

Anti Social Behaviour Report

Committee name	Residents Services Select Committee
Officers reporting	Richard Webb; Director of Community Safety and Enforcement Jo Howells; Street Scene Enforcement Manager Donna Cooper; Safer Communities Manager
Papers with report	None
Ward	All

HEADLINES

Anti-social behaviour (ASB) encompasses a wide range of behaviours that cause nuisance and harm to others. Local authorities have statutory responsibilities for tackling ASB at a local level. Local authorities also have statutory responsibilities to address certain types of environmental crimes which affect the areas people live in. Anti-social behaviour and environmental crime are often very closely linked and the Council receives large numbers of reports of both ASB and environmental crime each year. The response to both issues requires the Council to have officers who understand the relevant legislation, the powers available to the Council and the processes necessary to utilise those powers effectively.

This report provides an overview of reported ASB and environmental crime in the area and the Council's work to prevent and respond to anti-social behaviour and environmental crime through 2024.

RECOMMENDATIONS

That the Residents' Services Select Committee notes the contents of the report and asks questions in order to clarify matters of concern or interest in the Borough.

SUPPORTING INFORMATION

1. The Council has statutory responsibility to investigate reports of ASB and environmental crime and has a range of enforcement powers available to it when seeking to prevent and reduce ASB and environmental crime. This report provides information on the nature and volume of ASB and environmental crime reports received by the Council from residents, Elected Members and businesses, and the way the Council responds to those reports.
2. ASB is defined in the Anti-Social Behaviour Crime and Policing Act 2014 as:

- behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person,
 - conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - conduct capable of causing housing-related nuisance or annoyance to any person.
3. A wide range of behaviours could be antisocial or constitute environmental crimes and are reported to the Council for investigation. These include:
- Abandoning a vehicle in a public space (e.g. abandoning old cars that are no longer useable).
 - Inconsiderate behaviour in public spaces which causes distress or alarm to others or stops them using those public areas (for example, drinking in groups outside shops and blocking footpaths, preventing access to benches and leaving litter).
 - Using a vehicle in a way which causes a nuisance to others (e.g. loud engine revving during the night, using e-bikes on footpaths or in busy pedestrian areas).
 - Behaviour which has a negative impact on a neighbours' ability to enjoy their property (e.g. regular fires or noise which prevents them using their garden).
 - Dropping litter.
 - Out of control dogs or persistent dog barking in residential areas.
 - Trespassing on private property or limiting someone's access to their own property.
 - Not controlling a dog in a public place so that others feel unsafe or unable to use that same public space.
 - Fly-tipping.
 - Aggressive begging.
 - Making loud noises at night (e.g. playing music loudly).
 - Allowing waste to accumulate on private property.
4. The Council has powers under the Anti-Social Behaviour Crime and Policing Act 2014 to introduce orders, called Public Spaces Protection Orders (PSPO), to ban specific acts in designated geographical areas. A PSPO may be introduced when there is evidence to show that the behaviour of some people is, or could be, detrimental to a local community's quality of life and that it is necessary to introduce additional prohibitions on certain acts to prevent that behaviour occurring or to stop it reoccurring.
5. In 2025 the Council reviewed the Borough wide Public Spaces Protection Order (PSPO), for introduction from 1st May 2025. This new PSPO retained most of the prohibitions in the previous PSPO and added new prohibitions covering:
- a. Smoking/Vaping within children's play areas
 - b. Exercising dogs within children's play areas
 - c. Driving E scooters/E bicycles or motor vehicles within public green spaces
 - d. Placing of tables/stands/signage in town centres
 - e. Street Selling of financial agreements in the street in town centres (Uxbridge, Hayes and Ruislip)
 - f. Street trading without proper consent
 - g. Holding car meets or street racing events

- h. Use of amplification at Ruislip Lido and other green spaces

PERFORMANCE DATA

6. The Council receives daily reports of different types of anti-social behaviour and environmental crime incidents from residents and members. The following table provides a summary of the total number of reports received by the Council's Street Scene Enforcement, ASB Localities and Environmental Protection Teams between January and December 2024.

	Street Scene Enforcement	ASB Localities	Environmental protection (Noise nuisance)
Total number of reports received	11360		
Actionable reports (per team)	3657	624	2051
Total misdirected/unactionable reports	5028		

7. In addition, Council tenants contact the Housing Service to report issues related to ASB concerning our social housing functions. These reports are recorded separately and not included in the data within this report.
8. Several teams within the Council have responsibility for preventing and reducing Anti-social behaviour. The main teams with a role in investigating ASB and Environmental Crime are
- Street Scene Enforcement Team - Responsible for investigation of fly tipping, abandoned vehicles, fly posting, waste accumulations, pest infestations, etc.
 - Environmental Protection – Responsible for investigations of statutory nuisance (e.g. noise, smoke, dust or light adversely impacting on people within their properties) including the out of hours noise service.
 - ASB and Localities – Responsible for coordinating multi-agency action on persistent or complex ASB affecting the wider community, which includes long standing issues and emerging trends.
 - Tenancy Management – Within the Housing Service and responsible for investigating ASB where the behaviour concerns an identified Council tenant and could be a breach of their tenancy agreement.
9. The average first response time for enquiries to the Community Safety and Enforcement teams varies.

Team	Average Response-Service Requests	Average Response-Member Enquiries
Street Scene Enforcement Team	8 days	5 days
ASB and Localities	4 days	4 days
Environmental Protection	4 days	12 days

RESIDENT BENEFIT

Introduction to the ASB Localities Team

10. The ASB Localities Team, established in June 2023, manages complex ASB cases requiring a collaborative approach from multiple teams and agencies. The team's primary goal is to lead a locality-based problem-solving approach to address identified issues and hot spots, enhancing multi-agency engagement and finding long-term solutions to community problems.

Key Responsibilities:

- Addressing issues involving groups rather than single households or businesses.
- Tackling problems affecting entire localities or areas.
- Managing issues with multiple elements requiring actions from various teams/partners.
- Facilitating community engagement and involvement in solutions.
- Handling persistent or recurring problems that have been unresolved by previous efforts.

Role in the Community: The team may represent the council in locality-based meetings, identifies local issues needing council action, and serves as a communication channel between the community and the council. They also support police by attending local Ward Panel meetings.

Examples of Work:

- Addressing ASB in communal or public areas, such as drug dealing and street drinking, which lead to noise and littering.
- Collaborating with the Police Safer Neighbourhoods Team for targeted patrols and crime-related issues.
- Working with the Environmental Enforcement Team to issue Fixed Penalty Notices for littering and other breaches.
- Coordinating with the Noise Team to monitor locations and address public order offences.
- Engaging with Licensing to enforce alcohol sale regulations.
- Obtaining partial closure orders for communal areas to reduce ASB and empower police action.

By identifying problems within localities and coordinating key agencies, the Localities Team ensures a better response and service to the community, supporting and working effectively with

partner agencies.

Holistic Approach of Localities Team differing from Other ASB Approaches:

11. The Localities Team adopts a holistic approach to addressing anti-social behaviour (ASB), focusing on comprehensive solutions rather than solely enforcement-led actions.
12. Following are summaries of some recent cases led by the Localities team.

Case Example:

- **Initial Reports:** ASB reports received from a resident in April 2024, with similar reports dating back to February 2023.
- **Identification:** Partnership work with police identified the perpetrator as CM, a 10-year-old boy with special educational needs.
- **Family Liaison:** The Stronger Families team advised the family was known to them but not currently receiving direct support.
- **Mother's Input:** Contact with CM's mother revealed both CM and his mother have ADHD. She declined a referral to Stronger Families, citing past experiences.
- **Behaviour Contract:** An Acceptable Behaviour Contract (ABC) was discussed to give CM autonomy over his actions. The mother refused the ABC and grounded CM indefinitely.
- **Referral Consideration:** Despite the mother's refusal, advice was sought on making a referral without consent due to the risk to CM and wider community impact his behaviour was having.
- **Referral Made:** A referral to Stronger Families was made.
- **Outcome:** Following the referral, police continued patrols, and no further reports were received.

This case illustrates the Localities Team's ability to coordinate multiple agencies and adopt a holistic approach, ensuring better outcomes for both the individual and the community.

Case of ASB in Supported Living:

- **Initial Reports:** In July 2024, reports of anti-social behaviour (ASB) from a supported living property included items being thrown onto neighbours' property and racial abuse. The reporter suggested the alleged perpetrator might have mental health (MH) issues.
- **Service Checks:** Checks with MH and Adult Social Care (ASC) confirmed the alleged perpetrator was not open to services.
- **Visits and Warnings:** The property was visited twice with the police, and verbal warnings were given. Staff used inappropriate language such as "loony bin" during visits.
- **Additional Reports:** Reports emerged about other residents, including footage of people urinating in the garden and young children left unattended.
- **CQC Report:** The property was reported to the Care Quality Commission (CQC) after

receiving a video of a visitor defecating in the street in daylight.

- **Quality Assurance:** CQC liaised with Quality Assurance, who sent an officer to the property. The officer described it as one of the worst facilities they had seen.
- **Professional Meetings:** Meetings arranged by Localities, with Quality Assurance, and the premises owner identified inconsistencies.
- **Outcome:** The property was closed as a supported living residence, and the Quality Assurance team is working to revoke the company's licence.

Hayes Town Action Day to Address ASB:

- **Event Coordination:** A multi-agency action day was organised and coordinated by Localities, involving the following teams:
 - Licensing
 - Police
 - Street Scene Enforcement Team (SSET)
 - Private Sector Housing
 - Parking Enforcement
 - Environmental Enforcement Team (EET)
- **Illegal Brothel:** During the event, an illegal brothel was discovered. The Localities Team is investigating and proceeding with enforcement action.

These cases highlight the Localities Team's comprehensive and collaborative approach to addressing ASB, ensuring community safety and well-being.

Tower Block Partial Closure Orders

Overview: Sutcliffe House, Harding House, Skeffington Court, Fairlie House, and the Gouldings are tower blocks managed by the London Borough of Hillingdon. These blocks have faced significant anti-social behaviour (ASB) and criminal activity, impacting residents and the broader community. Concerns have been raised about non-residents accessing the blocks and causing ASB, making residents feel unsafe.

Background: Many individuals entering the buildings are rough sleepers or involved in drug-related activities, using communal areas to sleep, loiter, and consume drugs. Reports include:

- Rough sleepers in stairwells and basement floors.
- Fires in communal areas/bin chutes.
- Loud, aggressive, and disruptive adults.
- Drug use and discarded paraphernalia.
- Urination and defecation in lifts and communal spaces.

- Alcohol consumption and discarded bottles/cans.
- Theft of personal items.
- Criminal damage (broken doors, graffiti).

Steps Taken:

- Partnership with housing, repairs, caretaking team, and police.
- Deactivation of main trade buttons to reduce non-resident access.
- Regular patrols with the Metropolitan Police Service.
- 'Walk-arounds' by Localities and Housing teams to identify issues.
- Tenancy enforcement action for problem properties.
- Collaboration with police and rough sleeper's team to identify vulnerable individuals.
- Consultation with residents, police, housing teams, and senior management led to the agreement that partial closure orders would be the quickest way to address ASB. Closure orders prohibit access to premises at specified times or by specified persons, for up to three months, extendable to six months.

Outcome: The Localities Team successfully obtained closure orders for all five tower blocks. Collaborative patrols and reporting between Localities and Housing teams are in place.

Next Steps:

- Daily site visits by Localities and Housing Teams.
- Resident engagement and reporting to the LA and police.
- Support from Uxbridge BID team to remove loiterers.
- Increased police patrols and arrests for breaches.
- Thames Reach engagement with rough sleepers for support and accommodation.

Summary: Residents have reported feeling much safer, and the closure orders have significantly reduced ASB in Sutcliffe and Harding House.

Introduction to the Street Scene Enforcement Team (SSET)

13. The Street Scene Enforcement Team actively supports the day-to-day delivery of Public Protection, Community Safety and Enforcement Services to local communities and businesses. The primary function of this work is to protect the public, the environment, residents, businesses and visitors to the area, while carrying out enforcement functions in an equitable, practical and consistent manner.
14. The aim of this team is to deliver responsive, professional, and legally compliant services, with streamlined processes, effective customer service, working practices and consistent standards. The team seeks to prevent, intervene and enforce legislation for street scene

and environmental protection/health offences within the Borough and to deal with instances of non-compliance robustly through a range of enforcement and non-enforcement methods.

15. The vast majority of the work of SSET is the reactive response to individual complaints/service requests. However, the team also arrange proactive multi-agency operations to address persistent local environmental issues. Below are some examples of this proactive work undertaken by SSET officers between 1st January 2024 to December 2024.

Date	Ward	Issues	Actions
09/05/24	Yiewsley/West Drayton	Aggressive beggars outside Tesco's	Joint action day with homeless prevention/SSET/ASB Localities/CCTV/Police. Individuals identified and details shared with Police. Formal court action ongoing.
13/05/24	Northwood Hills Briarwood Drive Tolcarne Drive (Rear of Esso Petrol Station) - Ryefield Crescent - Windsor Close/Fairfield Church -	Rubbish/waste accumulation	Joint work between SSET officers, Waste Services and EET including: <ul style="list-style-type: none"> - Resident and business engagement. - Installation of signs. - Duty of care waste checks. - Waste letters/information provided to residents and businesses.
14/05/24	Harlington	Taxi/PHV drivers	Joint operation – SSET/TFL/Police/Licensing and Parking services. Breaches of PSPO identified. 18 drivers were dealt with. 36 reports for various offences such as: <ul style="list-style-type: none"> - not displaying badges, - 1 vehicle condition advisory, - 1 regarding incorrect camera specifications, - 1 smoking/vaping. All were advised in relation to causing ASB.
20/05/24	Berwick Avenue, Barnhill Road.	Rubbish/waste issues	Joint work with SSET/Waste Services/Councillor Farley. Resident engagement/ distribution of leaflets/increased

			signage.
07/06/24 and 12/06/24	Bourne Court Ruislip	Multiple complaints have been received involving the incorrect disposal of domestic waste attracting rats/vermin/foxes	Joint work with SSET/Waste Services/EET. Specific addresses identified and leafleted. New signage installed. Resident engagement. One FPN for littering was issued to a non-resident. Ongoing monitoring by waste services/SSET. Landowner contacted in relation to the location of the common site for waste (2 Bourne Court)
26/06/24	Sipson Road, Mondial Way and Doghurst Drive	Private hire vehicles and vehicle idling	SSET/TFL/EET/Parking services operation. TFL compliance checks. FPN's issued for Idling/Breach of PSPO
26/07/24	Wyre Grove/North Hyde Road	Longstanding issue of rubbish accumulation and incorrect storage and disposal by residents and businesses	Joint SSET/EET/Waste Services operation. New signs installed. S46 EPA 1990 Notices issued Rear access road inspected to clear obstructions. Engagement with businesses and waste duty of care checks carried out.
25/07/24	2 nd site visit Fairfield Church/Windsor Close/Tolcarne Drive Northwood Hills	Rubbish accumulation - Business and residential	Joint SSET/EET/Waste Services/Church representative operation. Notices sent to residents and businesses and spot checks conducted.
06/08/24	Coldharbour Lane	Rubbish accumulation. Storage of waste.	Joint visit between SSET/Councillor Lavery/Waste Services/Corporate Comms/EET

			<p>Visited residents door-to-door to advise them about disposing of their waste in the correct manner and on the right location/day. Leaflets were posted where resident could not be seen.</p> <p>SSET met the owner of the land, and he has advised us this has been an ongoing issue for many years. There will be further engagement between Hillingdon Council and the owner of the land moving forward.</p> <ul style="list-style-type: none"> • “NO DUMPING WASTE” signs have also been installed around Coldharbour Lane / Hunters Grove • Local businesses have been spoken to regarding where they are disposing of their waste and the impact of this to the environment and local residents. • A Fixed Penalty Notice under The Environmental Act 1990 for fly tipping has been issued to a resident of Hunters Grove.
13/08/24	Doghurst Drive/Egerton Way/Mondial Way	Hot spot for Private Hire Vehicles waiting for new jobs, leading to issues with vehicle engine idling, littering, parking in resident bays or on double yellow lines.	<p>Joint operation between SSET/EET/TFL.</p> <p>Compliance checks on Private Hire Vehicles with the Environment Enforcement Team</p> <p>6 x FPN's issued for various offences</p>

Legal Case results for 2024

16. Following is a summary of the prosecutions supported or led by SSET and concluded in 2024:

30/07/2024 Coleridge Way, flytipping. LBH V L.Bartholemew– successful prosecution, court costs and compensation awarded.

08/08/2024 - New Years Green Lane – Making off without payment/Unlawful deposit of waste. LBH V A Coker, 11 months' imprisonment, suspended 2 years, Supervision order 18 months 120 hours unpaid work, Compensation order to named witness £1000

10/12/2024 - Manse Close – SSET Officers attended High Court London to present evidence in support of the Planning Enforcement application for a High Court injunction. The injunction was granted. Community Protection Warning and a Community Protection Notice were issued by SSET officers in connection with the same matter.

3/12/2025 Breach of Remedial Notice, ASB crime and Policing Act 2003. LBH V Peabody Housing. Fine and court costs awarded (concluded 11/03/2025).

17. As stated above, the majority of work undertaken by the Street Scene Enforcement Team is reactive to individual service requests and complaints. The table below provides an overview of the volume of reports received about ASB and environmental crime, by geographical ward areas, between January and December 2024.

DEMAND FOR ENFORCEMENT SERVICE PER WARD	
WARDS	SR'S/ME'S SUBMITTED
Belmore	581
Charville	491
Colham & Cowley	664
Eastcote	457
Harefield Village	215
Hayes Town	770
Heathrow Villages	597
Hillingdon East	628
Hillingdon West	250
Ickenham & South Harefield	382
Northwood	359
Northwood Hills	335
Pinkwell	609
Ruislip	687
Ruislip Manor	282
South Ruislip	488
Uxbridge	1014
West Drayton	789
Wood End	705
Yeading	473
Yiewsley	533
Unknown Location	51

18. The top 3 case types most reported during this period are:

Noise	-	2171
Waste/Rubbish (Fly tipping)	-	1831
Abandoned Vehicles	-	1792

19. Enforcement actions taken in response to these complaints and service requests include informal advisory letters, formal enforcement notices, multi-agency collaboration, removal of abandoned vehicles and engagement with the Community Payback scheme. SSET have recorded consistent increase in positive enforcement actions in recent years, with a total of 8650 actions recorded in 2024. Officers conducted 1086 site visits and in the last quarter of 2024, 65% of all reported ASB issues were resolved.

20. Our case management systems do not currently have the capability of providing a breakdown of enforcement actions by ward.

Environmental Enforcement (EET)

21. The Council contracts with APCOA Parking Limited for the provision of on-street Environmental Enforcement Officers (EEOs). These EEOs are authorised to issue fixed penalty notices (FPNs) for contraventions of environmental legislation that the Council can enforce, including the Hillingdon PSPO.

22. The total number of FPNs issued in 2024 exceeded the number issued in 2022/23. This is due to improved single deployment of EEOs, improvement in tasking assignments, inclusion of wider legislative enforcement powers (including fly posting and highway obstruction) and the introduction of a PSPO in March 2025 relating to taxi and private hire vehicles waiting near Heathrow Airport. Improvements have been made to the quality assurance process with the submission of court case files reviewed and assessed by case officers within Street Scene Enforcement Team. This has resulted in a 99% prosecution success rate (prosecutions are required when fixed FPNs are not paid), with associated compensation and court cost recovery.

23. EET Officers are assigned specific taskings from several teams within Hillingdon Council on issues ranging from the installation of advisory signs to enforcement against dog fouling and business waste disposal duty of care checks. Improvements to how these are actioned and monitored have resulted in a 100% achievement of completion of the tasking within specific timescales.

A breakdown of tasking requests in 2024 follows:

Installing signs	105
Dog Fouling patrols	73
Obstruction	65
Duty of Care	43
PSPO	29
Street Trading	27
Fly posting	23
Idling	18
Fly tipping	17
Littering	16
Community Nuisance	13
Urinating	1
Total requests	430

EET Deployment

24. 10 uniformed officers are deployed from Monday to Sunday and patrols are strategically deployed with dynamic adjustments based on compliance trends and emerging concerns. Patrols are conducted on foot and via mobile units, focusing on areas known for environmental issues such as the vicinity surrounding Heathrow, Ruislip Lido, Cranford Park, as well as High Street and shopping centre locations like Uxbridge, Hayes, Uxbridge Road, Ruislip, Eastcote, Joel Street, and West Drayton.
25. Approximately 45% of patrol hours are dedicated to 'hot spot' areas and as we move into the summer months patrols encompass parks and open spaces, with a specific focus on ensuring compliance with the PSPO.
26. To ensure maximum coverage and service efficiency, a weekly rota is produced, accommodating action days and enforcement requirements. Additionally, deployment strategies are regularly reviewed in collaboration with the SSET to maintain a focus on priority areas, minimize unnecessary patrols in low-risk zones, and optimize officer presence on the streets.
27. The implemented structured shift pattern is aimed at optimizing coverage during peak times while maintaining the flexibility required for targeted operations. It enables the team to adjust resources based on intelligence led priorities, and seasonal events, markets and festivals. The shift pattern is summarised below:

Shift Type	Start	End	Focus
Early Shift	07:00	16:00	Parks, open spaces, schools, commuter routes
Late Shift	10:00	19:00	Town centres, shopping parades, late complaints

28. Throughout October 2024, EET officers distributed over 2,000 leaflets to support the implementation of the revised PSPO that came into effect at this time. This outreach effort included distribution to shops, and greater engagement with residents in specific areas. In February 2025, activity included the distribution of 455 formal warning notices related to the new PSPO prohibiting taxi and private hire vehicles parking near Heathrow Airport. From 1st March 2025 to 31st March 2025 a total of 947 FPN's have been issued for offences under this new PSPO.

29. The total numbers of FPN's issued between January to December 2024 categorised by ward areas is shown below:

Wards	FPNs issues January - December 2024
Belmore	318
Charville	346
Colham & Cowley	64
Eastcote	144
Harefield Village	34
Ickenham & South Harefield	169
Hayes Town	1516
Heathrow Villages	2537
Hillingdon East	104
Hillingdon West	22
Northwood	53
Northwood Hills	50
Pinkwell	364
Ruislip	190
Ruislip Manor	103
South Ruislip	236
Uxbridge	257
West Drayton	302
Wood End	136
Yeading	72
Yiewsley	128
Total	9435

30. A breakdown of the FPNs issued by category of offence is shown below:

Offence and fine amount	FPNs issued
Engine Idling (£50)	3401
Littering (£85)	1782
Spitting (£50)	704
Painting/ inscribing/ affixing on a tree structure (£100)	605
Resisting/ obstructing an officer (£150)	545
Display of advertisements in contravention (£100)	501
Urinating/ defecating (£50)	325
Smoking in a smoke free place (£50)	259
Motorised electric vehicle PSPO (£50)	223
Drinking/ Drugs PSPO (£50)	189
Unlicensed street trading (£150)	162
Car meets/ racing PSPO (£50)	142
Waste duty of care (£300)	135
Wilful obstruction on the highway (£100)	124
Dog fouling (£50)	65
Fly tipping	52
Contravention of a street trading licence condition (£100)	30
Failure to comply with waste documents (waste transfer notes) (£100)	29
Footpath blocking PSPO (£50)	26
Being verbally abusive PSPO (£50)	26
Abatement notice	24
Non-compliance with a condition of the PSPO (£50)	12
Distribution of free printed matter (£100)	11
Abandonment of vehicle PSPO (£50)	9
Feeding birds (£50)	8
Depositing on a highway (£50)	7
Builders skip without permission (£100)	6
Erecting scaffold/ other structure without licence (£100)	5
Failure to secure marking of skip (£100)	5
Dogs of lead (£80)	4
Failure to comply with CPN	3
Parked in a prohibited area PSPO	3
Commercial vehicle parked in a council operated car park (£100)	2
Fishing (£100)	2
Graffiti (£100)	2
Failure to produce street trading licence on demand (£300)	2
BBQs/ Fires (£50)	1
Inadequate lighting of a builders skip (£100)	1
Having more than 4 dogs in a persons sole charge for non-commercial purposes (£80)	1
Fly posting (£100)	1
Amplification PSPO (£50)	1

Begging (£50)	0
Learner driver with instructor in car park where not permitted (£80)	0
Having more than 6 dogs in a persons sole charge for commercial purposes without a licence (£80)	0
Total	9435