

Tower Hamlets Partnership Safer Neighbourhoods

Problem-Solving Tool-Kit

A problem-solving guide for
Safer Neighbourhood Teams,
Safer Neighbourhood Action Groups and
Problem-Solving Groups



Thanks to a ground-breaking initiative between the Tower Hamlets Partnership and the Metropolitan Police Service, we will be the first local authority area in the United Kingdom to have Borough-wide coverage of Safer Neighbourhood Teams (SNTs). This is a direct response to what local people told us would make a difference to their quality of life. It is a key part of our strategy for delivering on the Community Plan priority of making Tower Hamlets a better place for living safely by 2010.

We know that the police alone cannot tackle crime and fear of crime. For every crime problem – from drug misuse to anti-social behaviour, graffiti to noise nuisance – different partners will have a role to play in delivering sustainable solutions. That is why each SNT will have a multi-agency Safer Neighbourhoods Action Group (SNAG) to undertake problem solving. SNAGs in turn will report to the Local Area Partnership (LAP), ensuring a direct link to the communities that we serve.

This toolkit has been designed to help the Safer Neighbourhood Teams and their partners make best use of existing resources to tackle the public's community safety priorities. It is a living document that will be updated and amended as SNTs and their partners develop their approaches to problem-solving. We are confident that it will become a key tool in the Partnership's work to make Tower Hamlets a better place for living safely.

Mark Simmons, Chief Superintendent

Borough Commander
Tower Hamlets Police

Christine Gilbert

Chief Executive
Tower Hamlets Council

Joint-Chairs, Living Safely Community Plan Action Group.
June 2005.

Index

Index	
Introduction	Page 3
Section 1 - Tactical Options	
General Activities	Page 6
Drugs Supply and Use	Page 19
Alcohol Related Disorder and Nuisance	Page 22
Hate Crime	Page 25
Section 2 - Directory of Tower Hamlets Partnership Organisations Who Can Support Problem-Solving Activity	
Directory	Page 27
Housing Services Map	Page 46
Section 3 – Consultation	
Options for Community Engagement / Consultation by SNTs	Page 47
Section 4 – Safer Neighbourhood Teams Structure	
North-West SNT Cluster (LAPs 1 & 2)	Page 52
South-West SNT Cluster (LAPs 3 & 4)	Page 53
North-East SNT Cluster (LAPs 5 & 6)	Page 54
South-East SNT Cluster (LAPs 7 & 8)	Page 55
Safer Neighbourhoods Framework	Page 56
LB of Tower Hamlets: Guide to Crime Reduction Services	Page 57

INTRODUCTION

INTRODUCTION

From July 2005, every ward will have its own dedicated SNT comprising of one Police Sergeant, two Police Constables and three Police Community Support Officers. The teams will focus exclusively on tackling the priority issues identified through consultation with local communities, working with partners, including local people, to find sustainable solutions. Experience suggests that local priorities are most likely to be the quality-of-life crimes and issues that affect the day-to-day lives and perceptions of residents and visitors.

This 'Tool-Kit' is designed to inform partnership problem solving. It will be a resource primarily for the Safer Neighbourhood Action Groups (SNAGs), established by Local Area Partnership (LAP) Steering Groups to drive the work of the SNTs at a ward level. For each identified priority, the SNAG will need to consider:

- What is the problem (where, when, who)?
- What is causing it, or enabling it to happen?
- What needs to be done in the short, medium and long term?
- Who needs to be involved?
- How will we measure impact and communicate results?

The 'Tool-Kit' does not contain every tactical option to deal with every situation. It outlines possible options to consider, together with local contacts within partner organisations who can advise on and support problem-solving activity. It is expected that teams will develop their own innovative approaches to problem solving and community engagement. Later editions of this toolkit will reflect the experiences of SNTs and SNAGs in putting these activities into practice.

This guide is split into five sections.

Section 1 identifies a number of crime and disorder situations which are likely to be encountered by SNTs, focusing on 'quality of life issues'. For each problem, it details activities, broken down into the three areas of activity that make up the 'National Intelligence Model' used by the Police: intelligence, prevention and enforcement. In addition, each 'menu' contains a brief summary of interventions which may support problem-solving activity. Only brief details of the legislation are shown in this section and SNTs and police members of SNAGs/Problem-Solving Groups should refer to the Police National Legal Database (PNLD) for more detailed information regarding the legislation.

Section 2 is a directory of partners, and a summary of the support they can offer, detailing named contacts, relating to activities and guidance contained in Section 1.

Section 3 is a guide to SNTs and SNAGs on options for engaging with and effectively consulting local communities

Section 4 shows the management structure for the SNTs, and how they fit into the wider Tower Hamlets Partnership

This toolkit is a living document and will be regularly updated. If you have any amendments, comments or suggestions for additional activities that could be included in the toolkit please email them to: ToolKitUpdates-HT@met.police.uk

Section 1

Tactical Options

General Activities	Page 6
Drugs Supply and Use	Page 19
Alcohol Related Disorder and Nuisance	Page 22
Hate Crime	Page 25

(Please note: The majority of hyperlinks shown on this document can only be accessed by members of SNTs or the police representatives on SNAGs/Problem Solving Groups via the MPS IT System. Although this is the case, there is nothing confidential about the material, which can be reproduced for non-police members of SNAGs/Problem Solving Groups if required.)

General Activities

The activities and suggested powers outlined below can be used in a variety of crime and disorder situations which are likely to be encountered by SNTs, SNAGs and Problem-Solving Groups. Pages 19 to 26 provide details of additional activities which could be applied to more specific situations and which may complement the activities in this section.

Advice and assistance relating to these activities and problem-solving and partnership working in general can be obtained from the respective Safer Neighbourhood Inspector and/or Area Director, details of whom are shown in Section 2. In particular, Area Directors, who work for the Tower Hamlets Partnership at a local level, are in a key position to advise upon and facilitate access to other services and service providers who can assist with problem-solving and crime and disorder reduction.

Intelligence

Activity	Details	Contact Organisation (see Section 2)
Establish Neighbourhood Watch Scheme in area (or re-motivate scheme if one already exists)	Highly effective way of generating intelligence, preventing crime and creating a sense of community.	PC Chris Leggett , Tower Hamlets NHW Coordinator. Tel. 020 7275 4174
Utilise LBTH Professional Witness Scheme to generate intelligence re: offenders	Professional witnesses can be used to mount surveillance to capture intelligence and give evidence against known offenders and in hotspots, where residents are unable or unwilling. The capacity of the professional witness scheme is limited and will be subject to a decision by the Principal Officer LBTH ASBCU.	Heather Mallinder , LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103
'Operation Hitchcock' style activities (can be coupled with 'Estate Clean-Up' shown below)	<p>'Hitchcock' style operations involve the deployment of police, LBTH and partner agency staff to ASB/Crime/Disorder hotspots. Partners call at all homes within the area with a view to reassuring the public, generating intelligence and offering crime prevention/safety advice.</p> <p>Depending on their scope, 'Hitchcock' operations can be expensive both financially and in terms of staff time. If an operation of this nature is being contemplated, early consultation must be made with the relevant Safer Neighbourhoods Inspector.</p>	Safer Neighbourhoods Inspector for area (see Section 2 & 4) Heather Mallinder , LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103

General Activities

Encourage reporting by publicising different ways of giving information (see list of telephone numbers, email addresses and independent reporting sites) in Section 2.

Engage hard to reach groups – including by attending existing groups and meetings in the area

Active outreach to local young people to encourage reporting and generate intelligence, by visiting youth venues and building rapport

Ask residents to keep an Anti-Social Behaviour (ASB) diary

A limited budget is available to SNTs for media and marketing initiatives - from leafleting notices and signs, to press articles - which can be a highly effective way of generating criminal and community intelligence.

LBTH has its own newspaper – ‘East End Life’ - which may be willing to run stories regarding the work of SNTs, SNAGs and appeals for assistance.

Advice and guidance can be sought from the Police SN Project Manager, Partnership Press Office and MPS Press Office

Section 3 of this document gives guidance on community consultation activities. Methods of consultation should be reviewed by SNTs/LAPs depending on the problems being addressed

Building links with young people should be an ongoing activity. Consider contacting local youth service providers to discuss visits. The Council’s Rapid Response Team (see below) is another source of advice on outreach with young people.

ASB diaries are official documents distributed by LBTH Housing and ASBCU to residents for maintaining a log of ASB related incidents in order to obtain actionable evidence and intelligence.

**Chief Inspector
Chris McNamara**
Tel. 020 8217 3761

Zobaida Alam,
Tower Hamlets
Police
Press Officer.
Tel. 020 8217 4187

Joy Ogden,
Tower Hamlets
Partnership Press
Officer,
Tel. 020 7364 3211

See section 2 for details of youth service providers in each LAP.

**Hasan Faruq or
Saifur Rahman
(Khaled),** Youth
Services Rapid
Response Team.
Tel. 020 7364 3154
or 3215

Heather Mallinder,
LB of Tower
Hamlets, ASBCU.
Tel. 020 7364 6103

General Activities

<p>Accurate intelligence</p>	<p>Ensure intelligence held is accurate and full by engaging in effective information exchange between partners to ensure effective targeting of prolific offenders and hotspots.</p>	<p>Sergeant Dave Shipp, Police Partnership Unit. Tel. 020 8217 4110 Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p>
<p>Use of mobile police station</p>	<p>Tower Hamlets Police have a mobile police station which can be sited in hotspots to encourage the community to come forward to report crime and engage with local officers. This can be an effective measure for engaging hard to reach communities by taking the service to them.</p>	<p>Safer Neighbourhood Inspectors, see Section 2 & 5</p>
<p>Use of mobile contact centre</p>	<p>From September 2005, the Partnership will have access to a mobile office/exhibition/interview vehicle which can be deployed to facilitate public contact.</p>	<p>Olivia McLeod, Head of Crime Reduction Services, LB of Tower Hamlets, Tel. 020 7364 6061</p>
<p>Check serviceability of existing CCTV</p>	<p>The Borough has extensive CCTV coverage from systems owned and operated by the local authority, RSLs and private businesses. On many occasions simply ensuring the serviceability of these systems and staffing the monitoring station/reviewing the tapes will be highly effective and will not entail the installation of new or temporary systems (see below).An extensive list of all the known CCTV systems on the Borough is maintained by Tower Hamlets Police and can be obtained by police members of SNAGs via the Operation Rainbow database Where no CCTV systems exist, the ASBCU has the capability to install temporary systems, within a set time-frame, to capture images of those committing crime and disorder. Such systems can be both overt and covert.</p>	<p>Safer Neighbourhoods Team</p> <p>Mark Gelfs LB of Tower Hamlets, Highways Management Engineer, Tel.020 7364 6819</p>

<p>Installation of Temporary CCTV</p>	<p>There is only a limited number of these systems and there will clearly be a cost implication. As a result, early contact should be made with the principal officer within the ASBCU.</p> <p>There should be a clear objective for using the CCTV, e.g. to gather evidence for a prosecution or ASBO</p>	<p>Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p>
<p>Talking Flashcam</p>	<p>A device coming on stream is a 'Talking Flashcam' that delivers an audible message but prior to the message will take a photo of anyone coming into range and stores it remotely. It is currently on order and is suitable for use in secluded areas that attract sex workers, kerb crawlers, drug dealers/users, vandals etc.</p>	<p>Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p>

Prevention

<p>Deployment of LBTH Rapid Response Team (RRT)</p>	<p>The RRT are a group of LBTH employed youth workers who can be tasked to specific areas where youth-related disorder/ASB is prevalent. The strength of the RRT is their ability to respond to developing situations in the short-term. Whenever the RRT is deployed there should be further work by the SNAG to discuss medium to long-term youth provision, which could include the deployment of the LBTH Youth Services Mobile Youth Centre (see below) These are large vans equipped as mobile youth centres staffed by trained youth workers.</p> <p>This is a highly effective way of introducing short to medium term youth provision into an estate or area where either little or no provision already exists or it is necessary to engage local youths.</p>	<p>Saifur Rahman (Khaled), Youth Services Rapid Response Team. Tel. 020 7364 3215</p> <p>Mr Hasan Faruk, LBTH Youth Service. Tel. 020 7364 3154</p>
<p>Deployment of LBTH Youth Services Mobile Youth Centres</p>	<p>This service is tasked every six months and there is only very limited capacity to respond to emerging issues. Early contact should be made with named contact to establish availability.</p>	

General Activities

Engaging existing youth service providers (both voluntary and statutory agencies), including schools.

Key to problem-solving activity (where young people are a factor – whether as suspects or victims) will be engaging existing youth service providers from both the statutory (includes schools) and voluntary sector. They can help SNTs to communicate with young people and support efforts to understand and deal with problems. This might include, subject to appropriate funding being available, amending and/or increasing service provision (see below). SNAGs and SNTs must forge and maintain relationships with such groups in their areas and consider them key partners to problem-solving activity.

See Section 2 for details of youth service providers in each LAP.

SNTs should establish contact with all local schools, working through MPS Schools Officers where relevant (contact **Inspector Jane Easton 020 7364 4721**).

Extending Youth Provision

There is no doubt that some ASB is down to boredom and the fact young people in some areas have nothing to do. Providing positive and accessible activities and appropriate guidance by trained, professional youth workers, can have a significant impact on crime and disorder in an area. Tower Hamlets is one of the best-provided boroughs in the country for youth provision, and before considering an increase in provision, SNAGs should look at what more can be done to encourage young people to access the facilities already available. Extending provision is a long-term solution with financial implications, which requires discussion with local and borough service providers. This is the kind of issue that could be referred through the Area Director to the LAP Steering Group for development and consideration.

See Section 2 for details of youth service providers in each LAP.

Area Director – see section 2

<p>Conduct EVA in area</p>	<p>An EVA is a Environmental Audit of an area, conducted with the objective of identifying what it is that makes people feel unsafe.</p> <p>Further details can be found by the police members of SNAGs at: http://intranet.aware.mps/TP/Safer_Neighbourhoods_Unit/portal/Index.htm</p> <p>EVA alone (like a crime prevention officer survey below) will not solve the problems of an area but will inform decisions about what action is needed. Local residents (including young people) and partner agencies should be engaged in undertaking an EVA.</p>	<p>Safer Neighbourhoods Teams</p>
<p>Commission full survey by Crime Prevention Officer / Crime Prevention Design Advisor with a view to 'designing out' problem</p>	<p>This can be commissioned where an EVA is considered inadequate or where there are significant problems in an area. Many of the recommendations by the CPO/CPDA may involve significant capital projects such as improved lighting, CCTV, etc. As a result, it is essential that Safer Neighbourhoods Inspectors and key partners such as Housing, Street Services, Registered Social Landlords (RSLs), etc. are involved from the start. The findings of the survey should be reported back to the LAP Steering Group for further development.</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>Area Director – See Section 2.</p> <p>LBTH Housing – See Housing Map Section 2.</p> <p>John Palmer, Service Head, Street Management Team. Tel. 020 7364 6769</p> <p>RSLs – See Section 2.</p>
<p>Physical crime prevention measures</p>	<p>Physical changes can help “design out” crime. This could include improved lighting, redesigning green spaces, security devices, gates, walls and bollards, entry phone systems and CCTV. All will require resources and should be discussed with partners and if necessary referred to the LAP.</p>	<p>LBTH provides a number of environment-related services. See Section 2 for contacts for specific activities.</p>

General Activities

<p>Environmental crime-prevention measures</p>	<p>Environmental conditions affect how safe people feel, and can create opportunity for crime (e.g. there is a link between abandoned vehicles and rubbish and non-accidental fires). Activities may include graffiti removal, removal of abandoned vehicles, improved rubbish collection, tidying of green spaces, housing repairs and redecoration. All will require resources and should be discussed with partners and if necessary referred to the LAP. Plans should include involvement of residents in improving and maintaining conditions.</p>	<p>LBTH provides a number of environment-related services. See Part 2 for contacts for specific activities.</p> <p>Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p>
<p>Estate clean-up</p>	<p>These are one-off operations designed to tackle problem areas in a high-profile way. Environmental improvement can go alongside “Hitchcock style” evidence gathering and crime prevention advice. Planning in consultation with partners (ASBCU, Housing, Environmental Services) must consider financial implications. Also consider potential for community/youth involvement in the clean-up and sustaining the improvement through positive peer pressure.</p>	<p>LBTH Housing and RSL contacts – See Housing Map on section 2.</p> <p>LBTH provides a number of environment-related services. See Part 2 for contacts for specific activities.</p>
<p>Erect ‘tri-signs’ and other signage to draw attention to CCTV cameras and promote the message that ASB will not be tolerated</p>	<p>Tri-signs are re-locatable signs (for use in a set location for a short period of time) printed with the Partnership logo advertising the overt use of CCTV or stating the fact that ASB is a crime and will not be tolerated. Prior to the use of these signs, advice/consent from LBTH Housing, LBTH Street Services or the appropriate RSL (depending upon the location) must be sought. This is likely to have a small cost implication</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>For LBTH Housing, and Street Services contacts – See Section 2.</p> <p>For RSL contacts see Section 2.</p>

<p>Referral of young people to the Youth Offending Team (YOT) for preventative activity</p>	<p>The YOT, part of Tower Hamlet’s Council Crime Reduction Services, is responsible for the management and diversion of young offenders. However, the YOT can also assist and advise on a host of issues affecting young people including engagement, diversion, identifying young people who are ‘at risk’ of offending, supporting young people on ABCs/ASBOs, etc and those affected by GBZs and other activities to reduce youth crime.</p> <p>SNTs should refer young people of concern to the YOT for intelligence purposes and possible preventative interventions.</p>	<p>Mohammad Shahazan, Youth Inclusion and Support Panel Manager, YOT. Tel. 020 7364 1113</p> <p>Julie Angus and Gary Hamil, police officers based in the YOT. Tel. 020 7364 1100 /1099</p>
<p>Referrals of young people to London Fire Brigade Local Intervention Fire Education (LIFE) Course</p>	<p>The London Fire Brigade LIFE Course targets young people (13-19 age group) who have or are likely to take part in anti-social behaviour, arson etc. 5 day course at Fire Station covering wide range of areas.</p>	<p>Sim Peroni, LIFE Project Team. Tel. 020 7265 9533</p>
<p>Engaging parents</p>	<p>Parents have a key role to play in managing their children’s behaviour. SNTs should seek to engage parents of young people who cause concern and help them access support, through the YOT’s parenting programmes, where appropriate.</p>	<p>Paula Williams, Team Manager, Community Sentences. Tel 020 7364 1142</p>
<p>Deployment of Tower Hamlets Police ‘Operation Ashford’ Forward Intelligence Team.</p>	<p>‘Operation Ashford’ are a dedicated intelligence gathering team with responsibility for dealing with youth related disorder. The team are highly effective at engaging young people and gathering intelligence and evidence of offenders and offences. This team can be used in conjunction with the RRT (see above) but are particularly effective for use in subsequent action (i.e. criminal prosecutions, ASBOs, ABCs, etc).</p> <p>The services on this Unit can be obtained through the Police Tasking and Coordinating process. Help and advice can be obtained by contacting the team leader.</p>	<p>Sergeant Mark Allen, Operation Ashford Team Leader. Tel 020 8217 3860</p>

General Activities

Child Curfews

Child Curfews can be used to require a child under the age of 16 to be off the streets during set periods. This is a major step and requires the consent of the Secretary of State. Alternative powers, which may be more appropriate, exist within Section 30 ASB Act 2003 (see GBZs). Discussion in the first instance should be with the SN Inspector.

Safer Neighbourhoods Inspector – See Section 2.

Acceptable Behaviour Contracts (ABCs)

ABCs are voluntary agreements made between people involved in anti-social behaviour and the local police, the housing department, the Registered Social Landlord, or the perpetrator's school. They set out what is expected of the individual and are flexible in terms of content and format. Breach of an ABC is taken seriously and may result in an ASBO application (see below).

Sergeant Dave Shipp, Police Partnership Unit.
Tel. 020 8217 4110

They have proved effective as a means of encouraging young adults, children, and importantly, parents, to take responsibility for unacceptable behaviour. SNTs should consider use of an ABC where an adult or young person is causing low-level nuisance, as a form of early warning. Where an ABC is agreed, support should be provided to promote diversion. SNTs will also be involved in enforcing the ABC, which is key to ensuring it has credibility with the recipient and the community. Requests for an ABC should be discussed in the first instance with the Partnership Unit.

Heather Mallinder, LB of Tower Hamlets, ASBCU.

Tel. 020 7364 6103

Further guidance on ABCs and ASBOs can be found at

<http://www.crime-reduction.gov.uk/asbos9.htm?fp>

Anti-Social Behaviour Orders

ASBOs are an effective civil action to control the behaviour of persistent perpetrators of ASB. For example, restricting a person's access to a specified area may be sufficient to prevent the problem. An ASBO is granted by a Magistrates' Court and in some circumstances a County Court. There are three main types:

- Interim (imposes restrictions until a full ASBO application is developed);
- Full;
- Post Conviction (applied for as part of prosecution of criminal offence).

ASBOs should be considered as much as a preventative measure rather than as a form of punishment, but they are a significant step with serious implications for the subject (including possible imprisonment in case of breach).

Partners taking out an ASBO against any person must put in place systems and processes to monitor the future behaviour of the person and must consider support to the person and their family to divert them away from future offending. SNTs will need to be involved in that follow-up work.

The application to obtain an ASBO is a partnership process. The first step should be to consult the Partnership Unit.

Further guidance on ABCs and ASBOs can be found at <http://www.crime-reduction.gov.uk/asbos9.htm?fp>

Sergeant Dave Shipp, Police Partnership Unit.
Tel. 020 8217 4110

Heather Mallinder, LB of Tower Hamlets, ASBCU.
Tel. 020 7364 6103

General Activities

<p>Implement Good Behaviour Zone (GBZ) using S30 dispersal order</p>	<p>Section 30 ASB Act 2003 gives police the power, provided they obtain consent from their local authority partner, to impose dispersal orders in areas where there are high levels of ASB. The order gives police powers in the designated area to disperse groups of 2 or more causing ASB, to ban non-residents from an area for up to 24 hours, and after 9pm, to return home unaccompanied young people under 16. These powers need to be part of a wider strategy to ensure sustained impact and prevent community hostility. This Borough has therefore, implemented the GBZ process. Every time a dispersal order is authorised a GBZ, including diversion and communication activity, will be implemented within the area of the order. The purpose of the GBZ is to promote good behaviour rather than purely punishing unacceptable behaviour.</p> <p>TH Partnership Guidance on the creation of GBZs can be accessed through the Partnership Unit</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>Area Director – See Section 2.</p> <p>Sergeant Dave Shipp, Police Partnership Unit. Tel. 020 8217 4110</p>
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Enforcement

<p>Targeting policing in hotspot area</p> <p>Target offenders on mopeds and other vehicles by utilising services of MPS Traffic OCU and LBTH Parking Services</p>	<p>SNTs providing high visibility policing within the area.</p> <p>A significant amount of ASB in this Borough is related to the irresponsible use of mopeds, scooters and other motor-vehicles.</p> <p>The MPS does have specialist resources to deal with this type of crime. However, availability is limited and the policing Borough must compete for this service with other London Boroughs. The SN Inspector should be consulted whenever this approach is considered. Additionally, LBTH Parking Services can target areas where the use of motor-vehicles makes residents feel less safe (including joint-patrolling with the</p>	<p>SNT</p> <p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>Tower Hamlets Parking Services – See Section 2.</p>
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<p>Persistent and Other Priority Offender (POPO) Scheme</p>	<p>SNTs). This can include the removal of vehicles parked irresponsibly and those not displaying a vehicle excise license.</p> <p>Physical solutions such as bollards, gates and walls should also be considered.</p> <p>POPOs are those offenders identified by a multi-agency group (including the police, council and probation) as being responsible for a disproportionate amount of crime in the borough. Each SNT will be briefed on a selection of the POPOs and expected to provide intelligence to support the initiative.</p>	<p>Detective Sergeant Robert Kidd, Tower Hamlets Police. Tel. 020 8217 4183</p>
<p>Tenancy Demotions and evictions against identified offenders</p>	<p>Where the perpetrators of ASB or members of their family are Council / RSL tenants, action can be taken against them under their conditions of tenancy. The threat of such action can also be an effective deterrent. Powers include suspended possession orders / demoted tenancies/ eviction orders. Action is taken by the relevant landlord, and should be discussed with them.</p>	<p>Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p> <p>RSLs – see Section 2.</p>
<p>Injunctions</p>	<p>Housing injunctions are civil interventions that can be quickly obtained by a landlord to prohibit a tenant from anti-social behaviour. They include action taken by the relevant landlord, and should be discussed with them.</p>	<p>Heather Mallinder, LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103</p> <p>RSLs – see Section 2.</p>
<p>Truancy Patrols</p>	<p>Regular truancy patrols are run in partnership with the Local Education Authority (LEA). Consideration should be given to targeting these patrols to problematic areas and utilising additional patrols, depending on the times of offences/incidents.</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>Mr Peter Joyce LBTH Education. Tel. 020 7364 3457</p>

General Activities

Legislation to be Considered (refer to PNLD)	
Legislation	Applicable to/Use
Section 30 ASB Act 2003 http://webapps01.intranet.mps/legalweb/xm0007379.htm	Implementing a GBZ
Crime and Disorder Act 1988 http://webapps01.intranet.mps/legalweb/S289.htm	Obtaining ASBOs
Section 50 Police Reform Act 2002 http://webapps01.intranet.mps/legalweb/xm0013066.htm	Power of a Police Officer to require any person engaging in ASB to give their name and address
Public Order Act 1986 http://webapps01.intranet.mps/legalweb/S12.htm	Various powers to deal with violence, the threat of violence and disorder in places other than dwellings
Section 59 Police Reform Act 2002 http://webapps01.intranet.mps/legalweb/xm0013068.htm	Power to seize motor-cycles/mopeds used in anti-social manner
Section 14. Crime and Disorder Act 1988 http://webapps01.intranet.mps/legalweb/xm0008866.htm	Power to impose child curfew orders
Section 16 Crime and Disorder Act 1988 http://webapps01.intranet.mps/legalweb/xm0008866.htm	Power to remove truants to designated premises
Section 40 Local Government (Miscellaneous Provisions) Act 1982 http://webapps01.intranet.mps/legalweb/xm0002750.htm	Powers to deal with people causing a nuisance in/on educational premises
Section 547 Education Act 1986 http://webapps01.intranet.mps/legalweb/xm0002750.htm	
Section 139A Criminal Justice Act 1988 http://webapps01.intranet.mps/legalweb/D1710.htm	
Section 60 Criminal Justice and Public Order Act 1994 http://webapps01.intranet.mps/legalweb/xm0007011.htm	Power to stop and search for offensive weapons in anticipation of serious violence.
Section 1 Prevention of Crime Act 1953. http://webapps01.intranet.mps/legalweb/xm0001245.htm	Possession of an offensive weapon and dangerous articles in public places and schools
Section 139 Criminal Justice Act 1988 http://webapps01.intranet.mps/legalweb/xm0001160.htm	
Section 139A Criminal Justice Act 1988 http://webapps01.intranet.mps/legalweb/D1710.htm	
Section 42 Criminal Justice and Police Act 2001 http://webapps01.intranet.mps/legalweb/xm0012130.htm	Power for police to give directions to stop harassment of person in their own home
Other Useful Links	
http://www.crimereduction.gov.uk/antisocialbehaviour11.pdf	NACRO briefing re: ASB
http://www.crime-reduction.gov.uk	Home Office Crime Reduction Web-Site

Tactics for Dealing With Drugs Supply and Use

The activities and suggested powers in this section are additional to those shown on pages 6 to 18 above and which may be more specific to dealing with drugs use and supply.

Intelligence		
Activity	Details	Contact Organisation (see Section 2)
Covert observations Letter drop to residents	Covert observations by police to establish information and intelligence on those engaging in drugs related criminality Letter drop to all homes in locality emphasising terms of tenancy and encouraging reporting of intelligence re: drugs related issues. Letter signed by senior officer within police and LBTH/RSL.	Safer Neighbourhoods Teams Sergeant Dave Shipp , Police Partnership Unit. Tel. 020 8217 4110 Heather Mallinder , LB of Tower Hamlets, ASBCU. Tel. 020 7364 6103 For Housing and RSL contacts see Section 2
Prevention		
Work with schools' officers and partners in the Local Education Authority to inform young people of dangers of drugs and consequences	Local schools are a good route for communicating with young people about the consequences of getting involved in drugs. Two-thirds of the Borough's secondary schools now have a dedicated officer, many of whom have undergone extensive training in relation to drugs and young people. SNTs can use their contact with local schools to explore opportunities to support drug education work.	Safer Neighbourhoods Inspector – See Section 2. MPS Schools Officers can be contacted through Inspector Jane Easton , Tel. 020 7364 4721
Clean-up of drug paraphernalia	LBTH Housing Directorate has a rapid response team that cleans stairwells etc in hotspots or urgent situations. SNTs could refer problem areas for immediate action, as part of the wider preventative strategy	Joe Gannon , LBTH Estate Services. Tel. 020 7364 1428 07956 417 918
Referral to drug treatment	Treatment is the most effective way to prevent drug use and related offending. SNTs can support the borough's work on getting offenders into treatment by referring those involved in drugs to treatment providers.	For details of substance misuse treatment agencies including the Young People's substance misuse service see Section 2

Tactics for Dealing With Drugs Supply and Use

<p>Making effective use of local media</p>	<p>Effective use can be made of local media to publicise convictions for supply of controlled drugs to act as a deterrent to other potential offenders</p>	<p>Zobaida Alam, Tower Hamlets Police Press Officer. Tel. 020 8217 4187 Joy Ogden, Partnership Press Officer. Tel. 020 7364 3211</p>
<p>Enforcement</p>		
<p>Closure of Premises</p>	<p>Section 1 Anti-Social Behaviour Act 2003 gives police power to close premises. In using this power, police must work in partnerships with the local authority (or RSL) and local communities to ensure that the use of the power is part of a long-term strategy to deal with the cause of the problem and not just a means of offering short-term relief. Proposals to the Partnership Unit in the first instance.</p>	<p>Safer Neighbourhood Inspectors – See Section 2. PC Carolyn Pryor, Tower Hamlets Police Partnership Unit. Tel 020 8217 4110.</p>
<p>Breach of Tenancy</p>	<p>Landlords can take action against tenants who allow their property to be used for drug dealing/misuse.</p>	<p>LBTH Housing and RSLs - See Section 2.</p>
<p>ASBOs, ABCs, etc.</p>	<p>See ‘ASB and Youth Related Issues’ above N.B. In particular, the use of post-sentence ASBOs should be considered in relation to persons convicted of drugs related offences where there are links to ASB.</p>	<p>Safer Neighbourhood Inspectors – See Section 2. Sergeant Dave Shipp, Police Partnership Unit. Tel. 020 8217 4110</p>
<p>Execution of warrants under Misuse of Drugs Act 1971</p>	<p>Where sufficient intelligence is established a warrant can be executed under the Misuse of Drugs Act 1971 to search for controlled drugs. Use of this power should not be considered in isolation and whenever a search warrant is contemplated, consideration must be given to:</p> <ul style="list-style-type: none"> - the use of powers to close premises, 	<p>Safer Neighbourhoods Inspector. See Section 2. For Housing, RSL and Drug Treatment contacts see Section 2.</p>

Tactics for Dealing With Drugs Supply and Use

<p>Partnership working with Trading Standards and Environmental Health</p>	<ul style="list-style-type: none"> - working with LBTH Housing (or RSL) to secure the premises after police and the occupants have left, - involving professional drugs workers in engaging people who are not arrested - liaising with social services re: children and vulnerable adults who may be on the premises. <p>Where business premises, including restaurants, are involved in the supply of drugs, trading standards and/or environmental health may provide a lever to close a premises or impose conditions on owners.</p>	<p>John McCrohan, Trading Standards Officer Tel. 020 7364 6674</p>
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Legislation to be Considered (refer to PNLD)

Legislation	Applicable to/Use
<p>Section 23 Misuse of Drugs Act 1971 http://webapps01.intranet.mps/legalweb/xm0000472.htm</p>	<p>Legislation relevant to applying for search warrants for drugs</p>
<p>Section 1 ASB Act 2003 http://webapps01.intranet.mps/legalweb/xm0006901.htm</p>	<p>Power to close premises concerned in the unlawful use, supply and production of Class 'A' controlled drugs</p>
<p>Offences Under Misuse of Drugs Act 1971 http://webapps01.intranet.mps/legalweb/S68.htm</p>	<p>Various offences relating to drugs possession, supply, possession with intent to supply and allowing premises to be used for certain offences under the act.</p>
<p>Section 179A Licensing Act 1964 http://webapps01.intranet.mps/legalweb/xm0012105.htm</p>	<p>Power of a Police Officer to close licensed premises</p>

Tactics for Dealing With Alcohol Related Disorder and Nuisance

The activities and suggested powers in this section are additional to those shown on pages 6 to 18 above and which may be more specific to dealing with alcohol related disorder and nuisance.

Prevention		
Activity	Details	Contact Organisation (see Section 2)
Multi-agency licensing visit to all commercial licensed premises in the area	Joint visits to all licensed premises in the area by police, LBTH Licensing, LBTH Trading Standards to explain issues in area, remind staff of their legal responsibilities and encourage responsible selling of alcohol	John Cruse , Team Leader LBTH licensing. Tel. 020 7364 5024 Tower Hamlets Police Licensing Unit. Tel. 020 7275 4977 John McCrohan , LBTH Trading Standards. Tel. 020 7364 6674
'Pub-Watch'	A borough-wide 'Pub-Watch' scheme exists. This encourages partnership working between licensees and statutory partners. Licensees within the area of the alcohol related ASB should be encouraged to join the scheme (if not already a member)	Tower Hamlets Police Licensing Unit. Tel. 020 7275 4977
Enforcement		
Street Drinking Ban (Section 13 Criminal Justice and Police Act 2001)	This is an option for an area which has a significant and deep-rooted ASB problem associated with street drinking. This option requires legislation in the form of a local bye-law. Consideration will need to be given to the need for diversion and/or support around homelessness and alcoholism. Any proposal for a ban should be discussed with the SN Inspector in the first instance.	Safer Neighbourhoods Inspector – See Section 2. Heather Mallinder , LBTH ASBCU. Tel. 020 7364 6103
'Drinking Control Zones'	It is possible to designate parts of the borough as 'Drinking Control Zones', which have a similar impact, although strict consultation procedures need to be followed before a 'Drinking Control Zone' can be put in place.	

<p>Confiscation of alcohol</p>	<p>The Confiscation of Alcohol (Young People) Act 1997 was introduced to address the problem of under eighteen year olds drinking alcohol on the streets. Section 1 allows a constable to confiscate intoxicating liquor. The section was amended to be consistent with Section 12 of the Criminal Justice and Police Act 2001 (relating to adults drinking intoxicating liquor in designated public places). Officers can now seize sealed containers as well as open containers, as well as the intoxicating liquor they hold, and dispose of both in an appropriate manner. However, a constable may not require a person to surrender any sealed containers unless he reasonably believes that the person is, or has been, consuming, or intends to consume alcohol in any relevant place.</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p>
<p>Police Powers to close licensed premises.</p>	<p>Under Section 179A Licensing Act 1964 a Police Inspector has power to close licensed premises where he /she reasonable believes that there is disorder or a disturbance on the premises or such is likely.</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p>
<p>Positive prosecution policy in relation to breaches of licensing laws</p>	<p>Agreeing, as a partnership, to prosecute all traders who breach the terms of their license and seeking to oppose future license applications for the premises/by the licensee.</p>	<p>John Cruse, Team Leader LBTH Licensing. Tel. 020 7364 5024 Tower Hamlets Police Licensing Unit. Tel. 020 7275 4977</p>
<p>‘Test Purchases’</p>	<p>Where intelligence indicates that alcohol is being sold in contravention of licensing restrictions but evidence does not exist to mount a prosecution, partners may wish to consider ‘test purchase’ operations to detect offences.</p> <p>Such operations can be high risk and have significant financial implications. If considered, early contact should be made with those named in the next column for advice on the feasibility on this as an option.</p>	<p>Safer Neighbourhoods Inspector – See Section 2.</p> <p>John Cruse, Team Leader LBTH Licensing. Tel. 020 7364 5024</p>

Tactics for Dealing With Alcohol Related Disorder and Nuisance

Legislation to be Considered (refer to PNLD)	
Legislation	Applicable to/Use
Licensing Act 1964 http://webapps01.intranet.mps/legalweb/S38.htm	Various offences relating to permitted hours, selling to young people, drunkenness, etc.
Section 1 Confiscation of Alcohol (Young People) Act 1997 http://webapps01.intranet.mps/legalweb/D2315.htm	Power of police officers to confiscate alcohol from people under the age of 18.
Section 13 Criminal Justice and Police Act 2001 http://webapps01.intranet.mps/legalweb/D9613.htm	Power to designate public places as areas where street drinking is prohibited

Tactics for Dealing With Hate Crime

The activities and suggested powers in this section are additional to those shown on pages 6 to 18 above and may be more specific to dealing with hate crime, defined as any crime based on prejudice be that race, faith, sexuality, age, disability or any other form of discrimination. However, SNTs, SNAGs and Problem-Solving Groups should make early contact with Tower Hamlets Police Community Safety Unit who specialise in the investigation of all forms of hate crime whenever dealing with a public set priority of this nature.

Intelligence

Activity	Details	Contact Organisation (see Section 2)
Promote and establish third party reporting sites	Third party reporting sites have been established across the borough in community buildings to encourage victims, who may be afraid to contact the police, to report hate crime. Trained staff record the details and pass that information to the police unless requested not to by the victim. This informs understanding of hate crime problems in the borough and enables better support for victims. SNTs should be encouraging reporting through their contacts with local people, but if they detect a particular concern about reporting to the police, consideration should be given to the need for further third party reporting sites in the area.	<p>DS Jane Shingles, Community Safety Unit, Tower Hamlets Police. Tel. 020 7275 4757</p> <p>See Section 2 for a full list of third party reporting sites.</p>
Distribute publicity material encouraging witnesses to come forward and advertise third party reporting sites in minority languages	It is essential that communities are aware of the importance of reporting offences of this nature.	<p>DS Jane Shingles, Community Safety Unit, Tower Hamlets Police. Tel. 020 7275 4757</p>
Use of Independent advisors and mediators	Independent advisors and mediators can be useful for generating community confidence and building bridges between minority communities and the SNT/SNAG. Consideration should also be given to use staff with particular skills within the partnership, for example, the MPS Community and Cultural Resource Unit. Interpreters are available 24 hours a day.	Safer Neighbourhoods Inspector – See Section 2.

Tactics for Dealing With Hate Crime

Intelligence		
Activity	Details	Contact Organisation (see Section 2)
<p>Visits to venues used by 'victim community' i.e. faith premises, clubs, public houses, etc.</p>	<p>Targeted crime prevention and safety advice to potential victims can reduce levels of victimisation and increase community confidence</p>	<p>To contact Faith premises: Reverend Alan Green Tower Hamlets Inter-Faith Forum. Tel. 020 8980 1742</p>
<p>Installation of temporary alarms, fire-proof letter boxes, etc.</p>	<p>Various temporary measures to 'target harden' victims homes, faith premises, etc. can be installed via the police crime prevention officers.</p>	<p>PC Tom Notley, Tower Hamlets Police Crime Prevention Officer. Tel. 020 8217 3770</p>

Enforcement		
<p>Police Community Safety Unit</p>	<p>A great deal of expertise is available within the Borough in the form of the Police Community Safety Unit. This is a dedicated unit dealing with all forms of Hate Crime (including Domestic Violence). Any SNT or SNAG dealing with any form of Hate Crime should make early contact with this unit for advice and assistance in dealing with the problem. Such advice and assistance can include advice on partnership working, dealing with offenders, investigations, victim care, forensics and proactive operations.</p>	<p>Contact Organisation (See Section 2.) DS Jane Shingles, Community Safety Unit, Tower Hamlets Police. Tel. 020 7275 4757</p>

Section 2

Directory of Tower Hamlets Partner Organisations

Directory

Page 27

Housing Areas Map

Page 46

Directory

Environmental Issues and ASB

Name of Agency	Key Activities	Contact	Other Considerations
<p>Anti-Social Behaviour Control Unit (ASBCU) (Council) Jack Dash House, 2 Lawn House Close, Marsh Wall London E14 9YQ</p>	<p>Tackling ASB across the borough through intelligence, prevention and enforcement.</p>	<p>Heather Mallinder, Principal Investigation Officer, 020 7364 6107 heather.mallinder@towerhamlets.gov.uk</p>	
<p>Parking Services (Council) Southern Grove Lodge, 3rd Floor, 60 Southern Grove E3 4PN</p>	<p>Blue badge misuse- Reduction of fraudulent use of blue badges</p> <p>Operation Scrap-It - Program to remove untaxed vehicles</p> <p>Joint patrols between police and parking attendants. Improves partnership working and enhances public perception of parking attendants</p>	<p>Kerry Harding, Management Services Manager, Fraud Investigation Unit. 020 7364 6772 kerry.harding@towerhamlets.gov.uk</p> <p>John Penton, Abandoned Vehicles Manager, 020 7364 1362 john.penton@towerhamlets.gov.uk</p> <p>Sandra Gallagher, Enforcement Manager, 020 7364 6804 sandra.gallagher@towerhamlets.gov.uk</p>	<p>Information sharing and reporting of arson.</p>
<p>London Fire Brigade</p>		<p>Tower Hamlets Borough Team: 020 7587 2171</p> <p>Borough Commander - Cyril O'Brien Borough Officer - Jake Lawrence</p>	

		<p>Fire station commanders: Bethnal Green - Chris Daly Bow - Andrew P. Roberts Poplar - Kris Bedlow Whitechapel - Phil Lawrence Millwall - Nic McCallum Shadwell - Barry Kent To contact email: firstname.lastname@london-fire.gov.uk</p>	
<p>Tower Hamlets Mediation Service</p>	<p>Arson / Community Safety</p> <p>The Mediation Service provides support to Council, Housing Association and Private Sector residents in dispute with neighbours</p>	<p>Claire Purton, Arson Task Force Practitioner, 07795 542 434, Claire.purton@london-fire.gov.uk</p> <p>Irene Grindel, Tel. 020 7702 8305</p>	<p>For general advice/training about arson prevention contact Arson Task Force</p>
<p>Noise nuisance (council)</p>	<p>Out of Hours Noise Team deal with:</p> <ul style="list-style-type: none"> • Nuisance neighbours • Noise from pubs and clubs • Noisy plant and equipment • Construction and building work • Rave events 	<p>Eartha Davis manages the Out of Hours Noise Team – for queries relating to the team’s day-to-day activities, contact her on: 020 7364 6665, eartha.davis@towerhamlets.gov.uk</p> <p>For queries relating to the provision of the service contact: David Farrell, Service Head for Environmental Health, 020 7364 6896 david.farrell@towerhamlets.gov.uk</p>	<p>Teams could share intelligence and provide a uniformed presence when necessary</p>

Directory

<p>Street Markets (council)</p>	<p>Market Inspectors - Detection and enforcement of criminal activities in the borough's markets. Targeting those involved in unlicensed trading, drug dealing and robbery.</p>	<p>Chris Chubb/ David Saunders Market Officers, Market Services Chris Chubb: 020 7364 1705 David Saunders: 020 7364 1708</p>	<p>Intelligence sharing. Joint activities and uniformed presence</p>
<p>Trading Standards (council)</p>	<p>Aim to reduce trade in counterfeit goods</p>	<p>John McCrohan, Trading Standards Officer 020 7364 6674</p>	<p>Joint activities and surveillance</p>
<p>Licensing (council)</p>	<p>Licensing - Monitoring and enforcement of licensing regulations in licensed premises.</p>	<p>John Cruse Team Leader, Licensing 020 7364 5024</p>	<p>Joint activities and information sharing</p>
<p>Environmental Health (council)</p>	<p>Compliance with environmental health laws</p>	<p>Surj Nashad, Team Leader, Health and Housing, Tel. 020 7364 6864</p>	
<p>Abandoned cars (council)</p>		<p>Report to LBTH Contact Centre 020 7364 6666</p>	
<p>Refuse collection (council)</p>	<p>To report missed rubbish collections, damage to a communal bin or a bin becoming full before the regular collection, contact the Council Contact Centre.</p>	<p>LBTH Contact Centre 020 7364 6666</p>	
<p>Graffiti removal (council)</p>		<p>Contact via LBTH Contact Centre 020 7364 6666</p>	<p>The response is dependent upon the type of graffiti (e.g. whether it is racist, etc), and the location (whether it is on private property or council owned)</p>

Directory

<p>Transport for London</p>	<p>Crime Reduction and Partnership working</p>	<p>Ray Davies TfL Crime Reduction Manager. 020 7027 8180 raymond.davis@tube.tfl.gov.uk</p>	
<p>DLR</p>		<p>Robert Gough, Operational Security Manager, SERCO Docklands Ltd Castor Lane, Poplar, E14 0DS Tel. 020 7364 9787</p>	

Housing

Housing estates are either managed by a Registered Social Landlord (RSL) or by the Local Authority. Currently all council owned estates are involved in deciding whether to transfer ownership to a RSL.

To find out who manages an estate in your ward contact your Local Housing Office.

If the estate is managed by the Council, there will be a designated Housing Officer responsible for the estate.

If the estate has recently transferred to a RSL, but you are unsure who currently manages the estate contact **Louis Rotsos, Participation and Consultation Group, 020 7364 0705.**

If the estate is managed by an RSL, contact **Charles Lees, Social Housing Team, 020 7364 7023.**

Name of Agency	Key Activities	Contact	Other Considerations
<p>Housing</p>	<p>Joint working between Housing Officers and SNT members:</p> <ul style="list-style-type: none"> • Intelligence sharing • Identifying hotspots with the help of caretakers 	<p>See Housing Map for your local office contact details</p>	<p>Housing office areas are currently different from Police administrative areas. Please refer to the map for contact details. The future of the borough's housing stock is being considered through Housing</p>

Directory

Council housing improvements (security etc)

The Tower Hamlets Home Improvement Agency helps elderly, disabled or low-income homeowners to apply for grants.

Alan Warner
Block C, 3,
Millharbour, London,
UK, E14 9XP
020 7364 0826
alan.warner@towerhamlets.gov.uk

Choice. This section of the directory will be subject to updates

These grants are for improvements and repairs or carrying out adaptations to meet the needs of a disabled person. Home Repair and Disabled Facilities Grants are currently available to homeowners and tenants.

Council Housing repairs

Report to the Council Housing Repairs Help Centre:
Tel: 0800 376 1637

Tel: 0800 376 1638
(Bengali/Sylheti line)

Minicom:
0800 376 1636
(for those with impaired hearing)

E-mail:
housing.repairs@towerhamlets.gov.uk

Estate services

- Rapid response caretaker teams
- Rapid response graffiti removal

Joe Gannon, LBTH Estate Services.
Tel. 020 7364 1428
07956 417 918

Directory

Homeless Persons Unit

To be registered as homeless an individual must attend an interview at the HPU in person to be interviewed by the Enquiry and Prevention Team. The Officers require proof of id, proof of homelessness (eg: an eviction letter) and proof of employment, if they have a job, or benefits if they don't.

Homeless Service
Block B Great Eastern
Enterprises
3 Millharbour
Isle of Dogs
London E14 9XP

Opening Hours:
Monday – Tuesday
9.30am-4pm
Wednesday –
9.30am-12 noon
Thursday – Friday –
9.30am-4pm

Tel. 020 7364 7474

Aldgate Advice Centre

Catering for rough sleepers and the homeless the Aldgate Centre provides information, advice and referrals to a wide range of specialist agencies, including homeless hostels.

Aldgate High Street,
London, EC3N 1AB
Tel. 020 7283 1950

RSLs

Southern Housing Group

Bethnal Green and Victoria Park Housing Association

Sonia Coe,
020 8456 1282

John Ferman
020 7780 9661

Circle 33

Call the **Contact Centre on 08457 697 695** and ask to speak to the relevant Neighbourhood Manager for your area.

Directory

Peabody Trust	Neil Brown, Housing Manager 020 7021 4000
Poplar HARCA	Steve Stride, 020 7510 0500
LABO Housing Association	John Brewster, 020 7790 9955
Guinness Trust Group	Howard Stone, 020 8519 2599
Mitali Housing Association	Salim Sadique, Housing Officer, 020 7702 7350 Jamal Uddin, Housing Manager, 020 7702 7350
Old Ford Housing Association	David Williams: 0207204 1500
Toynbee Housing Association	Debbie Cornelius 020 8519 1311
Swan Housing Association	Abbey Akande 020 7510 9964
Spitalfields Housing Association	Ian Weightman, 020 7392 5408
Tower Hamlets Community Housing	Mike Tyrell 020 7780 3070
Solon Cooperative Housing Services	Raymond Little, 020 7928 7811
William Sutton Trust	Nurien Khanom, 020 8980 1514
Ocean New Deal for Communities	Martin Miah, 020 8709 5333
Providence Row Housing Association	Gary Lathco 020 79207339

Directory

Youth Crime Prevention

Name of Agency	Key Activities	Contact	Other Considerations
<p>Youth Offending Team (Partnership: Council, Police, Health & Probation), St Mary’s Church Hall, Kitcat Terrace, Bow, E3 2SA</p>	<p>Youth Inclusion and Support Panel (YISP):</p> <p>Multi-agency panel to identify and work with at-risk young people to divert them from crime. Young people aged 8 to 13.</p> <p>Community Supervision:</p> <ul style="list-style-type: none"> - Supervise young people between 10 and 17 who have received a final warning or a sentence of the court. Includes supervision of young people who have been released from custody on licence. - Monitor progress and enforce breaches. 	<p>Mohammad Shahazan, Youth Inclusion and Support Panel Manager 020 7364 1113</p> <p>Julie Angus and Gary Hamil, police officers based in the YOT. Tel. 020 73641100/1099.</p>	<p>The SNTs can refer young people at risk to the YISP through the Youth Offending Team</p> <p>SNTs may be asked to support surveillance activity in relation to young people on Intensive Surveillance and Support Programmes (ISSPs) and those on the “Prevent and Deter” part of the Prolific and Priorities Offender Programme</p>

Directory

Youth Rapid Response Team (Council)

Mobile Youth Provision buses deployed for six monthly periods on targeted estates to work with young people

Responding to youth incidents and providing detached and street youth work in identified 'hotspots' in the borough

Oxford House,
Derbyshire Street,
E2 6HG

Youth Service Provider

LAP Areas 3, 4, 5 & 8

Youth Action UK,
The Spice Store,
3-11 Dodd St,
E14 7EQ

Youth Service Provider
LAP Areas 1 & 2

Poplar HARCA,
167A East India
Dock Rd, E14 0EA

Youth Service Provider
LAP Area 6

Poplar HARCA,
25a Limborough
House,
Walwood Street,
London E14 7BW

Youth Service Provider
LAP Area 7

Hasan Faruq, Senior Youth Worker,
020 7364 3154,
hasan.faruq@towerhamlets.gov.uk

Saifur Rahman, Senior Youth Worker,
020 7364 3215,
saifur.rahman@towerhamlets.gov.uk

Tracey Browne
Tracy.browne@oxfordhouse.org.uk,

Errol Wynter
Errol.wynter@oxfordhouse.org.uk

Sharon Fairclough
Sharon.fairclough@oxfordhouse.org.uk
020 7739 9001

Gwen Jones,
Gwenjones@youthaction.org.uk

Camelia Baugh
Cameliabaugh@youthaction.org.uk
020 7536 2930

Colin Barrett
Colin.Barrett@poplarharca.co.uk
020 7510 0591

Helal Ahmed
Helal.Ahmed@poplarharca.co.uk

Larrisa Benbow (Admin)
020 7538 2551
020 7510 0597

Directory

**Youth Services
Social Inclusion
Unit,**
Shadwell Centre

**LBTH Arts and
Events,**
Leisure Services
The Brady Arts
Community Centre,
192 - 196
Hanbury Street,
E1 5HU

Davenant Centre
179 - 181
Whitechapel Road,
E1 1DN

Outdoor Education
Youth Action UK,
The Spice Store,
3-11 Dodd St,
E14 7EQ

**Shadwell Basin
Project**
Outdoor Education,
Shadwell Pierhead,
Glamis Road, E1
3TD

Special Needs
Haileybury Youth
Centre (Benjonson
Road, E1 3NN

New Start

NS activities:

- Life skills
- Education – links to training providers
- Support
- NS Training

Dinar Hossain,
Social Inclusion Unit
Manager,
020 7364 4383
dina.hossain@
towerhamlets.gov.uk

Akhtar Rahim,
Coordinator of New
Start,
020 7364 5053
akhtar.rahim@
towerhamlets.gov.uk

Steve Murray
Steve.Murray@
towerhamlets.gov.uk
020 7364 7910

Sheikh Aliur Rahman
Aliur@dyce.org
020 7377 5592

James Dyer
Jamesdyer@
youthaction.org.uk
020 7536 2930

Mike Thomas
020 7481 4210

Fazlur Rahman
fazlurrahman@
youthaction.org.uk

Directory

<p>Tower Project for Young People with Disabilities (Special Education Needs), 44 – 55 Whitehorse Road, E1 0ND</p> <p>London Fire Brigade LIFE project</p>	<p>The LIFE Project runs a demanding 5-day firefighting course for young people (13-19 year olds) who have or likely to take part in anti-social behaviour, arson etc.</p>	<p>Gerald O’Shaughnessy gerald@towerproject.org Generic email : Info@towerproject.org 020 7790 9085</p> <p>Sim Pieroni, LIFE Project Team Leader, sim.pieroni@london-fire.gov.uk 020 7265 9533</p> <p>Barry Kent, Station Commander, Shadwell Fire Station, 290 Cable St, Shadwell, E1 0BX 020 7790 0280 Barry.kent@london-fire.gov.uk</p>	<p>Young people can be referred direct or via YOT etc.</p>
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Child Protection

Name of Agency	Key Activities	Contact	Other Considerations
<p>Child Abuse Investigation</p>	<p>Child Abuse Prevention Strategies. Delivered both by ACPC and SCD5</p>	<p>DS Paul Goldsmith, Referrals Manager, Child Abuse Investigation, 111 Bow Road E3 52947 Paul.goldsmith@met.police.uk</p>	<p>Target group: adults caring for children both as carers and parents, teachers and other professionals. Via referral through social services or CAIT</p>
<p>Child protection (Council)</p>	<p>Can provide advice where there is concern about the welfare of a child. Education social worker will advise on next steps.</p>	<p>Child protection advice line 020 7364 3444</p>	

Directory

Substance Misuse

Name of Agency	Key Activities	Contact	Other Considerations
Drug and Alcohol Action Team (Council)	Coordinates work to tackle drug and alcohol abuse through the borough, through education and treatment	Gilly Cottew , Drug and Alcohol Action Team Coordinator, 020 7364 4594 , gilly.cottew@towerhamlets.gov.uk	
Drugs Intervention Programme (part of DAAT – see above)	Provides interventions to get drug-using offenders into treatment	Rubia Ahmed , 020 8983 2838 Provides treatment to individuals arrested for specific drug related trigger offences.	
Lifeline Young Peoples' Substance Misuse Service	Substance Misuse services for Young People, including: <ul style="list-style-type: none"> - Treatment - Specialist outreach work - Parent and family support - Targeted prevention and early intervention team 	Via Matthew King , Young Peoples Substance Misuse Commissioner, 020 7364 4755 , matthew.king@towerhamlets.gov.uk	
Healthy Options Team	Referrals to specialist addiction unit for substance misusers	Referrals to: 020 8983 4888	
DASL (Drug & Alcohol Services for London)	Alcohol treatment and outreach services	Referrals to: 020 702 0002	
Rugby House	Care management for problematic alcohol users into detox/rehabilitation	Referrals to: 020 8983 4861	
Addaction Needle Exchange	Needle exchange facilities and drug paraphernalia	020 7790 1344	
Nafas	Bengali-run substance misuse outreach and day programme	020 7729 0044	

Directory

Street Prostitution

Name of Agency	Key Activities	Contact	Other Considerations
<p>Safer Exit Tower Hamlets (SETH), Toynbee Hall, 28 Commercial Street, London, E1 6LS</p>	<p>SETH works for women involved in commercial sex work. They run various projects including a court diversion scheme to avoid criminalising women and direct them to services.</p>	<p>Alice Peycke, Partnership Coordinator, 020 7392 2977</p>	<p>SETH has produced a directory of services to be used by professionals working with women involved in commercial sex work. SETH can provide general information about commercial sex work in the borough</p>

Domestic Violence

Name of Agency	Key Activities	Contact	Other Considerations
<p>Domestic Violence Unit (Council)</p>	<p>DV Safety Planning Panel, case coordination, advice and referrals on DV cases</p>	<p>Nicola Proud, DV Safety Planning Panel Coordinator, 020 7364 4183, nicola.proud@towerhamlets.gov.uk</p>	

Directory

Other			
Name of Agency	Key Activities	Contact	Other Considerations
<p>London Probation</p>	<p>Community Punishment / Unpaid Work (Adults)</p> <p>Prolific and Other Priority Offenders (PPOs)</p>	<p>Chris Chater, Assistant Chief Officer Olympic House, 28-42 Clements Road, Ilford IG1 1BA Tel. 020 8514 5353</p>	<p>Local projects could be linked to crime reduction needs identified by Safer Neighbourhoods Teams.</p> <p>By Referral – via Detective Sergeant Robert Kidd, Tower Hamlets Police. 020 8217 4183</p>
<p>Community Safety Unit</p>	<p>Help, advice and assistance in relation to all issues associated with hate crime</p>	<p>DS Jane Shingles, CSU Partnership, 29 West India Dock Road, London, E14 8EZ Jane.shingles@met.police.uk 020 7275 4757</p>	<p>Youth groups / gangs most commonly involved in these crime types. These two crime types are often committed in public areas e.g. street, housing estates, shopping areas, and conditions of bail may exclude persons from specified areas. Referral via CSU.</p>
<p>Tower Hamlets Community Empowerment Network</p>	<p>Umbrella body for third sector (voluntary and community) organisations to enable them to play a full role in decision-making by the Tower Hamlets Partnership.</p>	<p>Sheikh Rahman Sheikh@towerhamlets.org.uk</p>	<p>Can advise on how to engage relevant local voluntary organisations in the work of the SNAGs.</p>

Directory

Other

Name of Agency	Key Activities	Contact	Other Considerations
Tower Hamlets Interfaith Forum	Representatives from different faiths meeting to discuss shared issues.	Reverend Alan Green Tel. 020 8980 1742	Source of advice on faith issues and engaging faith communities in problem-solving activity.
Victim support	Provide support and advice to victims of crime.	020 8981 8421	
Safer Neighbourhoods Inspectors	Safer Neighbourhood Teams in LAPs 1 & 2	Inspector Mark Antill, Brick Lane Police Station. 02072754716 mark.antill@met.police.uk	Available for advice and assistance in relation to Safer Neighbourhoods, operational policing issues, problem-solving and partnership working
	Safer Neighbourhood Teams in LAPs 3 & 4	Inspector Zander Gibson, Limehouse Police Station. 020 7275 4668 zander.gibson@met.police.uk	
	Safer Neighbourhood Teams in LAPs 5 & 6	Inspector Steve Reed, Bow Rd Police Station. 020 8217 4900 steve.reed@met.police.uk	
	Safer Neighbourhood Teams in LAPs 7 & 8	Inspector Keiren Marwood, Isle of Dogs Police Station. 020 7275 4218 Keiren.Marwood@met.police.uk	

Directory

Tower Hamlets Partnership Area Directors	Area Director LAPs 1 & 2	Saheed Ullah. Tel. 020 7364 3170. Saheed.Ullah@towerhamlets.gov.uk	The Area Directors are responsible for helping to ensure improvements to the quality of life for local people are delivered at a local level through better coordination of services and to ensure that services respond better to local peoples needs and views. They are also responsible for overseeing the development and delivery of LAP Action Plans.
	Area Director LAPs 3 & 4	Keith Williams, Tel 020 7364 4329. Keith.Williams@towerhamlets.gov.uk	
	Area Director LAPs 5 & 6	Shazia Hussain, Tel. 020 7364 4212 shazia.hussain@towerhamlets.gov.uk	
	Area Director LAPs 7 & 8	William Roberts. Tel. 020 7364 4375. William.Roberts@towerhamlets.gov.uk	

Independent Reporting Sites

These are places where victims can report hate crimes without going direct to the police. Information will be passed to the police for intelligence purposes

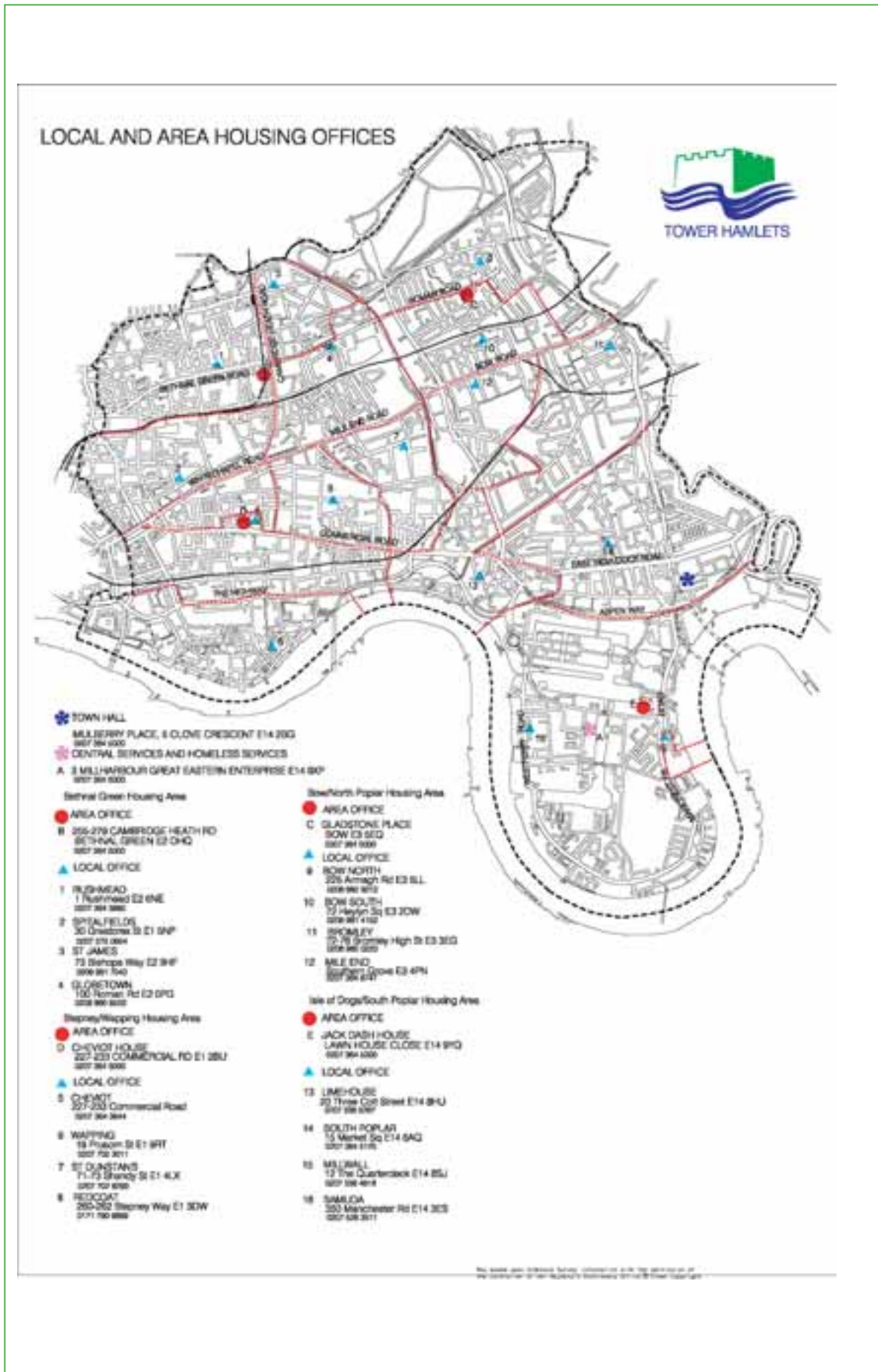
London Probation Area	50 Mornington Grove, E3	020 8980 1818
Tower Hamlets Victim Support Service	3 Merchant Street, E3	020 8981 8421
The Globe Centre	159 Mile End Rd, E1	020 7791 2855
Tower Hamlets College	Poplar High Street, E14	020 7538 5888
East London Mosque	82-92 Whitechapel Rd, E1	020 7247 1157
Brick Lane Mosque	59 Brick Lane, E1	020 7247 1157
LBTH Domestic Violence Team	Town Hall, Mulberry Place, E14	020 7364 4380
DITO	40 Southern Grove, E3	020 7364 6564
Door of Hope	22a Hanbury Street, E1	
Women's Aid	PO Box 2774, London E14 6DG (DV Only)	07000 782 539

Directory

LBTH One-Stop Shop Jack Dash House	2 Lawn House Close, E14	020 7364 6111
LBTH One-Stop Shop Cheviot House	227-233 Commercial Rd, E1	020 7364 2711
LBTH One-Stop Shop Cambridge Heath Rd	225 Cambridge Heath Rd, E2	020 7364 3696
LBTH One-Stop Shop Gladstone Place	1 Gladstone Place, E3	020 7364 5967
Connexions One Stop Shop	Mile End Park, E3	020 7364 6190
Poplar HARCA	Linc Centre, 70 Fern St, E3	020 7510 0500
Poplar HARCA	Chrip St Office, 167A East India Dock Rd, E14	020 7510 0500
Poplar HARCA	Aberfeldy Centre, Aberfeldy Street, E14	020 7510 0500
Poplar HARCA	Burdett Centre, Wallwood Street, E14	020 7510 0500
Poplar HARCA	Lansbury Centre, 5 Alton Street, E14	020 7510 0500
Poplar HARCA	Teviot Centre, Wyvis Street, E14	020 7510 0500
Spitalfields Housing Association	78 Quaker Street, E14	020 7392 5408
All Council Housing Offices (see page 46 for map)		
OTHER USEFUL NUMBERS Anti Social Behaviour Line		0800 9175 918 Answerphone service (due to transfer to live line shortly) where people can report ASB. Calls will be followed up by case worker from ASBCU
National Domestic Violence Helpline		0808 2000247

Directory

Local Area Housing Map



Section 3

Options for Community Engagement and Consultation by SNTs

Options for Community Engagement / Consultation by SNTs

Page 48

Options for Community Engagement / Consultation by SNTs

Safer Neighbourhood Inspectors will be working with LAP Steering Groups to develop communication strategies for each SNT. This is crucial to ensure two-way exchange of information about priorities, activity and results. A key objective will be to ensure that all sections of the community have an opportunity to have their voice heard, including “hard to reach” groups such as young people and minority groups. In many cases this will require SNTs to deploy proactive and creative means of communication.

Activity	How Undertaken	Group Responsible for Arranging	Comments/Frequency
Existing LAP Events	Consideration being given to ‘tailoring’ existing LAPs events to involve some element of public consultation	LAP Steering Group overseeing SN Activity in each LAP Area. Contact relevant Area Director.	Each LAP has regular events along particular themes and may wish to consider using these events to undertake SNT community consultation
LAP ‘Have Your Say’ Events	Open event in each LAP for people to come and go, speak to SNT Staff and LAP Members, view static presentations re: the LAP area and ‘have their say’ on local crime and disorder issues	LAP Group overseeing SN Activity in each LAP Area. Contact relevant Area Director	One per quarter in different public buildings
SNAG ‘Open House’ Meetings (see paragraph 3. above)	Designating a SNAG Meeting every 2 months as ‘open house’ to the public and partners	SNAG within each ward	One meeting every two months, to be advertised in advance
SNT ‘Door-Step’ events	Each SNT advertises that they (and the mobile police station) will be in a particular estate/street/location at a particular date and time. Immediately prior to the event taking place, the officers knock on doors and attempt to get as	Safer Neighbourhoods Team	This method will be particularly important for consulting hard to reach groups and locations and to be seen to be taking SN to the people who live on the estates. It is envisaged that

Options for Community Engagement / Consultation by SNTs

	<p>many people as possible around the mobile police station as possible where they engage the group, highlight good news and consult the gathering on their priorities</p>		<p>each SNT will do at least one of these events every month, with more events being undertaken at the discretion of the SN Inspector or Sergeants (Performance Indicators to be established in this area)</p>
<p>'Piggy Backing' Existing Community Meetings and Groups</p>	<p>A host of community meetings and groups already take place in LAPs, wards and estates in the Borough. It is envisaged that SNTs (or some of the SNT) will visit these groups and consult the assembled members on issues affecting them (i.e. schools, doctors' surgeries, youth clubs, women's groups, elderly residents groups, TRAs, etc.)</p>	<p>SNT. Consult Area Director and Community Empowerment Network.</p>	<p>Performance indicators already exist in this area; they will be developed further</p>
<p>Surveys</p>	<p>Undertaking 'ward specific' survey's in each SNT area</p>	<p>Awaits</p>	<p>Awaits further details – being developed</p>
<p>Letters, emails, phone calls, Key Individual Network (KIN) surveys, etc.</p>	<p>Each SNT has (will have) a specific email address and telephone number. Need to ensure communications received are analysed, considered and responded to as appropriate.</p>	<p>Safer Neighbourhoods Team</p>	

Options for Community Engagement / Consultation by SNTs

Activity	How Undertaken	Group Responsible for Arranging	Comments/ Frequency
Use Residents Panel	LBTH has a Residents Panel of 2500 individuals. SNTs can call on members of the panel in their ward to use for consultation, focus work, or invite to events.	<p>Sue Ritchie 020 7364 4846</p> <p>Consultation and Involvement Manager LBTH</p>	The Residents Panel has signed up to be involved in consultation etc. and are a useful resource for LAPs/SNAGs

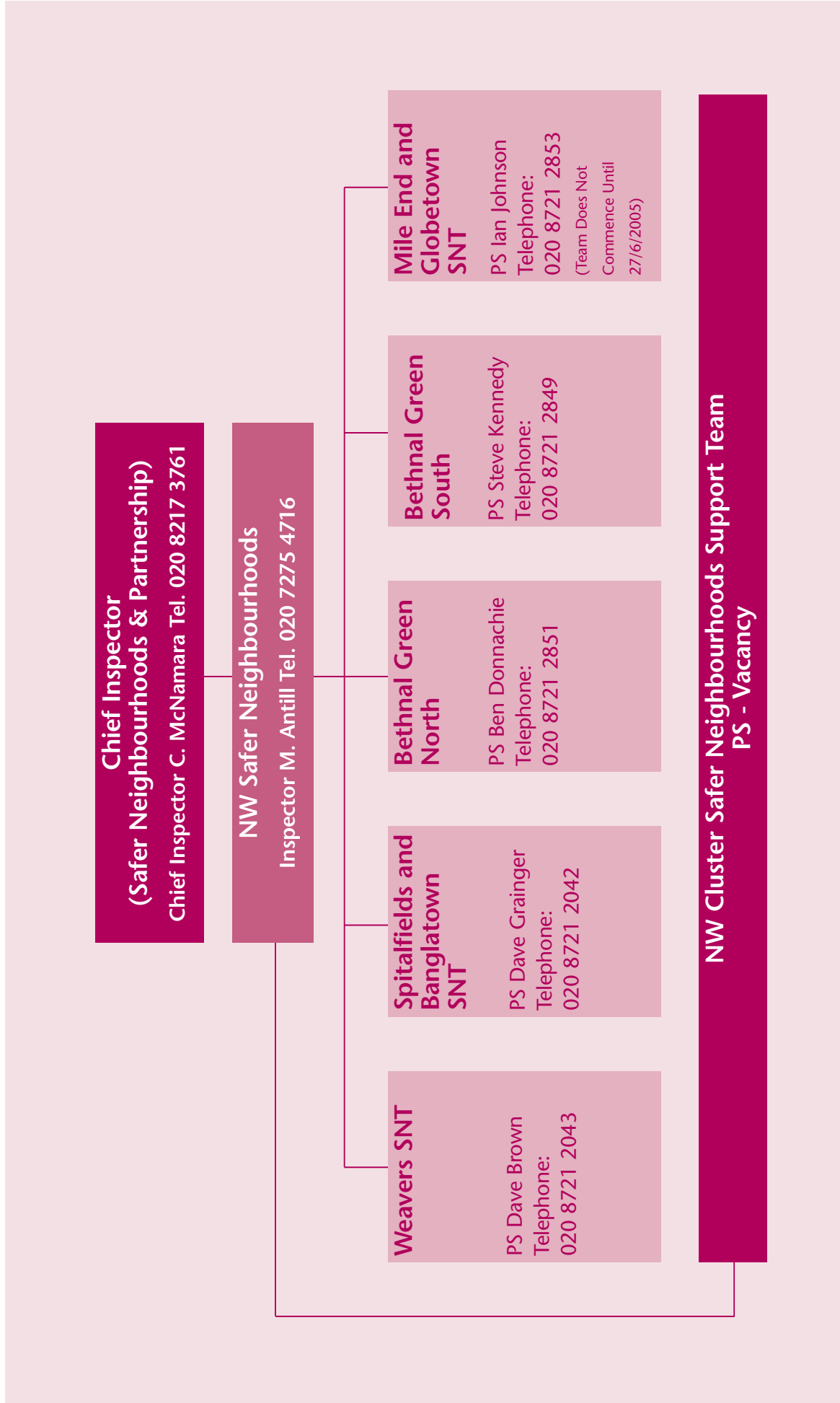
Section 4

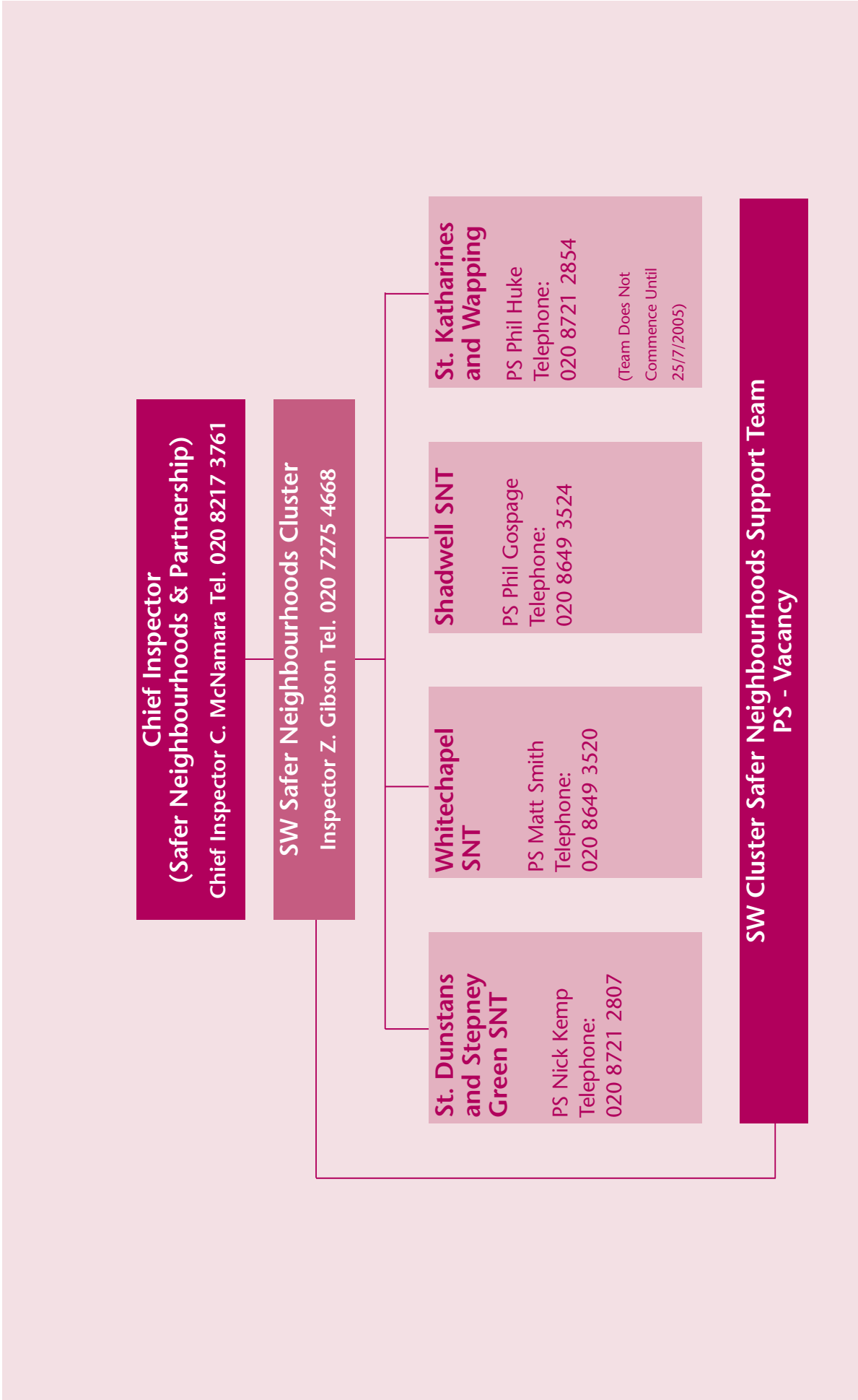
SNT and London Borough of Tower Hamlets

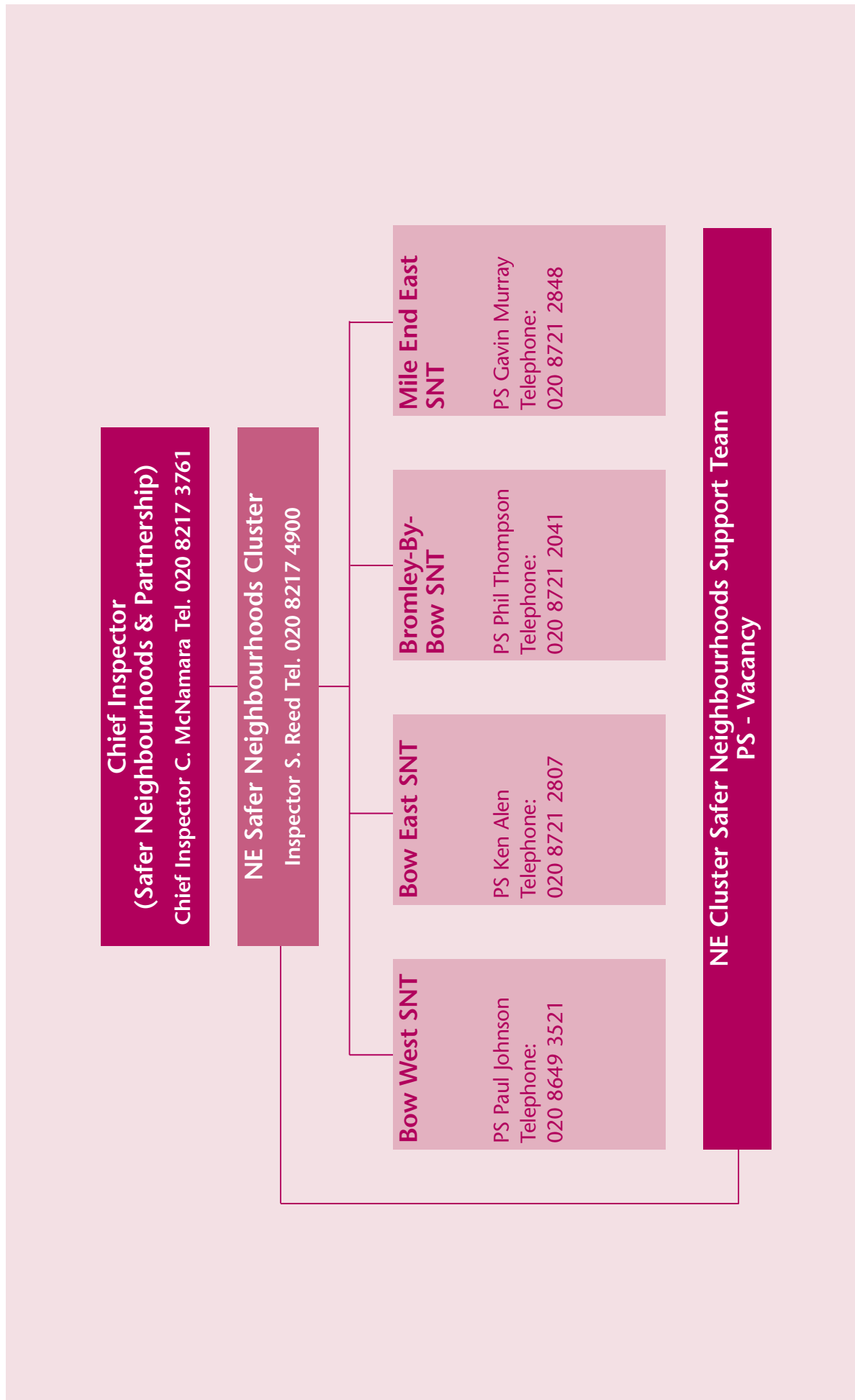
Organisational Structures

North-West SNT Cluster (LAPs 1 & 2)	Page 52
South-West SNT Cluster (LAPs 3 & 4)	Page 53
North-East SNT Cluster (LAPs 5 & 6)	Page 54
South-East SNT Cluster (LAPs 7 & 8)	Page 55
Safer Neighbourhoods Framework	Page 56
LB of Tower Hamlets: Guide to Crime Reduction Services	Page 57

North-West SNT Cluster (LAPs 1 & 2)







**Chief Inspector
(Safer Neighbourhoods & Partnership)**
Chief Inspector C. McNamara Tel. 020 8217 3761

SE Safer Neighbourhoods Cluster
Inspector K. Marwood Tel. 020 7275 4218

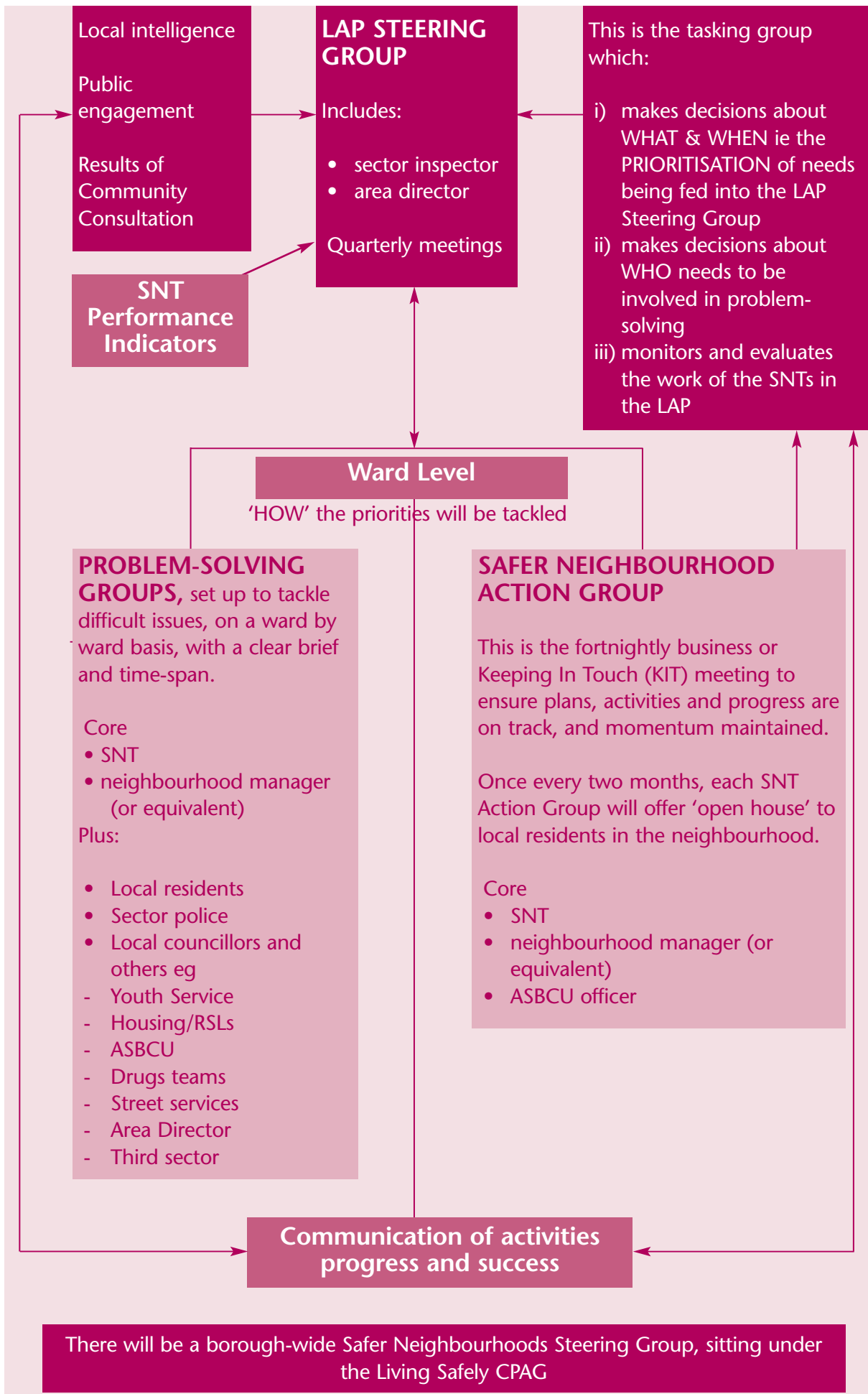
**Blackwall and
Cubitt Town
SNT**
PS Paul Atkinson
Telephone:
020 8721 2877

Millwall SNT
PS John Arnold
Telephone:
020 8721 2850

**East India and
Lansbury SNT**
PS Colin Davies
Telephone:
020 8721 2806

Limehouse SNT
PS Paul Jamieson
Telephone:
020 8721 2851

SE Cluster Safer Neighbourhoods Support Team
PS - Vacancy



CHIEF EXECUTIVE
Christin Gilbert

ADVISOR TO CHIEF EXECUTIVE
Sara Williams

CRIME REDUCTION SERVICES
Olivia McLeod (Interim Head) ext 6061
PA – Emily Jones ext 4633 fax: 4400

CRIME STRATEGY & PERFORMANCE UNIT

TBC (contact OLIVIA McLEOD)
EXT: 0764 FAX: 4400

- The unit is responsible for:
- Co-ordinating implementation of the statutory requirements, including Crime & Disorder Reduction Strategy
 - Planning and developing strategic programmes to reduce crime and disorder
 - Co-ordinating and analyzing partnership intelligence
 - Supporting Living Safely CPAG and its delivery groups.

ANTI-SOCIAL BEHAVIOUR CONTROL UNIT

EVERT ROBOTHAM
EXT: 6252 FAX: 6259

- The unit is responsible for:
This unit is responsible for:
- Casework team tackling anti-social behaviour
 - Drugs Task force
 - Language Support Team
 - Racial Harassment Development Team.

DOMESTIC VIOLENCE TEAM

PHILIPPA CHIPPING
EXT: 4380 FAX: 4400

- The unit is responsible for:
- Co-ordinating the provision and delivery of a diverse range of interventions, including drugs education and treatment
 - Running the Criminal Justice Interventions Programme getting offenders into treatment
 - Developing strategies to prevent and tackle drug misuse and drug related offences.

DRUG ACTION TEAM

GILLY COTTEW
EXT: 4594 FAX: 4400

- The unit is responsible for:
- Producing and distributing resources materials and public information on domestic violence
 - Organising training and events for professionals and the public
 - Developing and supporting projects to meet emerging needs and improve service responses.

YOUTH OFFENDING TEAM

STUART JOHNSON
EXT: 1160 FAX: 020 8983 9911

- The unit is responsible for:
- Prevention of youth offending
 - Providing 'diversionary' packages following a police Final Warning
 - Preparing court reports on young offenders and supervision of young offenders placed on community sentences or given custodial sentences.

