



Tower Hamlets Community Safety Partnership Plan 2021-2024

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Foreword

We are very pleased to introduce the Tower Hamlets Community Safety Partnership Plan 2021-2024, which sets out the priorities of the Tower Hamlets Community Safety Partnership Board.

Over the past three years, we have consistently reduced crime and helped make Tower Hamlets a safer place to live, work, and visit. However, as a partnership, we know that we still have work to do to build upon our success and focus on new challenges. Our main focus will continue to be reducing crime and anti-social behaviour which means we will work to prevent crime and disorder, address substance misuse, reduce reoffending, and support our young and vulnerable people from being drawn into extremist behaviour.

We will work together to support victims of crime whilst also identifying perpetrators who wish to harm our community. We remain committed to tackling hate crime in all its forms and will continue to ensure Tower Hamlets is a place that stands against intolerance, hatred, and extremism.

This plan acknowledges that the nature of criminality is changing. It sets out our approach to address 'hidden harm' crimes such as domestic violence, child sexual exploitation, and serious organised crime. Many of the crime and disorder issues we will seek to address have underlying contributing factors, often linked to vulnerability and exploitation. By protecting those identified as vulnerable, we aim to reduce the risk of harm and prevent victimisation or repeat victimisation. Keeping young people safe is

a key priority and we will continue to listen to their views throughout the course of this plan.

This plan describes how we will make the best use of existing resources to make our communities safer; working together to reduce demand on our services by supporting community and individual responsibility. It is important we are all working towards the same goals, providing a safe environment for residents, businesses, and visitors. No single agency can address the complexities involved in keeping communities safe, so the Tower Hamlets Community Safety Partnership will adopt a joined-up approach to achieve our goals.

The priorities and key objectives set out in this plan are based upon an assessment of crime and disorder issues across the borough and reflect the views of the community. We hope this document helps you understand what the Community Safety Partnership does and how we will achieve the aims set out through our priorities.



Mayor John Biggs



Councillor Sirajul Islam



What is the Community Safety Partnership?

Community Safety Partnerships are a requirement of the Crime and Disorder Act 1998. The partnership is made up of representatives from the police, local authorities, fire and rescue authorities, health services, and probation services (known as the 'responsible authorities').

The responsible authorities work together to protect their local communities from crime and help people feel safer. They work out how to deal with local issues including antisocial behaviour, drug or alcohol misuse, and re-offending. They assess local crime priorities and consult partners and the local community about how to deal with them.

The Crime and Disorder Act 1998 also introduced the principal aim of the youth justice system, which is to prevent offending and re-offending of young people under the age of 18. The formation of local Youth Justice Partnerships is central to this work, and Tower Hamlets ensures our Youth Justice Management Board has a strong link with the Community Safety Partnership Board.

Overall, the aim of the Tower Hamlets Community Safety Partnership is to:

- Create a safer borough for people to live in, work in, and visit
- Work in partnership to deliver local priorities that address crime and disorder
- Deliver local, regional, and national priorities.

To support this, every year we undertake a review of crime, anti-social behaviour and the drugs market, known as a Strategic Assessment. This is used to help inform what we commit to delivering in our Community Safety Plan.

The priorities we committed to delivering in the previous Community Safety Partnership Plan covering the period 2017-20 are set out below:

Priority area of focus	Outcomes
1. Anti-social behaviour, including drug and alcohol	<ul style="list-style-type: none"> • People feel safer • People know how to report ASB • More people supported through the new substance misuse treatment service
2. Violence	<ul style="list-style-type: none"> • Fewer victims of violence • More support to victims • Increase prosecution of perpetrators
3. Hate crime, community cohesion and extremism	<ul style="list-style-type: none"> • Increased support and protection for victims of hate crime • Reduced community tension and increased cohesion • Increased partnership use of Prevent referral process
4. Reducing reoffending	<ul style="list-style-type: none"> • Fewer first-time entrants to youth justice system (fewer young offenders) • More cohesive partnership Integrated Offender Management • Increased victim satisfaction of partners response to crime

What have we done?

For the duration of our previous Community Safety Partnership Plan covering 2017-20, we were able to make substantial headway on achieving our aims through the delivery of projects, partnership working, and placing victims of crime at the heart of our response to crime and disorder. During this period we:

Developed a police-led response to drug dealing, drug use and the associated criminality, called 'Operation Continuum'. This enables the police to disrupt and enforce against the perpetrators of crime and the ASB linked to drug dealing.

Recommissioned the Independent Domestic Violence Advocacy (IDVA) service to further improve services available to those affected by domestic abuse.

Adopted a public health approach to tackling violence, delivering a partnership Knife Crime Action Plan that aimed to reduce violent crime by addressing contributing factors to violent offending, and developing a strategic plan setting out our approach to tackling related exploitation and vulnerability.

Created a Police Violence Suppression Unit, dedicated to tackling violence locally. Using an uplift in police funding across London, Tower Hamlets have officers with the primary duty of tackling violent crime (including knife crime).

Developed a new model for tackling anti-social behaviour, establishing a multi-disciplined Neighbourhoods Operations Service that patrols our streets, supports victims of ASB, manages ASB cases, and targets problem locations.

Recommissioned the drug treatment service to improve access to even better services, supporting local residents who struggle with drugs and/or alcohol dependency and the associated complexities.

Developed a joint Tower Hamlets and Hackney Serious Organised Crime (SOC) profile, using data and intelligence as the foundation for disruption and targeted action against organised criminals and networks that operate the drugs 'middle market'.

Held a Mayor-led Tackling Violent Crime summit in 2018 that [set out actions to tackle violence across the partnership.](#)



Achievements since the 2017-20 plan

Strategic Priority	Outcome	Notes
ASB including drugs and alcohol	Improved reporting of ASB by 68 per cent (+683 reports) in 2019/21 compared to the previous year	Positive as an indicator of improved awareness of reporting system
	196 arrests for drug offences/drug supply through Operation Continuum in 2019/20	Positive outcome
	4 per cent reduction of those successfully completing drug/alcohol treatment and not returning to treatment within six months (by the end of March 2020) compared to the previous year	Some positive outcomes, but further work needed

Strategic Priority	Outcome	Notes
Hate crime, community cohesion and extremism	20 per cent reduction in faith hate crime offences when comparing figures to the previous year	Positive outcome
	204 Workshops to Raise Awareness of Prevent (WRAP) training/briefing events to 5,412 attendees including engaging with staff and students from 29 schools .	Positive outcome
	33 per cent increase in new referrals of victims of hate crime when comparing figures from 2019/20 to the previous year	Positive as an indicator of increased levels of awareness and confidence in the system
	20 per cent increase in cases reviewed at the hate incident panel	Positive as an indicator of increased levels of awareness and confidence in the system

Strategic Priority	Outcome	Notes
Violence	Over 200 Violence Against Women and Girls (VAWG) champions	Positive outcome
	7 per cent decrease in reports of sexual offences	Possible sign of decreased levels of awareness or confidence in system to report
	Increase in the domestic violence conviction rate to 68 per cent , when comparing 2019-20 figures to the previous year	Positive outcome

Strategic Priority	Outcome	Notes
Reducing reoffending	6 per cent reduction in knife crime offences compared to previous year	Positive outcome
	25 per cent reduction in knife crime injury victims under 24 years old for the period relating to 2019/20	Positive outcome
	22 per cent reduction in gun crime offences period relating to 2019/20	Positive outcome
	34 per cent reduction in the number of young people entering the criminal justice system for the first time period relating to 2019/20	Positive outcome
	The adult reoffending rate increased by 11 per cent in 2020/21 compared to the previous year, with 26 per cent of offenders committing further offences.	Negative outcome

Key legislation

Key pieces of legislation govern the priorities in this plan. Due consideration has been given to the following:

Crime and Disorder Act 1998, Police and Justice Act 2006, Policing and Crime Act 2009

The Crime and Disorder Act 1998 gave statutory responsibility to local authorities, the police, and key partners to reduce crime and disorder in their communities. Responsible authorities, commonly referred to now as Community Safety Partnerships (CSPs), were required to carry out audits every three years and to implement crime reduction strategies.

The Police and Justice Act 2006 introduced amendments, including the addition of anti-social behaviour and substance misuse within the remit of the CSP strategies. Reducing reoffending was added by the Policing and Crime Act 2009.

Domestic Violence, Crime and Victims Act 2004

The requirement for Community Safety Partnerships to conduct Domestic Homicide Reviews came into effect on 13th April 2011 as a result of the Domestic Violence, Crime and Victims Act (2004).

Police Reform and Social Responsibility Act 2011

This introduced directly elected Police and Crime Commissioners (PCCs) to replace Police Authorities in England and Wales. It is a requirement for the PCC to have regard to the priorities of the responsible authorities making up the CSPs and for those authorities to have regard to the police and crime objectives set out in the Police and Crime Plan. The legislation also brought with it a mutual duty for the PCC and the responsible authorities to act in co-operation with each other in exercising their respective functions.

The Anti-Social Behaviour, Crime and Policing Act 2014

The Act introduced simpler and more effective powers to tackle anti-social behaviour and provide better protection for victims and communities. This includes a new Community Trigger and Community Remedy to give people a greater say in how agencies respond to complaints. Updated statutory guidance from the Home Office released in December 2017 has brought greater clarity around the use of the tools and powers introduced by the Act.

Safeguarding legislation

Between 2014 and 2016 a number of pieces of legislation were introduced, including the Care Act 2014, Counter-Terrorism and Security Act 2015, Serious Crime Act 2015, Modern Slavery Act 2015 and Psychoactive Substances Act 2016. Legislation introduced duties including new reporting, referral and decision-making mechanisms, staff awareness requirements and impacts on contract management in the work of relevant organisations.

Counter Terrorism and Security Act 2015

This places a legal duty on local authorities "when exercising its functions, to have due regard to the need to prevent people from being drawn into terrorism". Prevent is one of four strands of the government's counter-terrorism strategy, and aims to stop people becoming terrorists or supporting terrorism. Section 36 of the CTSA places a duty on local authorities to ensure that a Channel panel is in place for their area that provides support for people who are identified as being vulnerable to being drawn into terrorism.

Key legislation

Domestic Abuse Bill 2020

The changes proposed through the Bill will impact on victims, families and agencies by improving the response to domestic abuse. Changes include a statutory definition of domestic abuse; introduction of a Domestic Abuse Commissioner; a new domestic abuse protection notice and order; a new duty on local authorities in England to provide support to victims and their children in safe accommodation. This is an evolving piece of draft legislation but community safety partners welcome the changes new legislation could bring.

Serious Violence Bill 2019/20

The outcome of a 2019-20 consultation was to bring forward legislation to create a new duty on organisations to collaborate, where possible through existing partnership structures, to prevent and reduce serious violence. There is an intention to ensure serious violence is an explicit priority for CSP's. Pending legislation, partners are already working together to address serious violence as a priority.

Future Arrangements for Community Rehabilitation Companies (CRCs):

Following a public consultation, 'Strengthening Probation' July to September 2018, the Ministry of Justice set out its plans to renationalise the case management of adults under probation supervision in England and Wales. This means that the National Probation Service will take over responsibility for all case management.

What does our borough look like?



The estimated population of Tower Hamlets is **331,620** with **125,820** households. **16 per cent** of households are overcrowded



The most common age groups in the borough are **25-29** and **30-34**, both of which represent **14 per cent** of the total population



More than two thirds of the borough's population is attributed to minority ethnic groups. **55 per cent** belong to BAME groups and a further **1 per cent** are from white minority groups



62 per cent of residents are employed. **9.6 per cent** are unemployed.



The average annual earnings for full time working residents in Tower Hamlets is **37,603**.



Tower Hamlets deprivation rank has fallen from **24th**, in terms of the proportion of local super output areas (LSOAs) in the worst 10 per cent nationally, to **175th**.



Healthy life expectancy in Tower Hamlets is **57.2** for women and **61.9** for men. Life expectancy is **79** for women and **82.9** for men.



50.6 per cent of Tower Hamlets residents think they are in very good health.



The total number of reported criminal offences in 2019/20 was **34,657**. When compared to other London Boroughs, Tower Hamlets ranks **7th**.

What does our 2020 strategic assessment tell us?

Anti-social behaviour (ASB) including drugs and alcohol



Reports of ASB to police have increased by 14.5 per cent compared to the previous year.



Tower Hamlets has the highest prevalence of opiate and crack cocaine use in London, contributing to an active drugs market.



Data from the single month of September 2020 highlighted 526 NOX canister sightings.



The Community ASB Multi-Agency Risk Assessment Conference (MARAC) heard 103 cases of vulnerable victims affected by ASB.

Hate crime, community cohesion and extremism



Reports of hate crime to police have stayed at a similar level, reducing by 1.4 per cent compared to the previous year.



20 per cent reduction in faith hate crime offences.



Total hate crime has reduced but there was a notable 35 per cent increase homophobic hate.

Covid-19 pandemic and wider changes



The coronavirus pandemic has had a significant impact on all our lives and the way we deliver services. The impact on community safety is explored more in the next section.



It's unclear what impact Brexit will have on communities, however, we will ensure we're aware of emerging issue, especially those relating to hate crime and community cohesion.

Reoffending



There was a 9 per cent reduction in the youth reoffending rate when compared to the previous year.



Young people entering the Youth Criminal Justice System for the first time saw a 17 per cent increase.



The adult reoffending rate increased by 11 per cent when compared to the previous year, rising to 26 per cent overall.

Violence and exploitation



25 per cent reduction in knife crime injury victims under 24 years old.



Compared to last year, violence has reduced, showing a decrease of 3 per cent.



Modern Slavery offences saw a 283 per cent increase (+51 offences) in 2020/21 compared to the previous year.



18 local young people were identified by Rescue and Response as being linked to county lines

Overall crime



Total crime and disorder rates in Tower Hamlets have remained at a similar level compared to the previous year: with a 0.13 per cent decrease

Crime and the Covid-19 pandemic

The Covid-19 pandemic has had significant and wide-ranging impacts on crime and disorder. This is reflected nationally and across London. We know, for example, that ASB demand has risen significantly in Tower Hamlets since March 2020. While levels of domestic abuse locally have not risen to the extent feared at the start of the pandemic, it remains a key area of concern given some victims will have gone into lockdown with their abusers.

The Community Safety Partnership (CSP) has been responsive to the changing demands and emerging issues that have presented themselves; specifically increases in hate crime, domestic abuse, and a significant rise in anti-social behaviour. Plans have had to be adapted in response to the pandemic, but operational delivery has been maintained. The policing of lockdown restrictions required co-ordination between the police and council services to tackle behaviour ranging from a lack of social distancing to organised unlicensed music events. This has been a demand on all partner resources.

There is a mixed opinion on how these issues should be dealt with in Tower Hamlets, but it is evident that despite lockdown, criminal activity still continues. While the challenges remain in one of the toughest economic climates seen in decades, with reductions in budget allocations which will inevitably impact upon service provision, the partnership will face difficult decisions about the way we go about our business. Nonetheless, we will make the best use of existing resources, working together to reduce demand on our services, and support communities and individuals to feel safe.

Going forward, we will need to understand the longer-term impacts of the pandemic and what this means for community safety. As well as challenges, there may be opportunities to further utilise resident empowerment and community mobilisation to help prevent and tackle crime and ASB.

A recent Healthwatch report, focussing on capturing young resident's experience during Covid-19, highlighted views on drugs and violence. Some of our young participants said:

I do feel like, because the focus has been on Covid, there's other stuff that is being like overlooked. Stabbings and stuff are still happening and I ain't gonna lie, especially after George Floyd, getting the police involved can't be the answer.

21, Somali, Female, Harford Health Centre

An issue that has been bad even when I was in secondary school is the violence in the streets, especially in the youth as even knife crime rates in themselves have been increasing tremendously which makes it always a bit of a worry to go out.

19, Male, Bengali, East One Health

I can tell that there are problems with other teenagers who are my age falling into struggles regarding drug misuse and obtaining illegal drugs. Many people my age have now given up on studies and just become addicted to drugs or sell drugs, and it hasn't gotten better during Covid.

16, Male, Bengali, Island Health

What did our consultation with CSP partners tell us?

Consultation with community safety partners told us what they thought would be best to address in our new local plan:

A focus on preventative work that addresses the underlying issues that contribute to criminality:

- Health and wellbeing (mental health)
- Education, training, employment
- Recovery from substance misuse
- Adopt a trauma informed and contextualised safeguarding approach to working with the offenders and repeat victims of crime

"Drug misuse and drug dealing (including associated issues)"

"Hidden harm and under reported crimes like modern slavery"

"Anti-social behaviour, including the use of nitrous oxide"

"Address the disproportionate representation of BAME groups in the criminal justice system"

"Violence against women and girls"

"Violence"

"Neighbourhood policing"

"Reoffending"

"Designing out crime"

Partners want to achieve the following by the end of this plan in 2024:

All children, particularly those who are most vulnerable, fully engaged in services available to support them (e.g. attending school, mental health services)

"A community that feels safer and more secure"

"Visible alcohol and drug use reduced"

"Less young people entering the Criminal Justice System"

"Lower levels of violence"

"Improved community resilience and empowerment – resulting in less demand on services"

"Improved partnership working"

"Improved access to mental health services for victims and perpetrators"



What did our residents' feedback tell us?

Anti-social behaviour (ASB)

 Of the 224 residents who responded to a survey to help the development of this plan, 83 per cent think ASB is a serious problem. Of the 83 per cent who view ASB as a serious problem, 49 per cent reported ASB as a "very significant issue". This is in comparison to 42 per cent of respondents reporting crime as a serious problem (with 11 per cent claiming it's a "very significant issue")

Type of ASB

 Drug use and drug dealing (88 per cent of respondents), nitrous oxide (79 per cent), and speeding or abandoned cars (66 per cent) were overwhelmingly identified as the main issues people had in terms of ASB. Groups of youths congregating late into the night, partying on the street and making noise was also referenced by large number of respondents, as was 'dog fouling' and 'fly tipping'.

Noise nuisance

 Of the 224 residents who responded to a survey to help the development of this plan, 48 per cent think noise nuisance is a big problem. The majority of respondents reported that it wasn't "noisy neighbours" that were the issue, but rather groups of youths coming into their local area and congregating late into the night, often driving cars dangerously and revving engines loudly.

Violence against women and girls (VAWG)

 In developing the VAWG strategy 2019-24, we were told:

- 15 per cent of service users said they had felt suicidal due to abuse they experienced
- 21 per cent of service users said they had experienced ill mental health
- 6 per cent of service users said they had experienced an addiction
- 27 per cent of service users said they had been a victim of child abuse and /or witnessed abuse in the home as a child
- 28 per cent of service users had experienced homelessness.

Exploitation



Consultation for the Violence, Vulnerability and Exploitation Strategy heard how young people's concerns included those in care settings, children from one parent families, and children where there are mental health problems in the family. Support needed included mentoring support, and the importance of effective interventions against those identified as exploiting young people.

Effectiveness of the Community Safety Partnership



Of the 224 residents who responded to a survey to help the development of this plan, 53 per cent feel that Tower Hamlets CSP is not effective at addressing crime, disorder, substance misuse and reoffending. A number of respondents noted this was because they were not well informed of the efforts being made by the CSP. Others stated that the absence of police on the streets led to reduced confidence.

Drugs



Of the 224 residents who responded to a survey to help the development of this plan, 80 per cent felt drugs and drug dealing is a very serious issue. Drugs and drug dealing have been noted as key issues by residents. Respondents identified visible drug dealing from cars, Nitrous Oxide use (visible cannisters), weed (constant smell on streets), and associated ASB as their main concerns.

Substance Misuse



- Consultation for Tower Hamlets Substance Misuse Strategy 2020-2025 revealed the majority of stakeholders and residents supported a three strand approach which focuses on early intervention and prevention, evidence based treatment and recovery support, and reducing drug and alcohol related crime and anti-social behaviour.
- Around 25 different emerging priorities were suggested, covering a wide range of themes. However, key priorities were community involvement and research & intelligence, followed by targeted enforcement and better partnership work.

Violence



Consultation for Tower Hamlets Violence Vulnerability and Exploitation Strategy 2021-24 revealed the majority of stakeholders and residents advocated for a three strand approach which focuses on:

- Prevention and early intervention
- Protection and ongoing support for children for children and young people at the highest risk of harm and those who are survivors
- Disrupting and pursuing those who pose a risk to children and young people.

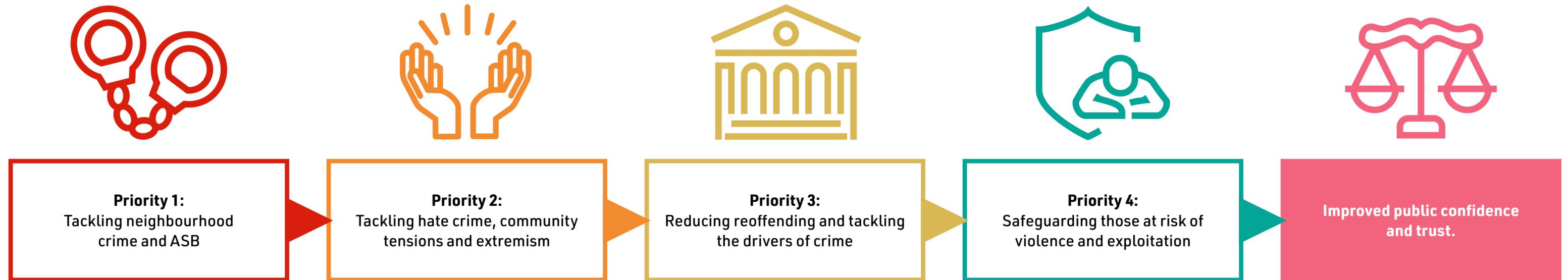
Community safety priorities 2021-2024

This plan sets out four priorities for Tower Hamlets CSP. They aim to address the council's strategic outcome to ensure "people feel safer in their neighbourhoods and anti-social behaviour is tackled". This aim is shared by all Community Safety Partnership members. We hope that by addressing local issues like these within our strategic priorities, we will be able to improve public confidence and trust in local policing and community safety partners to make Tower Hamlets safer.

The police also have local policing priorities that are aligned to the broader CSP priorities. These are:

- Personal robbery
- Burglary
- Anti-social behaviour (ASB).

Working in partnership to address these issues, the CSP will ensure it monitors and responds to other specific crime types that present an ongoing problem in the borough.



Principals and cross-cutting themes

Public health approach

Focus on early intervention and prevention, and the wider determinants of crime and community safety, including social inequalities, employment, skills, health, housing and environment.

Contextual safeguarding

Focus on contextual safeguarding, taking a whole-family approach and accounting for every context and environment that adolescents encounter beyond their family. This involves adopting a trauma-informed approach, using a local understanding of the impact that adverse childhood experiences have on involvement in crime & ASB.

Resident involvement

Co-producing solutions with our local community to understand local priorities and develop an approach that is responsive and effective in increasing feelings of safety.

Collaboration

'Work across agencies by sharing data and intelligence. This will allow a more efficient and effective approach and better-targeted interventions.

Supporting victims

Ensure a focus on victims and strengthen local systems to support victims, reduce repeat victimisation, and recognise that perpetrators of violence can often be victims too.

We are committed to a joined-up approach that addresses drivers of crime and the underlying issues that affect levels of anti-social behaviour, crime and reoffending. This includes:

Substance misuse

We know that a substantial proportion of local crime is driven by substance misuse and an active drugs market, resulting in acquisitive crimes and serious violent offending. Consideration of Tower Hamlets' drugs market will be a cross-cutting theme across our strategic priorities and partners will work together to address substance misuse through treatment and disrupting drug markets through enforcement activity.

Mental health

Some of those in contact with the criminal justice system suffer from mental health problems, with people particularly at risk during and after contact with the criminal justice system. By identifying and addressing mental ill health at the earliest opportunity we can aim for the best outcomes for those people experiencing mental health issues and provide holistic support for people with complex and challenging needs.

Community cohesion

A thriving, cohesive and well-integrated community can help to reduce the risk of hate crime and the risk of extremism taking root. The council and relevant partners will continue to monitor community tensions and promote social integration to encourage an environment where people of all backgrounds come together as one community. Our Community Cohesion Plan 2020-2025 sets out our priorities and commitments to strengthen cohesion in the borough.

Inequality and ethnic background

People's experience of crime, disorder, safety and services is not the same. For example, being a woman, being of a Black, Asian and minority ethnic background, being LGBTQIA, being disabled, having a different gender to the one assigned at birth, being older or younger all have an impact.

To ensure Tower Hamlets has a cohesive and integrated community that feels fairly treated and represented across the partnership, we must also acknowledge the national evidence that highlights that the youth justice system treats children and young people (10 to 18-years-old) from ethnic minority backgrounds differently. Children and young people from BAME backgrounds are over-represented at most stages of the youth justice system. [The Lammy Review \(2017\)](#) highlighted that BAME defendants were more likely to enter a not guilty plea at court, resulting in harsher sentencing and a longer time spent in the justice system.

In Tower Hamlets, we believe that a partnership approach is key to reducing disproportionality and ensuring partners understand the experiences of BAME children and young people. The Lammy Review highlights that "the best way to ensure fair treatment is to subject decision-making to scrutiny". Knowing the realities that BAME young people face and understanding the adverse experiences of institutionalised racism is key in helping hold organisations to account and improving the systems to support and protect children, young people, and their families - regardless of their ethnicity.

As part of our commitment to explore and address disproportionality, Tower Hamlets Youth Offending Partnership held a [Spotlight focus session on disproportionality](#) on 1 July 2020. An action plan was produced with measurable, time-actioned targets assigned to a range of services and partner organisations. This will ensure that disproportionality is kept at the forefront of the work of both the Youth Justice Service and the Youth Justice Management Board.

More detail around how Tower Hamlets CSP will address inequality of outcomes and experiences for people from a BAME background in the criminal justice system can be found in the "improving public confidence and trust" section of this plan. This includes a commitment to the Mayor of London's 'Transparency, Accountability and Trust in Policing Action Plan', a Community Monitoring Group to monitor stop and search and intrusive police tactics, and a public attitudes survey to help us measure and set targets to increase perceptions of fair treatment by at least 5 per cent on the measure 'police treat everyone fairly regardless of who they are'.



Priority 1 – Tackling neighbourhood crime and ASB

Why is this a priority?

- Tackling ASB is one of the biggest challenges we face in Tower Hamlets. Trends in resident perceptions on the different types of ASB consistently identify drunk and rowdy behaviour in public places, people using or dealing drugs and litter from the use of nitrous oxide (NOX) canisters lying around as key areas of concern.
- Data from the single month of September 2020 highlighted 526 NOX canister sightings.
- Reports of ASB to the police increased by 14.5 per cent, with repeat calls increasing by 14.8 per cent compared to the previous year. ASB cases reported to the council increased by 68 per cent compared to the previous year.
- Neighbourhood crime and disorder has a significant impact on the community, this includes vehicle fires, arson attacks, and crimes for gain like burglary and the sale of alcohol to those under age.

Key areas of focus:

- ASB (including the use of nitrous oxide) · Community Triggers
- Public Space Protection Order · Targeting problem locations
- Designing out crime · CCTV · Burglary · Fires

Our aims and strategic intentions

- Continuously deliver a victim-focused response to ASB
- Address the full spectrum of ASB, from littering and graffiti, to nitrous oxide and drug-related ASB
- Safeguard vulnerable victims and perpetrators of ASB, working in partnership with the Safeguarding Adults Board and Safeguarding Children's Partnership
- Improve our understanding of ASB to deliver a more informed approach to tackling the underlying drivers of demand
- Work with partners and residents to address neighbourhood and cross border issues
- Tackle irresponsible business practice through licencing and trading standards functions
- Working in partnership to improve fire safety and fire prevention
- Continue to tackle acquisitive crimes like burglary with a focus on prolific offenders.

Outcomes we want to achieve

- Reduce repeat victimisation
- Comprehensive ASB profile for Tower Hamlets to inform operational tactics
- Reduce the impact of the night time economy
- Residents report ASB via the correct channels
- Fewer deliberate fire incidents.



How will we address neighbourhood crime and ASB?

Tackling anti-social behaviour (ASB)

Our approach to tackling ASB will be centred around addressing the issue at neighbourhood level. By focusing on problematic locations, we will aim to reduce the impact it can have on residents and communities. We will implement a holistic approach to tackling ASB that will include:

- Robust use of ASB enforcement powers
- Provide effective support to ASB victims in a neighbourhood setting (commissioning support services like Victim Support).
- Introduce a borough-wide Public Spaces Protection Order to ban the recreational use of nitrous oxide, which causes harassment, alarm, distress, nuisance, or annoyance
- Upgrade our CCTV system so we can continue to deter and detect crime and ASB (including environmental crimes)
- Address drug dealing through the implementation of Operation Continuum
- Bring statutory and non-statutory partners together to tackle neighbourhood ASB via a new strategic partnership board
- Tackle fire related ASB by investing in the education and development of young people at an impressionable age (Fire Cadets, Junior Citizens and Juvenile Fire Setters Scheme)
- Address cases where vulnerable victims and perpetrators of ASB are involved through a multi-agency risk panel
- Tower Hamlets Homes and registered providers working with the police, making proactive use of the Civil Injunction Powers
- Our designated Protective Security and Crime Prevention Manager will provide expert knowledge on 'designing out crime'.

Safer neighbourhoods

Improving the safety of local neighbourhoods was a key part of the Mayor of London's Police and Crime Plan for 2017-2021, with our plan embodying the Mayor's commitment to make our local neighbourhoods safer. Through the Safer Neighbourhood Board (SNB) and local Ward Panels, residents will continue to work alongside police to solve problems collaboratively and contribute to community safety decision making. The SNB will continue to enable residents to hold police to account; ensuring stop and search powers are used fairly and consistently, locally agreed priorities are delivered, and police answer to local concerns. Through the following mechanisms, Tower Hamlets will keep neighbourhoods safe:

- Ward Panels – police and council addressing local concerns
- Community Trigger - allowing members of the community to ask the Community Safety Partnership to review their responses to unresolved complaints of ASB
- Public Space Protection Orders – enforce against those who commit alcohol related ASB and individuals/groups that use nitrous oxide canisters
- Neighbourhood Management Project – partnership board that aims to tackle crime and ASB in the wards with the highest number of police 101 calls, drug, and crime incidents across the borough.

Tackling local crime and disorder

Our partnership approach to tackling crime and disorder will consist of the following:

- Partnership Task Force (PTF) – deploy council funded police officers and task them to problem locations, informed by intelligence and data
- Burglary and Robbery Investigation Team (BRIT) – police team specifically focused on tackling burglaries and robberies in Tower Hamlets
- Tower Hamlets Homes (THH) Police – THH-funded police officers tasked to problematic estates and localities across the borough
- Tasking meetings – joint meetings used to respond to emerging issues and problem locations, identifying required actions to satisfy local issues.

How will we address neighbourhood crime and ASB?

Tackling anti-social behaviour (ASB)

While our approach to tackling ASB will address the issue at neighbourhood level, focusing on problematic locations, we will also look to improve the quality of local environments in the borough by doing the following:

- Design out crime through planning policy, considering the physical design aspects of local neighbourhoods that could impact on and reduce ASB. We have a Local Plan and planning policy which guide the development/physical make-up of the borough to reduce crime.
- Deliver regeneration activities to improve high streets and town centres through our local strategy.
- Work with Licensing to address rogue landlords and housing providers in the private rented sector, Tower Hamlets Homes, and registered providers to better manage ASB in and around housing estates.
- Love Your Neighbourhood Programme – delivering a range of initiatives which seek to improve the quality of the local environment (e.g. waste, litter, graffiti, pollution). This programme includes initiatives which directly affect how safe our residents feel, for example, improving streetlighting.
- Implement our Transport Strategy to improve on how safe people in Tower Hamlets feel, and encourage active travel (i.e. walking and cycling).



Priority 2 – Tackling hate crime, community tensions and extremism

Why is this a priority?

- Tower Hamlets is a diverse borough where most people treat each other with respect and dignity. Unfortunately there are some who don't hold those same values, perpetuating hate.
- There was a 35 per cent increase in Homophobic hate crime in 2019-20 despite the reduction in total hate crime offences.
- Following on from the social injustices highlighted by the killing of George Floyd, we recognise the devastating human consequences of systemic oppression, in line with the Mayor of London's intention to improve transparency, accountability and trust in policing. As such, hate crime and community tensions remain a high priority for Tower Hamlets.
- Prevent is about keeping people and communities safe from the threat of terrorism and we are committed to delivering this part of one of the four strands of the government's counter-terrorism strategy.
- Protect or Protective Security is also part of the government's counter-terrorism strategy and it aims at improving the safety and security of crowded places in the borough through preventative, physical measures.

Key areas of focus:

- Hate crimes · Community tensions · Prevent
- Community cohesion · Protective Security

Our aims and strategic intentions

- Increase confidence of victims to report incidents of hate crime
- Ensure staff are trained on reporting hate crime/hate incidents outside of the police
- Encourage more residents to be 'supportive bystanders' if hate incidents are witnessed
- Support victims of hate crimes
- Safeguard those at risk of radicalisation and continue to work with the community through the Independent Prevent Advisory Group
- Ensure frontline professionals are trained in the Prevent duty and referral process
- Maintain a strong focus on community cohesion activities and tensions monitoring
- Work with the police counter terrorism security advisors to improve the resilience of the built environment
- Improve the safety and security of crowded places and points of interest in the borough through preventative, physical measures.

Outcomes we want to achieve

- Improved confidence to report hate crime
- Increased support and protection for victims of hate crime
- Increased training and awareness of hate crime within communities
- Build cohesion and resilience within local communities
- Improved public perception of feeling the police treat everybody fairly regardless of who they are
- Ensure people know what to do if concerned about someone who is vulnerable to radicalisation or you think is being radicalised
- Achieve a 10 per cent sanction detection rate for hate crime offences.



How will we tackle hate crime, community tensions and extremism?

Hate crime

Our approach to tackling hate crime adopts a partnership approach, with various agencies and members of the community all supporting one another in our efforts. This includes:

- Victim Support provides victims of hate crime with support following a reported incident
- Our local police and the council have a dedicated hate crime team designed to support and give advice to those who have witnessed or been a victim of hate crime
- We will continue to operate our local Hate Incident Panel which brings together key partners to resolve complex hate crime cases
- Tower Hamlets 'No Place for Hate Forum' brings key partners together to deliver an annually refreshed action plan that includes prevention and early intervention work, support for victims, staff training, awareness campaigns, and working with partners to ensure enforcement action
- Safeguarding Adult's Board prioritises disability hate crime.

Community tensions

The Tension Monitoring Group (TMG) is a body that addresses community tensions requiring a coordinated response from multiple services and local community stakeholders. The TMG may address actual tensions where there is evidence of significant impact on the community, or potential tensions where there is a high likelihood of significant impact. The following community tensions and cohesion matters fall within the remit of the TMG:

- Tensions affecting the local community as a whole or large part of the community, multiple levels of society or with the potential for social disorder
- A single incident, where escalation is likely, or affecting a large proportion of the community, or requires further consideration even after being actioned by another forum or panel (e.g. Hate Incident Panel)
- A serious violence incident or a series of serious violence incidences.

The TMG meets quarterly and can convene at short notice in the event of a critical or serious incident affecting community tension.



Extremism

Prevent is a part of the government's national counter-terrorism strategy. Our Prevent programme in Tower Hamlets includes 'Channel', a multi-agency panel consisting of the local authority, police, health and education professionals and other key interested stakeholders designed to safeguard vulnerable children and adults from being drawn into violent extremism or terrorist related activity. As part of Prevent, we also:

- Deliver training for frontline staff in recognising, referring, and responding to radicalisation
- Commission projects to build capacity, increase resilience, and improve understanding of extremism and radicalisation with partners such as schools, colleges, frontline staff, community groups, venues, and parents.

We also play a key role in empowering the community. We mentor and support grassroots organisations in producing and delivering counter extremism projects by assisting them to access funding through various sources including the London Mayor's Office for Policing and Crime, and central government. Additionally, we provide support to places of worship and key points of interest to improve security of premises. Lastly, we provide training and resources to ensure partner organisations are kept well informed about extremist narratives to ensure counter extremism measures in the borough remain relevant and effective.

Priority 3 - Reducing reoffending and tackling the drivers of crime

Why is this a priority?

- The adult reoffending rate increased by 11 per cent compared to the previous year, with 26 per cent of offenders committing further offences. Youth reoffending decreased but still stands at 34 per cent in 2020/21.
- We know that drugs are a driver of crime in Tower Hamlets, and one of our residents' top concerns is around drug dealing and visible drug use. 88 per cent of respondents to our public consultation highlighted drugs as an issue. Drugs are often distributed by organised criminal networks and require a partnership response to address the wider impact they have on our local communities.
- Some offenders have troubled lives with complex needs and in many cases this contributes to their offending behaviour. Some of these factors include health related issues (including mental health), accommodation, drugs and alcohol and attitudes (thinking/behaviour).



Key areas of focus:

- Drugs and alcohol substance misuse (treatment, prevention, enforcement)
- Targeting offenders (IOM, MAPPA) · Drug market (Operation Continuum)
- Serious and organised crime · Rough sleeping

Our aims and strategic intentions

- Increase support to offenders with access to housing, training and employment, financial aid, debt recovery and drugs and alcohol service
- Work in partnership to reduce reoffending
- Support those who misuse drugs and/or alcohol to successfully complete community/facility based treatment
- Enforce against persistent/prolific offenders who misuse drugs/alcohol
- Address drugs, as a driver of crime, and associated criminalities through innovative initiatives
- Implement the refreshed Integrated Offender Management framework that emphasises a more consistent and evidence-based approach to managing offending behaviour
- Protect the public from prolific offenders through Multi-Agency Public Protection Arrangements
- Review opportunities to improve referral rates to drug and alcohol services
- Continue to provide support for young people who are involved in offending, and reduce /First Time Entrants to the criminal justice system
- Deliver Youth Justice Service and the Youth Justice Management Board Action Plan around disproportionality in the youth justice system
- Work in partnership, locally and nationally, to disrupt and prevent serious and organised crime to reduce the impact of its resulting social harms on communities and residents.

Outcomes we want to achieve

- Visible drug and alcohol use and dealing reduced
- Reduction in the reoffending rate for adults and juveniles
- Reduce reoffending behaviour through Integrated Offender Management
- Fewer first time entrants into the criminal justice system
- Fewer people 'sleeping rough' in Tower Hamlets
- More people successfully completing treatment and not returning to the service for treatment within a six month period.

How will we reduce reoffending and tackle the drivers of crime?

Reducing reoffending

We will target persistent offenders through the rollout of a refreshed London-wide 'Integrated Offender Management' (IOM) framework that emphasises a more consistent and evidence-based approach. Latest data reveals the number of offenders on the IOM framework has increased by 39 per cent between 2013-2019 across London. Violent offending amongst this cohort has increased by 30 per cent over that same period. The refreshed IOM framework for London, introduced in October 2020, will focus on persistent violent offenders, and will also maintain a focus on priority acquisitive offences, particularly robbery and burglary. Key CSP partners including the council, the police, and probation services in Tower Hamlets all have a key role to play in the rollout of this new framework, which is due to be implemented from April 2021 in Tower Hamlets and across London.

Address rough sleeping

Our 'Homelessness and Rough Sleeping Strategy (2018-2023)' sets out how we will prevent homelessness, including rough sleeping, and support those who face homelessness or who are at risk of becoming homeless. Genuine offers of support and accommodation will always be our main approach to end rough sleeping. However, where this approach is consistently unsuccessful, we will work closely with enforcement agencies and the wider community as a partnership to reduce anti-social behaviour.

Address drugs and alcohol substance misuse

Our 'Tower Hamlets Partner Substance Misuse Strategy (2020-2025)' sets out how we will reduce drug and alcohol-related harm in Tower Hamlets. This includes a multifaceted approach that prioritises 'early intervention and prevention', 'evidence-based treatment and recovery support', and 'reducing drug and alcohol related crime and anti-social behaviour through enforcement and regulation' which includes Operation Continuum, our multi-agency initiative to crack down on drug dealing.



Address Serious Organised Crime (SOC)

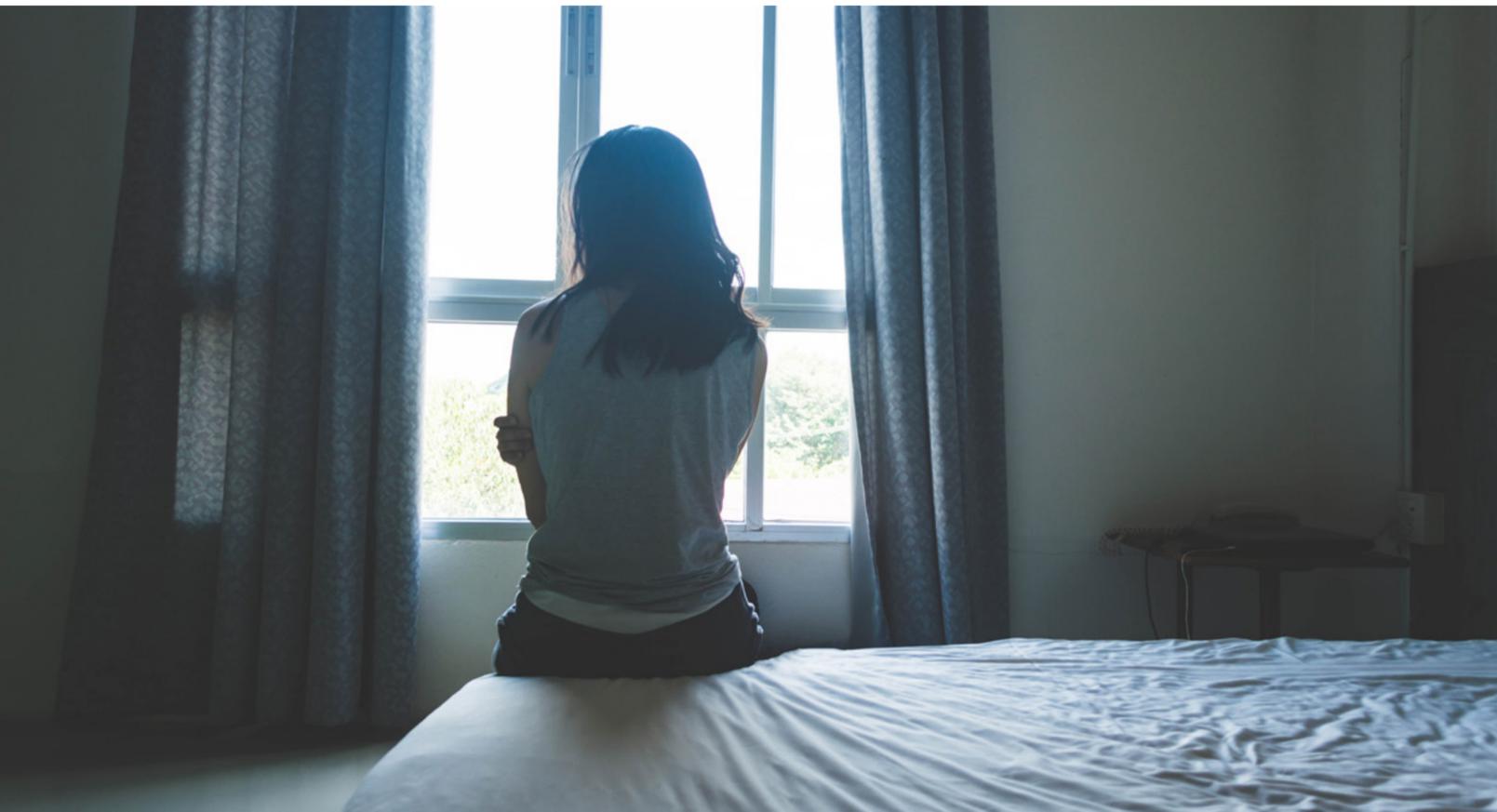
We recognise that SOC is a key issue that drives crime and causes many associated harms for residents and communities in Tower Hamlets. SOC groups are involved in a multitude of criminal activities from drug importation to firearms supply, modern slavery and human trafficking (including county lines), to housing fraud. In the last year, we became the first borough in London to co-produce a local serious organised crime profile that describes and identifies the unique SOC picture in Tower Hamlets. This will enable us to reflect on ongoing trends and emerging threats as a partnership and implement a targeted response. We are committed to:

- Putting data and intelligence at the heart of our approach. This will include the development of a county lines, criminal exploitation profile.
- Work with London's Rescue and Response Service to tackle the problem of county lines and the exploitation of young people.
- Put in place an information sharing agreement between the Metropolitan Police Central East Borough Command Unit, and the Community Safety Partnership, on organised crime nominals and Organised Criminal Groups.
- Support vulnerable communities and build resilience to the social harms caused by organised crime by working with communities, Tower Hamlets Council for Voluntary Services and third sector organisations to co-produce interventions at a local level.
- Relentless disruption and targeted action against the highest harm serious and organised criminals and networks to disrupt the drugs middle market.

Priority 4 – Violence reduction: safeguarding those at risk of violence and exploitation

Why is this a priority?

- The exploitation of vulnerable people (including children) is a national issue, encompassing county lines, cuckooing*, modern day slavery, coercive control and child sexual exploitation.
- Modern slavery offences saw a 283 per cent increase (+51 offences) in 2020/21 compared to the previous year.
- Domestic abuse (2 per cent increase), sexual offences (2 per cent increase) and rape offences (8 per cent increase) all increased in 2020/21 compared to the previous year.
- Knife crime remains a high priority for Tower Hamlets, in line with our regional commitment, despite knife injuries reducing 25 per cent and knife possession reducing by 24 per cent in 2020/21 compared to the previous year.



Key areas of focus:

- Violence Against Women and Girls (VAWG) · Child exploitation
- Safeguarding children · Street violence (including knife and gun crime)
- Health impacts · Modern slavery · Reduce victimisation (violence)

Our aims and strategic intentions

- Support victims of 'Violence Against Women and Girls (VAWG)'
- Increase confidence in reporting VAWG offences
- Deliver a joined up response to supporting survivors of VAWG
- Reduce victimisation, repeat victimisation and risk to victims of VAWG and children/families who witness VAWG
- Tackle hidden, high harm crimes such as modern slavery
- Partnership response to tackling violence crime, including knife crime, serious youth violence, group offending and gang violence, implementing the New Violence Reduction Plan
- Take a safeguarding approach to both victims and perpetrators of violent crime, considering adverse childhood experiences (ACEs) of those affected and adopting a public health approach to addressing violence
- Ensure access to statutory mental health support for both victims and perpetrators of violence.

Outcomes we want to achieve

- Fewer victims of violence
- Victims of VAWG feel confident in reporting
- Increase in referrals via the National Referral Mechanism (NRM)
- Achieve a 15 per cent sanction detection rate for rape offences.

*Cuckooing – The practice of taking over the home of a vulnerable person in order to establish a base for illegal drug dealing, typically as part of a county lines operation.

How will we tackle violence and safeguard those at risk of violence and exploitation?

Violence Against Women and Girls (VAWG)

Our Violence Against Women and Girls Strategy 2019-2024, sets out our local approach to tackling the various forms of VAWG that victims may suffer. Our local strategy sets out the following approach:

- Further improve support and protection for victims
- Bring perpetrators to justice
- Engage with communities to raise awareness on VAWG and challenge misogyny.

In addition, we will implement enhanced training for police to improve referrals to the domestic violence Multi-Agency Risk Assessment Conference (MARAC) and use of orders to safeguard victims.

Violence (including knife crime)

Our approach to tackling violence adopts the principles of a 'public health approach'. This means we will look at violence as a preventable consequence of a wide range of risk factors, such as adverse early-life experiences, or harmful social or community experiences and influences. As part of our approach, we will:

- Implement our partnership Violence Reduction Plan that sets out six strategic intentions that address violence
- Operation Continuum – deliver a high impact response to drug dealing, drug use and associated criminality which is a driver of violence
- Violence Suppression Unit – specialist police units in place to tackle violence
- Royal London Hospital Project with staff embedded within the emergency department to support young victims of violence.

Modern slavery

The Community Safety Partnership will improve on the use of the National Referral Mechanism to identify and refer potential victims of modern slavery and trafficking, ensuring they receive the appropriate support. Modern slavery is a complex crime and may involve multiple forms of exploitation.



Safeguarding children

The Community Safety Partnership have a shared responsibility in protecting our young people and we understand that young people can often become involved in violent offending or related criminality through being exploited. To address the risk of children being exploited, we will:

- Maximise the use of our Exploitation HUB consisting of police and key council services to safeguard vulnerable residents at risk of exploitation and being groomed into gangs and group violence
- Commission 1-2-1 support programmes for those at risk of exploitation
- Restructure of our Youth Justice Service to strengthen early intervention to divert young people away from risk of entering the Youth Justice system
- Implement our Violence Vulnerability and Exploitation (VVE) Strategy
- Develop a new local Predatory Offender Unit to target perpetrators posing the highest risk, including those who are wanted across all safeguarding strands
- Use MOPAC Violence Reduction Unit Funding – £1.3m of funding from MOPAC through the London Crime Prevention Fund for crime reduction initiatives, many of which are aimed at reducing violence.

Improving public confidence and trust

This plan places a strong focus on improving the confidence and trust our local community has in the work of the Community Safety Partnership as a whole, as well as policing: This is a core outcome of the four priorities in this plan.

We understand that the perception of crime and safety for our local people can be starkly different to the reality of the issues our residents are concerned about. As such we conduct annual resident surveys and monitor public perceptions data to ensure we are responding to the concerns that our local communities tell us are an issue.

In September 2020, Police Public Perceptions data showed that 65 per cent of residents believed that 'the police could be relied upon to be there when needed'. This is a reduction from the 83 per cent ranking in March 2017, just before the previous community safety plan. The 2018-19 Annual Resident's Survey told us:



23 per cent of residents were dissatisfied with Policing



61 per cent of residents thought the council listen to their concerns



57 per cent of residents felt involved in decision making



86 per cent of residents felt safe during the day, **58 per cent** after dark

To improve the confidence and trust our residents have in community safety and policing, we will:

Further improve our community engagement

Improve ways of reporting crime and ASB

Ensure victims of crime are at the heart of our response

Improve police and community interaction

Monitoring focus - what we will do

To achieve our objectives, we know that there are measures that need to be put in place. We will:

- Hold an Annual Community Safety Partnership Public Meeting, ensuring senior CSP partners are public facing and engage our local community.
- Safer Neighbourhood Board (SNB) – continue to operate our SNB allowing residents to hold the police to account for delivering local policing priorities, monitoring performance, and working collaboratively with police on crime and disorder issues.
- Ensure our Ward Panels allow residents to have active involvement in neighbourhood community safety issues and setting local priorities. We will also aim to have Ward Panels that are representative of our local communities as well as capture the voices of those who are seldom heard.
- Perceptions of fair treatment (Public Attitudes Survey) – increase perceptions of fair treatment by at least 5 per cent on the measure 'police treat everyone fairly regardless of who they are'.
- Monitor and respond to any increase in community tensions through the multi-agency Tensions Monitoring Group (TMG).
- Community Monitoring Group - monitoring stop and search and intrusive police tactics.
- Adopt the four principles of the Mayor of London's Transparency, Accountability and Trust in Policing Action Plan locally to work towards a fairer and more equal community. The principles are:
 - Better use of police powers – to ensure the proportionate use of police powers
 - Work together to make black [and minority ethnic] communities safer
 - A police service that better represents and understands black [and minority ethnic] communities
 - Holding the police to account for what they do.

Locally, the police have developed an action plan to start to address the recommendations from the Mayor of London's plan.

How we will work in partnership

Delivering our priorities:

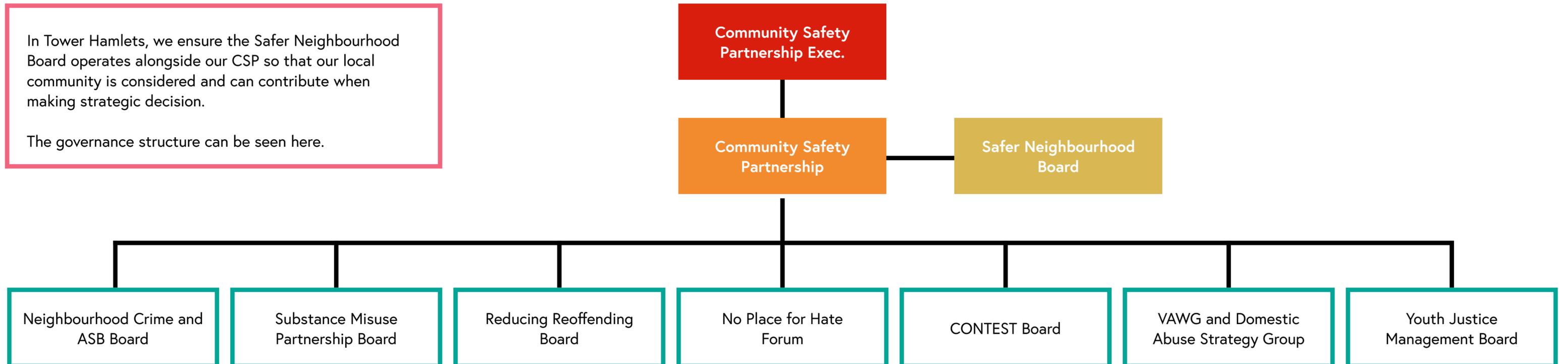
The Community Safety Partnership Board (CSP) has the responsibility to deliver the priorities that are set out within this plan. They are also responsible for delivering the strategies that flow from this plan, including the Violence Vulnerability and Exploitation Strategy, the Substance Misuse Strategy and Violence Against Women and Girls (VAWG) Strategy.

This requires partner organisations to work together to share skills, knowledge, and resource in order to effectively deliver a service that achieves our ambitions and makes Tower Hamlets a safer place to live in, work in, and visit.

The CSP has seven strategic subgroups to drive the operational delivery. These are:

- Neighbourhood Crime and ASB Board
- Drugs and Alcohol Action Team Management Board
- Reducing Reoffending Board
- No Place for Hate Forum
- CONTEST Board
- VAWG and Domestic Abuse Strategy Group
- Youth Justice Management Board.

Safer Neighbourhood Boards operate in every London borough, bringing police and communities together to decide local policing and crime priorities, solve problems collaboratively, and make sure that the public are involved in a wide range of other community safety decisions.



How we will work in partnership

Working with other partnership boards on shared priorities:

The CSP works closely with other strategic partnership boards, including the Safeguarding Adults Board, Health and Wellbeing Board, and Tower Hamlets Safeguarding Children Partnership (THSCP).

Each board has its own strategic priorities but there are many overlapping agendas. These include (but are not limited to):

- Adult and children's safeguarding
- Violence
- Prevent, counter terrorism and extremism
- Reoffending
- Health harms related to drugs and alcohol.

The Community Safety Partnership adopts the mantra that 'crime is everybody's business' and that there must be a strong emphasis on working collaboratively, across the system, on common priorities.

We have committed to this, as part of our Violence Reduction Plan, through 'assessing our local co-ordination arrangements between the Community Safety Partnership, Children's Partnership, Safeguarding Adults Boards and the Health and Wellbeing Board, to support a public health approach to reduce violence'.

The Tower Hamlets Partnership Co-ordination Group (PCG) also takes this into consideration and brings together each of the partnership board leads to discuss processes of the individual boards, to better co-ordinate between them.

This forum has an established plan to enable each of the board leads to see major events affecting each of the partnership boards, such as the launch of new strategic plans, meeting dates, and their individual work plans.

Strategic Links

It is important that the Community Safety Partnership plan links in with other strategies across Tower Hamlets. This includes:

- [The Tower Hamlets Plan](#)
- [The Tower Hamlets Strategic Plan](#)
- [The 2017-20 Health and Wellbeing Strategy](#)
- [Tower Hamlets Community Cohesion Plan 2020-2025](#)
- [The 2018-23 Homelessness and Rough Sleeping Strategy](#)
- [The 2019-24 Children and Families Plan](#)
- [The Prevent Strategy](#)
- [Transport Strategy 2019-2041](#)
- [Violence Reduction Plan](#)
- [VVE Strategy](#)
- [Police and Crime Plan 2017-21](#)
- [Safeguarding Adults Board Strategy 2019-24](#)
- [Tower Hamlets High Streets & Town Centres Strategy 2017 - 2022](#)
- [Tower Hamlets Local Plan 2031: Managing Growth and Sharing Benefits](#)

Need information and advice?

Police

- Phone 999 (in an emergency or when a crime is happening)
- Phone 101 (non-emergency and to report ASB)
- Report ASB and crime online to the police (for drug dealing select antisocial behaviour): www.met.police.uk/report

VAWG services

- Tower Hamlets Council website: www.towerhamlets.gov.uk/VAWG
- VAWG support services directory
- Email: vawg@towerhamlets.gov.uk

Victims of crime - victim support

- Victim Support website: www.victimsupport.org.uk
- Free support line: 0808 168 9291 (8am-8pm, Mon-Sun). Out of hours: 0808 168 9111

Drug and alcohol services

- RESET (adult drug and alcohol treatment service) website
- Phone: 0203 889 9510 (9am – 5pm, Mon-Fri). Out of hours, leave a message for a member of staff to get back to you
- Email: Resettreatment.th@cgl.cjsm.net or reset.towerhamlets@cgl.org.uk
- Safe East - Compass UK (young people's health & wellbeing service) website
- Phone: 0203 954 0091
- Email: compass.towerhamletsyphws@nhs.net

Community Trigger

- Tower Hamlets Council website and reporting online: www.towerhamlets.gov.uk/CommunityTrigger
- Phone: 0207 364 2965 (9am-5pm, Mon-Fri)
- Email: communitytrigger@towerhamlets.gov.uk

Anti-social behaviour

- Tower Hamlets Council website and reporting online: www.towerhamlets.gov.uk/ASB

Hate crime

- Tower Hamlets Council website: www.towerhamlets.gov.uk/HateCrime
- Phone 999 (in an emergency)
- Phone 101 (non-emergency)
- Report online: www.report-it.org.uk

Health and wellbeing

- [Tower Hamlets Council website](#)

(includes useful contacts and links to NHS services, community navigators, physical health, mental health, sexual health, addiction, children, young people and families)