pm Monday to Friday. Repairs will normally take place within five working days.</p> |
| Public Disorder | Additional problems of public urination around St John's Church. | <p>Although this has been a historic problem since the changes to the Church Yard incidents of public urination have no longer been an issue. Officers will continue to monitor the situation and action as appropriate if they witness any such incidents.</p> |
| ASB | Noise and vandalism issues at the Clem Atlee Estate. | <p>The Council's Environmental Noise Service is operational 7 days a week from 9am - 6am. The team will endeavour to respond to 80% of complaints in 45 minutes and 95% within the hour.</p> <p>H&F Homes are usually updated directly with regards to any noise issues. The team also works directly with Anti-Social Behaviour Unit.</p> <p>New noise leaflets have been produced in conjunction with H&F Homes for residents.</p> <p>The Anti-Social Behaviour Team, Safer Neighbourhoods Team and Youth Service were consulted with regards to issues of vandalism and persistent noise. Although no knowledge of any specific issues were raised all teams are to monitor and action as appropriate.</p> <p>Where there are issues of persistent and anti-social noise occurring residents can contact the environmental team on 020 8753 1081 or 020 8748 8588 for out of hours.</p> <p>In the event where property on the Estate has been vandalised, or where it has been witnessed, residents can contact either the Safer Neighbourhoods Team, or the local Housing Office on 020 7385 3355 or fulhamnorth@hfhomes.org.uk</p> |
| Littering/ Vandalism | Not enough gum and butt bins - those that do exist are being vandalised. | <p>There are now over 80 Gum and Butt bins in the Fulham Broadway. These are generally very expensive and there is currently no more funding to introduce anymore within the area.</p> <p>Inspection of Gum and Butt bins has shown that very few have been vandalised or damaged. In the event where an individual is caught doing so appropriate action will be taken against them.</p> |
| Littering | Problems with littering and rubbish between and around the phone boxes around the arcade. | <p>A PCSO from the Safer Neighbourhood Team is now assigned to the Council's Street Scene Enforcement Team one day per week as part of a 3 month trial.</p> <p>Street Scene Enforcement currently run weekly operations to help tackle litter louts.</p> <p>There have been three Littering Operations involving the local SNT's and on each occasion the phones boxes have been checked and cards removed. Over 40 FPN's have been issued.</p> <p>New signage has been rolled out, predominantly in Town Centres and around Tube Stations.</p> |

Crime Summit 2008: Actions

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| Policing/ SNT Teams | Increased visibility of officers and more officers on Bicycles. | All the officers are out on foot and bicycle as often as they can be on the 24hr shift pattern. It may be felt that certain areas are not covered sufficiently by police patrols. In such cases residents should contact their Safer Neighbourhoods Team to discuss their concerns. |
| Drugs & Alcohol | St John's Church's ground is open at night and attracting drugs users. Need to look at whether the area can be locked in the evenings. | Since the remodelling of the Church yard the area has become less of a hot-spot for drugs users as the location is now quite exposed. In the time since the re-opening of the area officers have reported that incidents of disorder from the Church yard have dropped considerably. As with the issues with public urination officers will continue to monitor the situation and action as appropriate if they witness any such incidents. |
| Licensing/ Drugs & Alcohol | Problems with several licensed premises e.g. Slug & Lettuce, Havana's etc and the associated disorder i.e. noise, broken bottles, vomit. | Havanna's licence currently being reviewed and action plans are already in place for dealing with other premises. A Saturation Policy is to be implemented in Fulham by December '08 meaning that there will be a limitation on the number of licensed premises operating within the area. This is expected to help reduce incidents of noise and disorder. |
| Drugs & Alcohol | Concerns over drug dealing and usage on the Clem Atlee Estate. | Drugs have been an ongoing issue on the Clem Atlee Estate. There have over the past few months been Police Operations in place to tackle drug dealing within the area. As a result 6 local dealers have been arrested. The closure of a local café has also resulted due to implications regarding the sale of drugs. |
| Licensing | Costcutters appear to be selling alcohol illegally i.e. after 11pm. Need to determine to what extent this is happening and take action. | Operations had been put in place to monitor the premises. As a result further offences were witnessed including selling after hours and selling to young people under the age limit. The premises has now been barred from selling alcohol pending prosecution which is currently being prepared. Pricecheck, which is under the same management, is also being monitored. |
| Young People | Need to establish clubs and facilities for young people at St John's Church. | Contact has been made with the Church with regards to setting up activities. Discussions to be arranged. To be updated. |
| Young People | Need to invite young people to neighbourhood groups, increase engagement and find out their views, concerns, perceptions and needs. | Young people are engaging and participating in a very effective youth panel and are linking in well through various different forums in the community through the link work conducted by the Safer Neighbourhoods Team. Consultation with young people recently took place as to the structure and activities of the panel which currently meets twice monthly and holds quarterly events. In addition to the Youth Panel a Borough Youth Forum currently exists which looks to develop ways for young people to have their say on issues that concern them. The Youth Forum can be contacted on 020 7386 8415 and at youthinvolvement@lbhf-cvc.org.uk . |

Crime Summit 2008: Actions

Hammersmith Broadway

| Issue | Details | Action to be Taken |
|--------------------------|---|--|
| Street Population | Brackenbury Road: people are feeling intimidated by abuse. They are being accosted by a beggar who may have mental health issues. | <p>Begging is a ward priority for both Shepherd's Bush Green and Hammersmith Broadway who patrol this area on a regular basis.</p> <p>Although the street beggar in question has not been identified since the crime summit four prominent beggars have been arrested in the ward. Both the Council and Safer Neighbourhoods Team are continuing to focus on this as a priority.</p> <p>Feedback from residents has shown that the situation has improved and that the area feels safer.</p> |
| Policing/ SNT | The current SNT team only has 11 officers and should be brought up to full complement. | <p>With 11 officers the target strength for this ward is met. There are no plans in the immediate future for there to be any changes to the team complement.</p> <p>Most other wards in the borough, except for the 24/7 teams, consist of only 6 officers.</p> |
| Young People | The council should provide places and activities e.g. Youth Clubs, Youth Cafes etc for the young people within the ward in order to help divert and prevent the potential involvement of young people in criminality. | <p>Safer Neighbourhood Team and Youth Service liaised with regards to activities available to young people in the ward area.</p> <p>Where appropriate the SNT Team provides young people with details of activities, events and provision. In addition, the team pass on the same information to Residents Associations and RSLs.</p> <p>The SNT now work closely with W6 Youthworks, a youth club run in Riverside Gardens every Friday evening.</p> |
| Policing/ SNT | Cannabis smoking is taking place openly on the streets and appears to be ignored by police. Needs to be addressed. | <p>The Safer neighbourhoods Teams deal with people using cannabis in the street as per MPS policy. Since the crime summit, Hammersmith Broadway SNT have issued seven cannabis warnings and arrested one further person for possession of cannabis.</p> <p>Such action will continue. In addition, a number of passive drug dog operations at relevant tube stations are planned. It is expected that this will yield numerous persons in possession of cannabis. It is hoped that such operations will send a strong message that the possession and usage of such substances is not accepted and will be acted on.</p> |
| Street Population | Sectioning of beggars who present as mentally ill by using powers that currently exist for use by the local authority. | <p>As stated, begging is a Hammersmith Broadway SNT priority and is dealt with in a positive fashion. The SNT ensure they keep regular and open communication with the Council's Street Population Worker to ensure that beggars and other members of the street population are provided assistance and dealt with accordingly.</p> <p>At this stage, no street beggars have been identified as being in need of assessment.</p> |

Crime Summit 2008: Actions

Munster

| Issue | Details | Action to be Taken |
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| Streetscene Enforcement | Increased liaison with streetscene enforcement is needed, particularly on the estates | <p>Street Scene Enforcement do not currently patrol Estates and do not provide a function within such locations. However, Estate Wardens now have powers to issue fixed penalty notices for littering and other such offences including dog fouling</p> <p>The Estate Wardens service operates every day of the year between 4pm – 12am Monday to Thursday and 4pm – 1am on Saturdays. They can be contacted on 020 8 753 2645</p> |
| Burglary | Increased target hardening of properties to reduce residential burglaries. | <p>Burglary continues to be a problem within the ward, although this trend is also reflected across the borough and London as a whole.</p> <p>The local team and Burglary Unit have been focussing resources on the targeting of prominent offenders. This has yielded results with the arrest of a significant and prolific perpetrator within the ward.</p> <p>To help reduce incidents of burglary a publicity campaign is planned over the winter period. In addition, a Neighbourhood Day is in the pipeline where all officers, including uniformed council officers, will be involved in target hardening, dissemination of information, and Intel gathering.</p> <p>Also, a property coding project will be rolled out in the ward throughout January to March of 2009.</p> |
| ASB/ Young People | Need to address issues and disorder caused by young people prior to and after school on estates. | <p>The Estate Wardens, Anti-Social Behaviour Team, Safer Neighbourhoods Team and Youth Service were consulted regarding these issues. Unfortunately there were no reported incidents or specific knowledge of such disorder.</p> <p>As a joint approach all teams are aiming to have positive and constructive engagement with young people to deter and divert them from anti-social and disruptive behaviour. As such all teams will continue to monitor and action as appropriate.</p> <p>Where a resident witnesses incidents of disorder on the estate they should contact their Local Safer Neighbourhood Team, or the Anti-Social Behaviour Team on 020 8753 2816 or asbu@lbhf.gov.uk.</p> |

North End (Workshop shared with Fulham Reach)

| Issue | Details | Action to be Taken |
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| ASB/ Young People | Increase in facilities for younger people to help divert them from anti-social activities. | Hotspots areas for anti-social behaviour in the ward have been identified at North End Road/Star Road, Normand Park and two hostels at Talgarth Road and Castletown Road. Although there were some difficulties in locating exactly what the issues are in relation to young people all Anti-Social Behaviour Officers were requested to monitor these areas. The Youth Service are to continue to offer service provision to those individuals identified as benefitting from diversionary activities. |
| Dogs | Increased enforcement on Dog related disorder e.g. dog fouling. | <p>BARK (Borough Action for Responsible K9s) is a multi-agency group that meets monthly. Members include Police, SNT, Parks Constabulary, RSPCA, Mayhew Homes, H&F Homes, Anti-social Behaviour Team, Environment and other council teams.</p> <p>BARK undertakes monthly patrols to target problem addresses and undertake proactive monitoring.</p> <p>New leaflets have recently been produced and issued to all H&F Home residents. A new publicity initiative on dog fouling is also to be rolled out borough wide.</p> |

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| | | A surveillance operation within the ward is planned in order to catch owners who allow their dogs to foul and to send out a strong message that such behaviour is not acceptable and will be acted on. |
| Littering | Increased enforcement and use of powers for litterers | A PCSO assigned to Street Scene Enforcement one day per week as part of a 3 month trial. Weekly operations to tackle litter louts. New signage has been rolled out, predominantly in Town Centres and around Tube Stations. |
| Policing/ SNT | Better communication and feedback between residents and SNT Teams | Since the Summit all Safer Neighbourhoods Teams will now deliver a minimum of four Newsletters a year to all ward residents. The Newsletters will help keep residents informed of activities, successes, incidents and upcoming issues relevant to the ward area. Each Safer Neighbourhood Team holds Panel Meetings. Panel Meetings are usually held every 4 to 8 weeks, many of which are open to the general public. Officers are also usually in attendance at Tenant and Resident Associations. Each Ward Sergeant has a KIN list, a list of Key Individuals on their ward. They receive regular updates by email from the Ward Sergeants on any current issues on the Ward re crime patterns, trends, suspects to look out for, etc. Every resident is more than welcome to add their email address to the list by contacting the Ward Sergeant. Neighbourhood Watch Meetings are another mechanism for improving communications between residents and SNT Teams, although the frequency of these depends on its members. |

Fulham Reach (Workshop shared with North End)

| Issue | Details | Action to be Taken |
|--------------------------|---|---|
| ASB/ Young People | Increase in facilities for younger people to help divert them from anti-social activities | There are two main youth clubs in the Fulham Reach Area, Twynholm and Fulham Cross Youth Club. In addition to this, the Kickz Project has also started up within the area. More information on the Kickz project can be found at: http://www.footballfoundation.org.uk/our-schemes/kickz For further information on youth provision in the borough the Youth Service can be contacted on 020 8753 3700 or at youthserviceadmin@lbhf.gov.uk . |
| Dogs | Increased enforcement on Dog related disorder e.g. dog fouling. | Multi-agency group BARK (Borough Action for Responsible K9s) meets monthly. Members include Police, SNT, Parks Constabulary, RSPCA, Mayhew Homes, H&F Homes, Anti-social Behaviour Team and Environment. Monthly BARK patrols target problem addresses and undertake proactive monitoring. New leaflets produced and issued to all H&F Home residents. New publicity initiative on dog fouling to be rolled out borough wide. BARK (Borough Action for Responsible K9s) is a multi-agency group that meets monthly. Members include Police, SNT, Parks Constabulary, RSPCA, Mayhew Homes, H&F Homes, Anti-social Behaviour Team, Environment and other council teams. |

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| | | <p>BARK undertakes monthly patrols to target problem addresses and undertake proactive monitoring.</p> <p>New leaflets have recently been produced and issued to all H&F Home residents. A new publicity initiative on dog fouling is also to be rolled out borough wide.</p> <p>Several surveillance operations within the ward are planned in order to catch owners who allow their dogs to foul and to send out a strong message that such behaviour is not acceptable and will be acted on.</p> |
| Littering | Increased enforcement and use of powers for litterers | <p>PCSO assigned to Street Scene Enforcement one day per week as part of a 3 month trial. Weekly operations to tackle litter louts.</p> <p>New signage has been rolled out, predominantly in Town Centres and around Tube Stations.</p> |
| Policing/ SNT | Better communication and feedback between residents and SNT Teams. | <p>Since the Summit all Safer Neighbourhoods Teams will now deliver a minimum of four Newsletters a year to all ward residents. The Newsletters will help keep residents informed of activities, successes, incidents and upcoming issues relevant to the ward area.</p> <p>Each Safer Neighbourhood Team holds Panel Meetings. Panel Meetings are usually held every 4 to 8 weeks, many of which are open to the general public.</p> <p>Officers are also usually in attendance at Tenant and Resident Associations.</p> <p>Each Ward Sergeant has a KIN list, a list of Key Individuals on their ward. They receive regular updates by email from the Ward Sergeants on any current issues on the Ward re crime patterns, trends, suspects to look out for, etc. Every resident is more than welcome to add their email address to the list by contacting the Ward Sergeant.</p> <p>Neighbourhood Watch Meetings are another mechanism for improving communications between residents and SNT Teams, although the frequency of these depends on its members.</p> |

Palace Riverside

| Issue | Details | Action to be Taken |
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| Policing/ SNT | Anti Social Behaviour to be made the top priority for Palace Riverside. | Change proposed and agreed at the Ward Panel Meeting. |
| Graffiti/ ASB | An increase in Graffiti during school holidays, particularly along Woodlawn Road on the pay and display. | <p>Extra patrols have been conducted in the vicinity.</p> <p>The Graffiti Removal Team removed the graffiti that was visible at the time. Tags were checked with BTP database to trace and locate offenders. The Community Payback Scheme has since been run twice to clean area and paint fences.</p> <p>The Pay & Display machines are inspected every 10 days. There are 8 machines in total along Woodlawn Road and none of them currently has any graffiti on them. Council and Police working together in identifying any perpetrators.</p> |
| SNT | Rowberry Close Sheltered Housing Scheme: Thefts from common room and kitchen. | SNT to attend committee meeting on 10th of March at 2:30pm also the AGM on 14th of April. |

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| <p>Policing/ SNT</p> | <p>Need to explore the possibility of feedback being given to victims and witnesses who have reported suspicious behaviour that has resulted in persons being arrested.</p> | <p>In circumstances where suspects are arrested, victims will always be contacted afterwards as the Victim Code Of Practice requires that they receive a minimum standard of service from criminal justice agencies at the very least.</p> <p>There are 47 obligations for the police, and these obligations must be complied with within 1 or 5 days depending on the victim's vulnerability. The MPS MUST record its contact correctly on the Crime Reporting Information System and breaches of the code can be reviewed by a Parliamentary Ombudsman.</p> <p>For witnesses to an incident it is policy and good practice that they will be contacted afterwards because the officer investigating will want to know exactly what they saw, to establish whether they need to take a witness statement from them. It is policy and Good Practice that they are contacted, the only occasions they won't be is if the Investigating Officer makes a mistake and forgets to contact them.</p> <p>On the occasions when an officer has forgotten to contact them members of the public can always find out what happened by phoning the police station later and requesting the information. Or by contacting one of the officers on their SNT and asking them to find out on their behalf. By contacting the Duty Officer for the police station concerned.</p> |
| <p>Dogs</p> | <p>Dog fouling on the river walk north of Fulham Football Club.</p> | <p>There has historically been a problem with dog fouling along the River Path from Adams Walk to Fulham Football Club. The path is now swept twice a week and is also inspected by Street Scene Enforcement every 10 days.</p> <p>Street Scene have recently run 2 operations in the early morning to in order to identify and take action against offenders in this area.</p> <p>Surveillance of this area will continue. Additionally, there has been a rollout of new publicity relating to dog fouling and notices have been put up all across the borough.</p> |
| <p>Cycles/ Dogs</p> | <p>Cyclists riding around with their dogs attached to their cycles have caused concerns.</p> | <p>Patrolled but no incidents seen. Will continue.</p> |
| <p>ASB</p> | <p>High level of complaints from Swanbank Court Residents relating to ASB.</p> | <p>The Safer Neighbourhoods Team has increased patrols in the area to help deter incidents of ASB and identify perpetrators.</p> <p>The SNT Team has organised two large residents meetings to discuss the problem. Three arrests and directed patrols have dramatically cut incidents of ASB.</p> <p>Community Payback has been run to clear the area of litter.</p> |
| <p>Parking</p> | <p>Adam Walk, vehicles illegally parking and obstructing members of public in the area especially for disabled access.</p> | <p>Adam Walk is a housing site which is included on housing's controlled parking service as part of a large estate known as 'Fulham Riverside'. The previously agreed level of service to this site was match days only. The tow contractor has however been including Fulham Riverside in recent routine patrols, resulting in the removal of a number of vehicles.</p> <p>The tow contractor will be asked to maintain the current level of service in an effort to deter obstructive parking.</p> |
| <p>Traffic</p> | <p>Traffic calming on Woodlawn Road. Suggestion made to consider a 20mph Zone for the area west of Fulham Palace Road between Bishops Park Road and Niton Street.</p> | <p>A bid has been submitted to Transport for London for a 20 mph zone between Bishops Park Road and Niton Street, including Woodlawn Road, using cameras for enforcement rather than humps.</p> <p>TfL will announce whether the bid has been successful in November. If funds are awarded the scheme will be implemented in 2009.</p> |

Crime Summit 2008: Actions

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| Parking | Yellow Road Markings along Fulham Palace Road causing confusion of parking restrictions. | Regular patrols in the area conducted by SNT Officers. Parking enforcement to be contacted if vehicle is in contravention of signs. If obstruction caused then Police to arrange removal. |
| Motor Vehicles | Need continued activity to tackle motor vehicle offences where time and resources permit. | <p>Patrols are regularly undertaken in "hot-spot" areas. Vehicle owners who leave property on display are contacted and are advised to avoid doing so.</p> <p>Follow ups are currently conducted to all victims. Hotspot patrols. Liaison with m/v squad.</p> <p>A prolific and priority offender who is believed to be responsible for a large proportion of motor vehicle offences has been arrested. It is hoped that this should result in a drop in these types of offences in the area.</p> |
| Burglary | Need continued activity to tackle burglary offences where time and resources permit. | <p>Tackling burglary offences is a high priority both within the borough and London as a whole. As such much work is done on analysis and prevention of burglary offences.</p> <p>Patrols have been taking place in the 'hot-spot' burglary areas within the ward. As part of the patrols officers have been identifying potential vulnerable premises and offering advice on security and target-hardening.</p> <p>Every burglary victim currently receives visits from officers.</p> |

Parsons Green

| Issue | Details | Action to be Taken |
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| Cycling | Cycling on footways and pavement raised as an issue. A scheme running in Putney was mentioned whereby fines can be issued for cycling on the pavement. To be looked in to. | <p>PCs and PCSOs have the power to issue FPNs for cycling on footways and pavements.</p> <p>Police Schools Liaison Officer will be carrying out safety classes across a number of schools in the borough. Cycling offences will be covered as part of the classes.</p> <p>Signage relating to cycling offences is also being considered for implementation across the borough.</p> |
| Littering | High levels of littering on Chelsea FC Match days – need to speed up the response to clearing this up and enforcing penalty notices. | <p>No waste contract commencing mid June. Issuing of fixed penalty notices on match days judged to be too dangerous with regards to officer safety.</p> <p>New littering signage has been rolled out across the borough, particularly in Town Centres and around Tube Stations.</p> |
| Policing | Some issues with ringing 999 and the Control Centre number – problems experienced, lack of local knowledge and also an unhelpful attitude noted when calling these numbers. The METcall system was explained. | <p>The below is a response from an Operations Manager at Hendon METCall:</p> <p>In relation to unhelpful attitude, we have a system of QA set, whereby each supervisor in First Contact (the place where calls come into) is expected to randomly dip sample 10 calls from each member of staff during a 12 hour shift. In addition to this, the system automatically sets up calls for QA, on an ad hoc basis. This should help greatly with working out the unhelpful operators. However, what we really need is specifics of incidents. Every phone call made or received, as well as every radio transmission made in this building is recorded and I can gain access to them.</p> |

Crime Summit 2008: Actions

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| | | <p>If I can be advised of any such situations, I can listen to the tape, and take whatever management intervention is necessary.</p> <p>Poor local knowledge is something that is complained about regularly, but is hard to avoid when our operators are dealing with calls from 1/3 of London. It is quite clear that they cannot have a working knowledge of the whole area. However, as long as an address is provided, CAD messages can be accurately recorded and we have an advanced mapping system here, that will zoom into streets etc so that any alleyways or local cut throughs can easily be identified. In addition to this, each BOCU still has the fall back of the IBO, who should be monitoring each call and can easily add the local spin to any location. Again though, specifics of what the problems created by this lack of knowledge would help.</p> <p>I am in charge of the RST (Responding Safely Together) team here at CCC. Over the next few months, my staff are going to be extremely visible on the despatch floor, and will be working on First Contact as well. This increased supervision and guidance should have a huge knock on effect with the quality of service provided to the public.</p> |
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Ravenscourt Park

| Issue | Details | Action to be Taken |
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| <p>Transport</p> | <p>Need to look at improving disabled access on public transport</p> | <p>The majority of the newer buses in service are equipped to facilitate disabled access either in the form of an extending ramp or a tilting mechanism to lower the bus entrance to pavement level. At present the 'bendy' buses have good disabled access but the mayor is planning to withdraw them from service to be replaced by larger new 'routemaster' style buses. The new buses cost in the region of £200,000 each so the replacement process will have to be phased in.</p> <p>In respect of LUL tube trains, LUL is committed to introducing disabled access to as many stations as possible, this primarily deals with entrance from the street into stations and from station booking halls to platforms; station staff are required to assist disabled persons as necessary once they are they in stations.</p> <p>Unfortunately, the District and Piccadilly lines that run through Hammersmith are comparatively old builds with varying platform heights at different stations along each line; this can cause some difficulty for disabled persons entering or exiting trains. There is no quick remedy for this problem as any major remedial work would be expensive and would cause considerable disruption to these very busy commuter services.</p> <p>All taxis operating in London are required to be able to accommodate passengers in wheelchairs.</p> |
| <p>Parks & Culture</p> | <p>Need to ensure better use of parks and green spaces in the Borough</p> | <p>Hammersmith & Fulham Council have developed its strategy for 2008 -18. The strategy can be found online here: http://www.lbhf.gov.uk/Images/OSstrategysummaryandmap160608_tcm21-98794.pdf</p> <p>A consultation exercise took place over the summer period to engage residents as to their thoughts and opinions of the Parks in the borough. Results of this consultation can be found here: http://www.citizenspace.com/local/lbhf/Parks/files/report.pdf</p> <p>Residents who'd like to communicate ideas for improvement can now use Greenstat, an online tool that allows park visitors to feedback observations and suggestions on any park in the borough. The information will be used to gauge resident satisfaction, quickly address problem areas and improve facilities where needed. The web address is as follows: http://www.greenstat.org.uk/</p> |

Crime Summit 2008: Actions

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| <p>Neighbourhood Watch</p> | <p>Improved feedback to residents on the activities and provision of Neighbourhood Watch.</p> | <p>In order to ensure that Neighbourhood Watch Schemes continue to be effective there has been active consultation between the Police, Council and Neighbourhood Watch Scheme Co-ordinators.</p> <p>Particular attention has been given to developing and implementing a communications strategy and good practice guidelines.</p> <p>Updates on the activities of Neighbourhood Watch in the borough can be found on the Neighbourhood Website: http://www.nhw-hammersmithandfulham.org.uk/index.html</p> <p>The website is updated regularly and is currently being promoted to increase awareness of its existence.</p> <p>Although a Neighbourhood Watch Newsletter was being considered a new monthly Crime Prevention News publication is in circulation. This is currently circulated to all Neighbourhood Watch co-ordinators for distribution to their members.</p> |
| <p>ASB/ SNT/ RSLs</p> | <p>Greater liaison between Police, the Local Authority and Housing Associations when dealing with anti-social tenants</p> | <p>Anti-Social Behaviour Co-ordinators roles are to continue to coordinate actions with Registered Social Landlords and Safer Neighbourhoods Teams. When issues of ASB are raised they ensure action and communication takes place between all relevant parties.</p> |
| <p>SNT/ LBHF</p> | <p>More feedback on what Police & Council do with information that is passed on to them by residents.</p> | <p>Regular Newsletters are now distributed which help inform residents of the activities of the Safer Neighbourhoods Teams.</p> <p>With regards to specific information relayed to Safer Neighbourhoods Teams by residents it is currently policy to update informants on actions taken as a result of the information provided. Where crimes are reported individuals are contacted again for Witness Statements.</p> |

Sands End

| Issue | Details | Action to be Taken |
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| <p>ASB/ Drugs & Alcohol/ Young People</p> | <p>Continued problem of Young People entering premises and accessing the upper levels in order to deal and take drugs. This has been witnessed at Jepson House, Barton House, Townmead Road Development, and Pearscroft Road. Some action has been taking but it has not been long lasting.</p> | <p>Referrals made to Estate Warden Service to patrol, which are ongoing at Jepson House and Barton House.</p> <p>Police patrols have increased in the locations highlighted.</p> <p>So far no incidents of drug dealing have been witnessed, but monitoring will continue.</p> <p>Actions arising have so far included home visits, restorative justice and a number of arrests. Housing are being kept informed of any incidents where relevant.</p> |
| <p>Burglary</p> | <p>Residents would like to be informed of incidents of burglary in their area and would also like advice and help with increasing and improving home security.</p> | <p>Neighbourhood Watch members are informed of burglaries taking place in the area. More detailed information e.g. date/time, modus operandi, exact locations will be provided in future updates.</p> <p>Regular advice is given with regards to Home Security via the Neighbourhood Watch Schemes.</p> <p>Updates on the activities of Neighbourhood Watch in the borough can be found on the Neighbourhood Website: http://www.nhw-hammersmithandfulham.org.uk/index.html</p> <p>The website is updated regularly and is currently being promoted to increase awareness of its existence.</p> |

Crime Summit 2008: Actions

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| | | <p>Although a Neighbourhood Watch Newsletter was being considered a new monthly Crime Prevention News publication is in circulation. This is currently circulated to all Neighbourhood Watch co-ordinators for distribution to their members.</p> <p>If residents would like to be added to the distribution list they should send a request by e-mail to CSU@lbhf.gov.uk</p> |
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Shepherds Bush Green

| Issue | Details | Action to be Taken |
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| Dogs | More needed to be done to address the issue of dangerous and out of control dogs e.g. increased owner responsibility. | <p>BARK (Borough Action for Responsible K9s) is a multi-agency group that meets monthly. Members include Police, SNT, Parks Constabulary, RSPCA, Mayhew Homes, H&F Homes, Anti-social Behaviour Team, Environment and other council teams.</p> <p>BARK undertakes monthly patrols to target problem addresses and undertake proactive monitoring.</p> <p>New leaflets have recently been produced and issued to all H&F Home residents. A new publicity initiative on dog fouling is also to be rolled out borough wide.</p> |
| Litter | Ensure that the clearing up of litter is more prompt and enforce penalties for offenders of littering. | <p>There are currently weekly operations to tackle litter louts. Where individuals are caught littering they are issued with a Fixed Penalty Notice (FPN) and fined.</p> <p>Street Scene Enforcement Officers and PCSOs are currently able to issue FPNs</p> <p>As part of a three-month trial a PCSO has been assigned to Street Scene Enforcement Team one day per week.</p> <p>New signage relating to littering has been rolled out, predominantly in Town Centres and around Tube Stations.</p> <p>A recent Operation 10-Pin in September also focussed on littering with FPNs issued to offenders, the checking waste contracts and identification of graffiti and flyposting.</p> |
| Policing/ SNT | Some requests made that Shepherds Bush Police Station be open 24 hours a day although it was explained that this is unlikely to be viable. | <p>Shepherds Bush Police Station is currently open 15 hours a day from 7am to 10pm. Although 24 hour coverage was at one point available it was decided that this was no longer feasible due to the low number of people visiting the Station within the early hours.</p> <p>The resources have since been diverted to extra police presence on the streets throughout this time as this is considered a better use of resources.</p> <p>Although there are regular reviews of station opening times it has not been considered necessary or feasible to re-introduce 24 hour coverage at Shepherds Bush Police Station. However, if members of the public wish to report crimes they can contact either Hammersmith or Fulham Police Station via the Police Switchboard on 020 8563 1212, or 999 where necessary.</p> |
| SNT | Regularly update the website with SNT Team member details/photo so that the local community recognises their officers on the street. | The website is updated regularly and this will continue to be monitored. |

Crime Summit 2008: Actions

Town

| Issue | Details | Action to be Taken |
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| Licensing/ Drugs & Alcohol | Stronger Licensing Restrictions requested in order to tackle alcohol related ASB. | No prominent premises within the Town area although there is considerable work being done to address general licensing issues particularly around Fulham Broadway. Licensing issues will be addressed as and when they are seen. |
| Young People/ ASB/ Drugs & Alcohol | Increased Youth consultation and activities required to deter youth related disorder including alcohol related ASB. | <p>The Youth Service is currently undertaking work with young people from Fulham Court. In addition, the Youth Services and H&F Homes are working together to provide a youth club at Fulham Court although resources continue to be a problem.</p> <p>Various programmes and activities were available and promoted over the summer period.</p> <p>The Safer Neighbourhoods Teams, Anti-Social Behaviour and Youth Service will refer young people on to available programmes and activities when identified in an attempt to engage and deter youth related disorder.</p> |
| Neighbourhood Watch | Improved publicity and information on Neighbourhood Watch and an increased in schemes running in the ward. | <p>In order to ensure that Neighbourhood Watch Schemes continue to be effective there has been active consultation between the Police, Council and Neighbourhood Watch Scheme Co-ordinators.</p> <p>Particular attention has been given to developing and implementing a communications strategy and good practice guidelines.</p> <p>Updates on the activities of Neighbourhood Watch in the borough can be found on the Neighbourhood Website: http://www.nhw-hammersmithandfulham.org.uk/index.html</p> <p>The website is updated regularly and is currently being promoted to increase awareness of its existence.</p> <p>Although a Neighbourhood Watch Newsletter was being considered a new monthly Crime Prevention News publication is in circulation. This is currently circulated to all Neighbourhood Watch co-ordinators for distribution to their members.</p> |

Wormholt & White City

| Issue | Details | Action to be Taken |
|----------------|---|--|
| Cycling | Need to address the issue of cyclists on pavements as this issue seems to be causing concern to elderly and disabled residents. | Cycling on the footway, or pavement, is an offence under Section 72 of the Highways Act. Police Officers are currently able to issue penalty notices up to £30. PCSOs in particular have been tasked with monitoring cycling offences and are cracking down on cyclists who insist on using the pavements. |
| Dogs | Dog fouling notices and waste bins need to be put in place. | <p>New publicity initiative on dog fouling is to be rolled out borough wide over the coming months. Notices are currently in production.</p> <p>Although there are no plans to install new bins dog owners can use any bin to dispose of waste.</p> <p>There are a number of surveillance operations planned within the ward in order to identify dog fouling offenders.</p> |