Local Voices Project

Annual Report Year 5
April 2017—March 2018

This report is produced by the Local Voices Project

For further information:
020 7001 2180
voices@real.org.uk
www.real.org.uk/localvoices

Real

Jack Dash House, 2 lawn Close E14 9YQ

@LocalVoicesTH
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Executive Summary

This report covers the 5th year of the Local Voices Project funded by Tower Hamlets Council.

The project aims to provide a platform for disabled people who live, work and study in the borough of Tower Hamlets to have a voice in local affairs. To be able to raise and address their concerns about the provision of local facilities, services and support in order to improve the lives, the health and wellbeing of local disabled people.

The project’s key objectives are; to facilitate a network of disabled people run by local disabled people, to provide a forum to discuss issues of interest and relevance to the disabled community, to organise a range of events and activities, conduct research studies and consultations, guided by the social model of disability.

This report explains how we have delivered the project so far. In part two we outline how we have worked in partnership with our Real Disability Hate Crime Project, Local authorities (police and council), key partners (other organisations working with the disabled community and other service providers) and the disabled community.

Part three includes how Real has supported the Steering Group to deliver four themed areas of work; Accessible Transport, Community Safety, Social Care and Social and Digital Inclusion. This includes facilitating Tower Hamlets Accessible Transport Forum addressing issues on public transport, conducting Mystery Shopping exercises and carrying out access audits of local facilities like Stratford Station and the newly introduced floating bus stops. This work has led to some improvements.

Part four explores how we used a variety of traditional media and social media to promote the project and engage people. We have taken the initial steps to set up a private Facebook group and public Facebook page and Twitter profile. We have spent time training and developing the Steering Group’s knowledge and skills.
In part five we have evaluated the delivery of the Local Voices Project against the targets agreed with Tower Hamlets Council. Weighing up our performance to the end of March 2017 we have met most of these targets and delivered a comprehensive programme of pieces of work.

Highlights include the access audit on the Docklands Light Railway because it was so comprehensive and was praised by the Accessible Transport Forum partners. Our Local Voices Garden party was oversubscribed considering that it rained that day and we have forged good relationship with several new partners who we continue to work closely with. Signing up eight new partnerships was a significant achievement as this is an area which we performed less well in previous years. There is clearly an appetite for local disabled people and local organisations to get involved in the Local Voices Project.

Whilst we didn’t meet the target of 50 Active Members, we did have 66 people involved in 1 or more activities and 204 individual instances of activity. We feel this clearly shows that people care about and want to get involved in the activities we are hosting.

In summary, we have continued to make significant progress in the fifth year of this project meeting the majority of our key performance indicators. The basic structure of the project is working well, we know its strengths and its weaknesses and what we need to build upon for next year.

Real hopes to continue to be able to support this important project as it ties closely with our ethos as a user-led organisation of disabled people. Our wider plans for engaging with other sub-communities of disabled people (such as younger people and those who are working), and doing this through new ways of engaging/connecting (e.g. using arts, and a much more focused approach on communications and social media), should add up to a coherent strategy to support the project to move from adolescence to adulthood.
Part One – Introduction and basis of report

1 Introduction

The Local Voices project is Tower Hamlets Council’s key mechanism for engaging, connecting and consulting with disabled people (including those with a long-term health condition) living, working or studying in Tower Hamlets.

The project is funded by Tower Hamlets Council, led by an independent Steering Group of local disabled people, and facilitated and supported by Real - the borough’s user-led organisation of disabled people.

During the year, interim reports and updates have been provided by Real to the Corporate Strategy and Equality team. This final report fully captures Local Voices’ activity during the last year of the project’s delivery.

2 Basis of report

The content of this report is based on:

- Minutes from Steering Group meetings;
- Minutes from Accessible Transport Forums;
- Event feedback forms;
- Google Form surveys;
- Notes written up after events;
- Notes from consultations run by statutory services;
- Reports produced by the Steering Group; and
- Interviews with Active Members.
- Quarterly and Consultation Reports submitted throughout the year
Part Two - Overview of project delivery

3 Delivering the Local Voices project
Real’s role is to facilitate the delivery of Local Voices Project. We support a Steering Group of local disabled people. The Steering Group are responsible for the overall direction of the project.

Real provides assistance with the administration of the project. We oversee the development and delivery of the various project plans; we maintain the budget and liaise with the council’s Corporate Strategy and Equality team on all contractual matters.

During the past year Real has employed an Engagement and Communications Coordinator, Mark Healey, and two Engagement and Communications Workers, Rob Johnson and Hannah West, to support the delivery of this and our other engagement projects. Mark is responsible for overall contract delivery whilst Rob is the project Lead.

Local Voices also benefits from administration and events support from Real’s Office Administrator – Lorna Grazette, and Real’s Finance Coordinator – Meena Khanom. Real’s CEO, Mike Smith, has also supported some of the consultation events.

Rob coordinates the work of the Steering Group, alongside support from his colleagues on the other Engagement Projects – Hate Crime Project and Communities Driving Change. Also, wider support from other Real staff to ensure an effective and active engagement function.

4 Working with the Steering Group and Active Members
The Steering Group is integral to the project. They are responsible for the project’s direction and for holding Real and the council’s Corporate Strategy and
Equality team accountable. The group ensure disabled people have a voice, and are genuinely able to influence, and change, statutory and other services locally.

This year we have invited representatives from our Local Voices Partner organisations to participate and be represented at the Steering Group meetings.

4.1  Recruitment
Further recruitment to the Steering Group has remained an objective throughout year five. Over the last four years we have had a turnover of members and started the year with eight regular committed members.

People move on for a variety of reasons, including changing health conditions, new opportunities or moving into paid work. The Steering Group currently has 11 members, and this year we have attempted to increase the number above the optimum 12 with mixed results. Certainly, several new people have signed up, a couple came for a trial session but decided it wasn’t quite what they wanted. Two others promised to attend, on more than one occasion, but they have not turned up on the day. Another, was with us for most of the year before deciding to move on.

We recognize, we still have challenges with recruiting additional members, but conversely, our core Steering Group members remain committed and engaged.

This continuity of regular members has been vital to the ongoing success achieved by the Steering Group. However, as mentioned above, recruiting and holding onto new Steering Group members has been problematic.

This year, we have:

- Approached various colleges and disability organizations to help increase our younger persons demographic – with little success
- Signed up eight new network partner organizations and encouraged them to send peer representation to Steering Group meetings – with a reasonable degree of success
- Actively recruited at Local Voices, Real and other third sector organizations’ events – with mixed degree of success
• Promoted Steering Group membership through Local Voices and Real’s communication networks – with some success
• We continue to offer Steering Group ‘trials’ and as we attempt to increase the overall size of the Steering Group, which is a more flexible approach to recruiting to allow people to try before they commit.

Looking forward we want to increase numbers to strengthen the team and ensure people leaving doesn’t destabilise their work.

4.2 Diversity of the Steering Group
The Steering Group continues to be a diverse group overall with a wide range of impairment types, ethnicities and other protected characteristics, though we noted some areas which we worked to address some of the demographic issues
• We continue to have an inequality of gender, with a shortage of women, and continue to attempt to address this
• Representation of impairment groups: this has improved with only an underrepresentation of persons with a learning disability. This is especially problematic as persons with learning disability are challenged more by the nature of the Steering Group role and responsibilities.
• Younger people are underrepresented – We note this year; having engaged several younger people who then were just too busy to take up our offer. Local Voices needs to review how we make the Steering Group offer more relevant and attractive to young people.

Steering Group
The Steering Group members usually meet every six weeks. The purpose of these meetings is to guide and steer the work of Local Voices. The group have an elected Chair (Henry Stone) and two minute takers (Sabina Cady and Jackie Kennedy). Henry Stone continued as chair through 2017/18, and Jackie Kennedy and Sabina Cady continued to help with minute taking, supported by the Local Voices staff team, when needed. Henry will be passing on the chair to another Steering Group member during 2018/19, once a successor has been identified.

The members have agreed standard agenda items which enable them to continue to move the project forward:
• Minutes and actions from previous meeting;
• Supervision, training and development;
• Steering Group membership and structure;
• Updates from other Engagement and Communication Projects
  o Communications;
  o Hate Crime;
  o Communities Driving Change;
• Networking and Partnership working, Updates from attending network
  partners
• Project work (the Work Programme)
• Reviewing the outcomes of consultations and events
• Upcoming consultations and events
• AOB

The members agreed that after a meeting takes place the draft minutes should
be completed within two weeks, then reviewed by the chair of the Steering
Group before being circulated to the Steering Group members for further
review. This should be along with the draft agenda for the next meeting at least
two weeks before that meeting is due to take place.

A 30 minute slot is available after most meetings for short external
consultations or short training sessions. This continues to maximise Steering
Group members time and decreases the need for them to attend on a separate
class.

When the group are approached to facilitate consultations they will often plan
them on the same day as the meeting and invite Active Members to attend
after the Steering Group meeting. This maximises their time and cuts down on
travel, which can be difficult for some of the Steering Group and many of our
Active Members.

4.3 Supervision and Training
Through Steering Group meetings, the members are encouraged to utilise the
offer of one-to-one supervision. Supervision uptake is discretionary; we are
aware of asking too much of our volunteers’ time and so we don’t mandate
supervision. However we do promote the benefits and it is a regular item on the
Steering Group meeting agenda. Less people requested one-to-one supervision
this year but, we note, much more development and training preparation was done in the main meeting.

In 2017/18, Local Voices continued to provide a range of diverse and relevant training opportunities to the Steering Group. The training programme was bigger and more diverse with the Steering Group feeding more into the structure and content of the programme. Thus, the Steering Group felt they had a greater degree of ownership of their training needs and development.

Summary of training provision utilised by the Steering Group:

<table>
<thead>
<tr>
<th>Delivery Date</th>
<th>Topic</th>
<th>Provider</th>
<th>Steering Group Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>31/5/17</td>
<td>Data Protection and Confidentiality</td>
<td>Internal</td>
<td>2</td>
</tr>
<tr>
<td>1/6/17</td>
<td>Hate Crime - overview</td>
<td>Tower Hamlets Council</td>
<td>4</td>
</tr>
<tr>
<td>22/6/17</td>
<td>Working with disabled volunteers</td>
<td>Co-provision – internal (LG/RJ) &amp; VCTH</td>
<td>2</td>
</tr>
<tr>
<td>29/8/17</td>
<td>I.T. Outlook – email and diary management</td>
<td>Happy Computers,</td>
<td>5</td>
</tr>
<tr>
<td>21/9/17</td>
<td>Community Safety Workshops</td>
<td>Victim Support</td>
<td>2</td>
</tr>
<tr>
<td>10/17</td>
<td>Disability Hate Crime Champion (Course)</td>
<td>Tower Hamlets Council</td>
<td>1</td>
</tr>
<tr>
<td>18/10</td>
<td>Feel More Confident Reporting Hate Crime</td>
<td>Inclusion London</td>
<td>2</td>
</tr>
<tr>
<td>11/11</td>
<td>Social Media – basic skills to update Local Voices’ online media services</td>
<td>Hannah West (internal-comms)</td>
<td>2</td>
</tr>
<tr>
<td>Date</td>
<td>Topic</td>
<td>Instructor</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------------------------</td>
<td>--------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>18/11</td>
<td>Hate Can Hurt Training</td>
<td>Hannah West (internal-Community Safety)</td>
<td>2</td>
</tr>
<tr>
<td>20/12</td>
<td>Planning a Communication Strategy</td>
<td>Mark Healey - internal</td>
<td>2</td>
</tr>
<tr>
<td>21/12</td>
<td>Report taking training from</td>
<td>Met Police TH Council</td>
<td>3</td>
</tr>
<tr>
<td>22/1/18</td>
<td>Social Media – basic skills to update Local Voices</td>
<td>Hannah West (internal-comms)</td>
<td>1</td>
</tr>
<tr>
<td>29/1/18</td>
<td>Social Media – basic skills to update Local Voices</td>
<td>Hannah West (internal-comms)</td>
<td>2</td>
</tr>
<tr>
<td>19/2/18</td>
<td>Prevent Training</td>
<td>Mace Hoque</td>
<td>1</td>
</tr>
<tr>
<td>15/3/18</td>
<td>Hate Crime</td>
<td>Wendy (internal)</td>
<td>2</td>
</tr>
<tr>
<td>15/3/18</td>
<td>Work Programme Project Management</td>
<td>Rob (Local Voices)</td>
<td>5</td>
</tr>
<tr>
<td>22/3/18</td>
<td>Social Model of Disability</td>
<td>Emma (internal)</td>
<td>2</td>
</tr>
<tr>
<td>29/3/18</td>
<td>Microsoft Publisher for beginners</td>
<td>Happy Computers</td>
<td>8</td>
</tr>
</tbody>
</table>

In total, the Steering Group took part in 45 *instances of training*.

The full training plan for 2017/18 is included in Appendix 1.
Progression for the Steering Group

The Steering Group have utilised the skills acquired through training to take more control of the aspects of Local Voices delivery:

- Chairing their meetings. Following a period of chair rotation (started in 2015); Henry Stone continued to chair the meetings in 2017/18. A new chair (or chairs) will take over in 2018/19.
- Following successful training in minute taking, two Steering Group members now routinely support the recording and write up of minutes.
- Building on their skills base and confidence, they all have more input into planning and delivering the Work Programme.
- Later in the year, specific project groups were created to deliver themed core work. Each group selected their first project to self-manage in 2018/19.

4.4 Active Members (AM)

Local Voices continues to develop a network of local disabled people (members) and related service providers and supporters (associate members).

Local Voices currently has a total membership of 232, which includes 37 new members this year. Members and membership continues to grow weekly.

This year, Local Voices had 177 instances of activity – this is the total of individual engagement, by all active members, at our events throughout the year.

We send regular communications to our members (see Part Four – Promoting Local Voices and connecting local disabled people). Often there is a ‘call to action’ such as an invitation to engage in a consultation or event. When network members get involved in these and come to two or more they become Active Members.

This is an important distinction for Local Voices, we don’t want people to be passive recipients of information. We want to have a two or even three-way dialogue with our constituents and related services.

In addition to attending events and consultations, our Active Members will support the Steering Group in delivering project work. This is essential in
affecting change and influencing decisions made by statutory and public services.

Their energy and commitment, alongside the Steering Group, is essential to Local Voices’ success.

4.5 Feedback from Active Members
Feedback is essential for us to improve our work and ensure we are responding to the needs of our local community.

4.5.1 – The Local Voices Steering Group
This year, we asked the Steering Group members to participate in a short, group discussion. The independent facilitator was given a set of open questions to steer the group’s discussion.

All the comments below are verbatim quotes, Comments in parenthesis are added by the facilitator to help with context and / or clarity of point

What Worked Well?
- All the Training programmes were very good.

What Didn’t Work Well?
- There is room for improvement
- Not enough work being done to make these services accessible for blind, sight loss and visually impaired people.
- The introduction of partnerships (partners) into the meetings.
- (Some Steering Group) members felt inhibited by network partner (presence).

What Would You Like Local Voices To Do In 2018/19?
- We need to bring in more people to do presentations and updates
- (Network Partners) should we invite them to a separate meeting? Or as a guest?
Other Comments

- We are here to represent disabled people only

4.5.2 – The Wider Membership

We setup a Google Form to get anonymous feedback from the Local Voices membership. Here’s a summary of what we got back

Tell us a little about yourself before you got involved with the project

- Worked as a management consultant. Looking for a career break / change
- I am an ex Royal Marine Commando. Before my disability, I was a freelance consultant to the mailing and distribution industry
- I was a Patient Leader with Social Action for Health
- Before I was involved with the project I was a virtual prisoner in my own home. I didn’t go out and suffered with depression
- I was interested in what was going on in Tower Hamlets but didn’t have a way to get involved

How did you get involved in the project?

- Introduced to it by Rob Johnson
- I was at a an integrated personal commissioning meeting, held at Real and a Local Voices member asked me to join
- Via Ability Bow
- I’ve been with Real from the start

Why did you get involved in the project?
• I wanted to get involved in the local disabled community
• I wanted to get involved with projects for disabled people and meet other local disabled people
• It involves local people, like me, and enables us to have a voice
• To learn more and to know what is going on

What were your initial expectations from it?

• I expected to get better connections in Tower Hamlets and actually have an impact on services for disabled people
• To give a platform to local disabled people to influence change within our community
• To understand how best disabled people can work in the community and to find what’s going on with disabled people in the Borough

Have your expectations been realized or have they changed?

• Yes, changed from campaigning to providing sounding board for Tower Hamlets Council policy and service provision. More passive and less proactive
• Yes my expectations have been met and surpassed. The project, in my opinion has a vital place and is needed in order for the disabled community to carry on being involved with community and Local Authority projects and influencing change
• My expectations have been realized by beneficial improvements on public transport, especially buses and making pavements more even

If you have been involved in any consultations / events, please tell me a little more about the ones attended?

• Nearly all of them.
• I haven’t been involved in any consultations.
• I have become involved by joining the Steering Group of Local Voices.
• *I have been involved in housing, social care, transport consultations.*

**Which of these consultations / events has been most rewarding for you? Why?**

• *Events are better because they foster a sense of community and common purpose rather than being harvested for the purpose of the council or for those who are not part of the disabled community.*
• *I have thoroughly enjoyed all the consultations.*
• *I am interested in disabled people.*

**Which of these consultations / events have you enjoyed less? Why?**

• *Events are more rewarding because consultations are often box ticking exercises for council policy that has already been decided. Due to this they can be poorly executed.*
• *I have enjoyed all consultations.*
• *There have been no events I did not enjoy.*

**Which of these consultations / events, do you think have been most beneficial / rewarding for local disabled community? Why?**

• *Those related to access and transport.*
• *By supporting the Steering Group, I am able to support as many people as possible.*
• *In my opinion all the consultations have been beneficial especially around social care and housing.*
• *Before I came here I couldn’t use a computer.*

**If you have been involved in any project work, please tell me a little more about the specific projects that you have worked on?**

• *Local Voices, Steering Group and Accessible Transport Forum.*
• *I haven’t been involved in any project work.*
• *I have been involved in access audits, transport projects in particular the floating bus stops that are situated on bicycle routes.*
Local Voices Steering Group. I have worked on email presentations and Microsoft Word training.

Which of these projects have been most rewarding for you? Why?

- Local Voices and Steering Group. I have enjoyed being Chairman.
- All of them have been beneficial as they are important to me as a disabled Woman.
- Email because before I did not know how to send or receive emails.

Which of these projects have you enjoyed less? Why?

- Accessible Transport Forum. Deputy Chair. Sometimes feel that nothing changes and service providers are paying lip service only. Nothing changes or has already been decided.
- I have enjoyed all projects equally.
- No problem with any.

Which of these projects, do you think, has been most beneficial / rewarding for local disabled community? Why?

- Accessible Transport. Widest beneficial effect among the scope of impairment types.
- All of them have as the disabled community still have issues around Social inclusion. Access, Housing and Social Care.
- Joining the Facebook group, because I can post pictures and talk to people.

Did you need any support to participate in Local Voices activities?

(Any access needs)

- None.
- Wheelchair access.
• I was offered all the support and training required.
• As a wheelchair user I need to make sure any venues I visit are accessible I also need any documents to be in large print as I have visual problems, I am also hard of hearing.
• No

What, if any support would help you to engage in Local Voices activities, in the future?

• None.
• Meetings held at different times.
• As long as they continue the good work, I will continue to support them.
• All of the above, also the meetings normally fall on days where I have other commitments, so alternating meeting dates would mean I could attend more meetings.
• I am currently having trouble with my foot because of nerve damage, but I do not want to use a buggy because I want to be able to use the stairs. There is nothing that Local Voices can do for this, but the LVN getting me out of the house is enough.

Which current projects / areas of work that you would like to see Local Voices get involved in?

• Accessible Transport.
• Social housing, transport.
• All of them
• Transport, Housing, Social Care. And Access.
• Email and Microsoft training

Are there any new projects / areas of work that you would like to see Local Voices get involved in?

• Wider definition of Social Inclusion to include jobs / economics.
- Socio-economic improvement.
- The removal of unnecessary street furniture and obstructions in order to help clear pavement areas.
- I’m happy to be involved in any projects.
- Not really

Are there any new projects / areas you would like to work in?

- Wider scope of social inclusion as detailed.
- Not at the moment.

It has been hard getting people involved in the past. Why do you think this is and what could be done to improve this?

- Can be difficult to see direct benefit to members over post-facto justification of council policy. More events and fewer consultations.
- The meetings are boring, there are a few individuals who dominate discussions, and there is a lack of women in the group. I feel this would be off putting for new members joining. Also if a new member joins I don’t feel they would be welcomed. I think the point of the group is confusing, and too much paper work, we have an agenda, then the agenda goes out of the window. Also the location I think may be a problem for some people.
- I don’t know how to improve a group, I think people expect a therapy session to talk about their problems. Maybe hold the meetings around Tower Hamlets and advertise it more people.
- Not Sure.
- Check in with LVN and see what their views are.

Are there any final comments you would like to make?

- Continue to work on roads and pavements, there’s enough money there to make Tower Hamlets safer.
- Work on LVN leaflets to promote to get more members.

### 4.6 Statistics for engagement in 2017-18

<table>
<thead>
<tr>
<th></th>
<th>Q1 ²</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Members (minimum 2 activities per quarter)</td>
<td>8</td>
<td>15</td>
<td>11</td>
<td>8</td>
<td>42</td>
</tr>
<tr>
<td>Instances of activity</td>
<td>34</td>
<td>52</td>
<td>46</td>
<td>45</td>
<td>177</td>
</tr>
<tr>
<td>Total Active Members (for year) ¹</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>39</td>
</tr>
</tbody>
</table>

Notes

¹ **Total Active Members** is the total *individual* members who were active *at least once* throughout the whole year.

² **Q1 issues** – in May 2017 Local Voices was a key stakeholder at Real’s AGM, hosting a series of themed workshops. Attendance was good but, unfortunately, the signing sheets for this events are missing. The sheet has been found recently and the missing stats included in this summary table.
Part Three - Delivering project work

Local Voices Steering Group, with the council’s Corporate Strategy and Equality team agreed the areas of work that should be prioritised. This was based on feedback from local disabled people and related service providers.

The four key themes were

- Accessible Transport
- Community Safety
- Social and Digital Inclusion
- Social Care

Local Voices employed a variety of methods to:

- Gather the voice of local disabled people and carers;
- Raise awareness of the issues with policy and decision-makers; and
- Work with partners to address the issues.

This year we have had varied success and the work continues to effect change. Some of our core themes generate a higher degree of project work than others.

5 Access and transport

The Steering Group agreed to continue building on the previous year’s outcomes from 2017/8:

- Better access to public transport for disabled people.
- To continue to influence general accessibility and the provision of training programmes for Transport for London (TfL) staff (and other relevant transport providers)
- Use our professional links with TFL, DLR, Tower Hamlets Council and others, to report specific and generic access issues on the transport and local infrastructures
- Engage with key public transport stakeholders in the local area with regards to future development work on the transport and local infrastructures
The following sections describe the project work that was implemented to achieve these outcomes.

5.1 Local Voices facilitation of the Accessible Transport Forum (ATF)

Local Voices is responsible for the administration of the forum.

This year we have continued to encourage local stakeholders to send representation to the Steering Group.

Member Henry Stone has been called several times this year to part chair meetings, further developing his skills

**Henry Stone, Accessible Transport Forum Co-Chair**

*The forum continued to meet bi-monthly, so there were 6 meetings in 2017/18, however one of these is delivered through the Tower Hamlets Accessible Transport Day (see 5.4).*

*The forum has continued to alternate between two venues (Jack Dash House, South Quay and Wheelchair Centre, Mile End Hospital). This has received much positive feedback, offering better access and inclusion for the attendees.*

5.1.1 Accessible Transport Forum Attendee Summary

Groups and organizations that have participated in Accessible Transport Forum meetings, this year

**Local Groups**

- Local Voices
- Older Persons Reference Group
- Disability Hate Crime

**Council**
• Corporate Strategy and Equality Team
• Transport and Highways
• Mobility Team

TFL

• Communications Executive
• Ambassadors Coordinator, DLR
• DLR Contract Management

Independent organisations

• City Fleet
• Disabled Go
• Alzheimer’s Society
• Transport for All

NHS

• Bart’s Health
• Hospital Transport

5.1.2 Main Presentations

This section summarises the key stakeholders who gave presentations to the Accessible Transport Forum, throughout the year

Disabled Go

• Surveyor training opportunities for members of the Accessible Transport Forum and Local Voices.
• Updated changes made to the surveying process. The addition of new questions and a revised template, which provide users with a much more detailed access guide.
LBTH Transportation

- OCycle (cycle hire with no docking stations) expressed concerns from the Council with how the scheme is being handled and plans to meet with operators

Transport for All

- TTFA has a new Director, April Clifford
- Issues with the taxi card renewal

Jas Mahil-Sandhu from Tower Hamlets Council

- A consultation on creating a new South Dock foot bridge.

Taxi Cabs.

- online accessibility for cabs updates

5.2 Work Program Activities (Access and Transport)

<table>
<thead>
<tr>
<th>Project</th>
<th>Activity in 2017/18</th>
<th>Next Steps (for 2018/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DLR – access assessments</td>
<td>In order to push through the agreed subset of access changes, Local Voices attempted to re-engage with DLR management several times (either directly or via Accessible Transport.)</td>
<td>To create and implement a campaign phase to ensure DLR accessibility is improved to what Local Voices considers a minimum (based on previous</td>
</tr>
</tbody>
</table>
Eventually Carmen Birbeck (TFL) advised us that the DLR would not be implementing the changes we had recommended and they had previously agreed.

**Stratford Station Limited Access Audit (22<sup>nd</sup> June)**

Met with station manager (and TFL rep) to discuss toilet issues and future planning.

No funds for new, larger facilities but a superficial refurb was done and has improved the cleanliness, if not the access.

Local Voices notes less closures as plumbing is behaving better

The arrival of a card charging swipe on the toilet’s outer door is not to be implemented

Keep a *watching brief* that these minimal standards don’t slip

Check specific access for separate disabled facility

**Accessible Transport Forum Tower Hamlets Accessible Transport Day (14<sup>th</sup> Sept)**

See 5.1

See 5.3

**Floating Bus Stops**

No further work this year but based on Local Voices (and other) recommendations, TFL is now trialling regulated crossings to the bus stop ‘island’

Update access audit on Floating Buss stop trialling mini Zebra crossing (if still in use)

Review TFL next steps on their use
### Incident Reporting Service

Local Voices continued to report access incidents, both single and generic to the relevant statutory body either via the Accessible Transport Forum or direct

Continue this process

### DisabledGo partnership work

No specific work this year.  

*Tower Hamlets Council has awarded DisabledGo a new contract*

Review and discuss with DisabledGo possible co-productions

### Tower Transit Joint Working

No specific work this year.

### Bus Replacement Services

Local Voices has successfully negotiated the implementation of Bus Replacement Service, during DLR closure, to stations affected by the closure but were provided with a replacement bus.

To continue to monitor that Bus Replacement Services are available and accessible to the local disabled community

---

#### 5.3 Tower Hamlets Accessible Transport Day

Tower Hamlet’s Council’s annual Accessible Transport Day is facilitated by Rob Morton (on behalf of the Council) and in conjunction with the Accessible Transport Forum.

Local Voices is a stakeholder in the event, helping with some aspects of planning, promotion and facilitation of the Open Forum session, which forms part of Local Voices’ annual consultation quota.

**What worked well?**

- DLR accessibility trip, a group of people went on a supported trip that ran successfully. It was attended by a new group who hadn’t been on it before at Accessibility Day – Create Day Centre.
The Forum session worked well. Many relevant points/questions were raised and the panel rose well to the challenges.

Tower Project Job Enterprise Training scheme were great help once again. They assisted with a number of tasks throughout the day.

Attendees seemed to enjoy it and there was plenty of informal networking going on, which is what the event is partially about.

What didn’t work so well?

- Numbers were down this year, approximately 80 attendees.
- The Council’s promotion of the event was too late, flyers arrived with less than two weeks to go before the day. This meant we were unable to circulate them as widely as we would have liked. Local Voices feels this contributed to the lower attendance.

Moving Forward

- Better and more comprehensive promotion
- Maybe groups who have already attended the event in previous years don’t feel the need to attend again – maybe we need new activities to entice people?
- Maybe there’s an issue with the groups/attendees not all having access to transport to get them to event?
- Because we have a relatively early start, it might be better to run stalls for the first hour then have the serious forum or equivalent, maybe at 11:00 or 11:30 but definitely before lunch.
- To avoid repeating the clash with the Open Forum and lunch. We suggest delaying lunch until later - people will wait (for lunch) and assuming a DLR trip, this would make the timetable a little less crowded.
- After lunch, is the crunch time and this is where, I think, we need something new and dynamic to hold people after the post lunch feeling sets in – arts projects? Entertainment?

5.4 Local Voices Summary Activity
This section summarises the direct interaction that Local Voices has with transport/access providers in the Borough and surrounding areas. Issues are outlined and the resolutions offered.
**Report: Staff Levels’ effect on step free provision**

Canning Town tube station

- Switching off, of lifts and escalators, caused by frequent staff shortages.
- Much of the time there was no step-free interchange or exit / entrance to the station.
- There was no advanced warning or TFL website updates
- Staff *hid* rather than engage with disabled customers

**Outcome:**

- TFL policy means that disabled customers can request qualified staff from a nearby station to activate lifts.
- Following complaints (including from Local Voices) staff levels were increased and these issues became much less common

**Anecdotal:** This issue was widespread across the Tube network. Canning Town appeared to be one of the worse affected stations

**Report: DLR Improvement Works**

Limehouse DLR station

- Restricted and varying degree of access for next year due to extensive access upgrades

**Outcome:**

- Local Voices promoted to Local Voices members, Network partners

**Report: DLR Train Fleet**

- The new fleet will replace two-thirds of the existing stock and include new technological features.
- Concerns about poor access in the new layout. Generally seen as a step backwards
- Concerns to be forwarded to DLR’s Head of Operations

**Outcome:**

- Awaiting response
Report: DLR Door Closure Times

- Concerns about door closure timings on train carriages and how this poses a challenge for people with mobility issues.
- Passenger Support Assistant does not always check to see whether all passengers have boarded.

Outcome:

- DLR’s Head of Operations is developing an accessibility strategy
- Local voices requested that door closure timings on train carriages, and how this poses a challenge for people with mobility issues, feed into this process
- Accessible Transport Forum, Local Voices and other stakeholder groups will be contacted to respond

Report: Non-functioning Lifts

- Query whether lift service updates can be fed into TfL’s online app.
- Older lifts at DLR stations are difficult for wheelchair users to manoeuvre into, unlike new ones.
- Recommended more mirrors and reflective aids to alleviate this issue.

Outcome:

- These issues and suggestion fed back to DLR.

Report: Step Free Access on CrossRail

- Queried how the process to deal with ramps will work

Outcome:

- There would be turn up and go service.
- More staff to deal with issues arising
- All stations on the Elizabeth Line will be step free by 2019

Report: Floating Bus Stops

- Still issues about their safety, especially for disabled people
- All should have regulated crossings

Outcome:

- TFL intend to roll our further following pilot project
Report: Priority Seat Promotion

- Priority Seating especially on buses and that communications info needs to be more hard hitting as people frequently ignore it

Outcome:

- New campaign is planned to raise public awareness and promote “Give me a seat” campaign

6 Community Safety
Real’s Disability Hate Crime Project is funded by Trust for London for two years commencing January 2017. Local Voices decided to do some parallel work on the theme of community safety. (See 6.2 for more information)

6.1 Aims of Project
Key aims of the Disability Hate Crime project include:

- Raising awareness of disability hate crime.
- Establishing Jack Dash House as an assisted disability hate crime reporting centre.
- Recruiting a team of disabled volunteers to become Disability Hate Crime Champions.

It was proposed and agreed by members of the Steering Group that they would adopt “community safety” as one of their key themes.

6.2 Community Safety outputs
Over the course of 2017 the Local Voices Steering Group have:

- Received regular updates from the Disability Hate Crime Project
- Received Disability Hate Crime Training
- Collaborated on a number of events and activities including:
  - Disability Hate Crime Round Tables (Oct 2016, Feb 2017)
  - Hatred Hurts All Conference (May 2017)
- Participated in consultations
- Worked in partnership with Tower Hamlets Council, Tower Hamlets Police, Key partners and communities affected by hate crime.
Mapping exercise with Tower Hamlets Police.
Mapping exercise with Tower Hamlets Council.

- Engaged with the Tower Hamlets Council’s Domestic Violence and Violence against Woman and Girls (VAWAG) projects.
- Been involved in the development of the Disability Hate Crime Workshops
- Been involved in the development of a Disability Hate Crime Campaign
- Used our social media profiles to promote the Disability Hate Crime Project
- Discussed Disability Hate Crime at the Accessible Transport Forum meetings.
- Participated in National Hate Crime Awareness Week events
- Promoted hate crime awareness at our Accessible Transport Day (14th September 2017).
- Local Voices has been represented at the No Place For Hate Forum, the Tower Hamlets Interfaith Forum, Tower Hamlets LGBT Community Forum, Tower Hamlets Tension Monitoring Group and Tower Hamlets Domestic Violence and Violence against Women and Girls Forum.

6.3 Real Disability Hate Crime Round Table events

Working in partnership with Real’s Disability Hate Crime Project, Local Voices has helped organise and participate in two Disability Hate Crime Round Table events.

- 11 October 2017. This event took place the week before National Hate Crime Awareness Week 2017.
- 22 February 2018. This event took place during LGBT History Month 2018 and focussed on Disability and LGBT Hate Crime (see related documents Disability and LGBT Hate Crime Round Table Report)

The round table events are scheduled to take place every four months (three events per year) in February, June and October. To tie in with LGBT History Month (when we focused on Disability and Gender Identity hate crime/Sexual Orientation hate crime), the beginning of summer (when we will focus on Disability and Faith hate crime) and Black History month (when we will focus on Disability and Race hate crime).
This has enabled us to:

- Work with local authorities (Police and Council)
- Work with key partners from across the hate crime sectors covering all the hate crime strands (Disability, Gender Identity, Faith, Race and Sexual Orientation).
- Work with communities affected by hate crime.
- Explore intersectionality between the hate crime strands.

Two of our Local Voices members have become Disability Hate Crime Champions, and disability hate crime had been a regular topic at the Local Voices Steering Group meetings.

We have two more Disability Hate Crime Round Table events lined up:

- 21 June 2018. Focussing on Disability and Faith Hate Crime. We have invited Tell Mama (exploring Islamophobia) and Community Security Trust (exploring anti-Semitism) to speak.
- 11 October 2018. Focusing on Disability and Race Hate Crime. We are inviting GateHerts (exploring hate crime experience by the Roma Gypsy Traveller communities) and The Monitoring Group and Race on the Agenda (exploring racism).

See 11.04 for more information about these events.
7 Social and Digital Inclusion
A varied and proactive program, this year

7.1 Work Program Activities (Social and Digital Inclusion)

<table>
<thead>
<tr>
<th>Project</th>
<th>Activity in 2017/18</th>
<th>Next Steps (for 2018/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garden Party 27/7/17</td>
<td>A soft networking and Local Voices promotion opportunity. Food and social event giving people a chance to meet and socialize without an agenda</td>
<td>A similar event is planned with slightly reduced ambition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>See 11.2</td>
</tr>
<tr>
<td>Technology Day 12/9/17</td>
<td>One off event to promote a range of accessible devices, add-ons and software so that disabled people can get the most out of their kit</td>
<td>Further workshops subject to suitable partners / facilitators</td>
</tr>
<tr>
<td></td>
<td>Individual access assessments were provided, where applicable</td>
<td></td>
</tr>
<tr>
<td>Mystery Shopping Exercise</td>
<td>Local Voices completed an audit of all the Idea Stores and submitted a report to Idea Store management with comprehensive feedback from our mystery shoppers.</td>
<td>Local Voices participants demonstrated a good skillset for this work and were very engaged. Local Voices will look for further Mystery Shopping opportunities</td>
</tr>
<tr>
<td>Throughout the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Training</td>
<td>Small and 1-2-1 peer led training sessions were delivered to enhance the IT skills and confidence of Steering Group and Local Voices active members working on projects.</td>
<td>Continued provisions of both formats</td>
</tr>
<tr>
<td>Throughout the year</td>
<td>Local Voices facilitated a one day course for Microsoft Outlook</td>
<td></td>
</tr>
</tbody>
</table>
Both formats provided requested accessibility, where possible

**Social Model of Disability**

22/3/18

Training session were run for Steering Group and volunteers

Further sessions will be available

**Staffing Level in Large Stores**

Started Q4

Initial research done on the impact of self-service checkouts details and especially scenarios where no staff are available, or willing, to serve customers

Will continue, if project leader comes forward

8 Social Care

Little work was done or requested in this area, this year

Local Voices and its membership will continue to feed into any Tower Hamlets Council consultations that are requested

9 Working with other organisations

Local Voices’ was asked to promote many more events and activities than previously. Clearly, our profile, within the community, has increased.

A key role of Local Voices is to engage and work with organisations in the borough who work with, support and provide services to our constituents. This enables us to have a wide reach and aids accessibility.

At the beginning of 2017 we reviewed and updated our Local Voices Partnership agreement to cover the following:

- Part A set out the principles that define types of engagement and representation.
  - Activities and events.
  - Consultations.
- Local Voices Steering Group.
- Local Voices Steering Group Presentations.
- Local Voices Network
- Local Voices Stall
- Real Newsletter
- Real and Local Voices Social Media.
- Partner events – providing an opportunity for partners to provide details of their key events that they wanted us to support and promote.

- Part B provided details of the annual priorities agreed between Local Voices and Tower Hamlets Council.
  - Community Access and Transport
  - Health and Social Care
  - Community Safety
  - Social Inclusion

- Part C outlined plans for the Local Voices Engagement Programme.
  - Equalities calendar
  - Local Voices Steering Group Meetings
  - Social Media profiles
  - Local Voices Contact details

- Partnership Agreement
  - Name of partner organisation.
  - Partner’s contact details.
  - Partner’s social media profiles.

We found it much easier than previous years to sign up partners to the Local Voices Project, and have achieved the annual target by the end of the third quarter. It will be harder to deliver this in the next project year as we seek to reach out to a wider range of organisations.

Our work with the following organisations has had a positive impact on Local Voices.
9.1 Ability Bow Gym

Ability Bow Gym is a gym that supports disabled people or long-term health conditions. They try to remove the barriers by working with individuals to set personal, realistic and measurable goals.

Local Voices Engagement with Ability Bow

- Attended Ability Bow open day to promote our services and meet with clients
- Customer Survey
  - Helped to fine tune customer satisfaction survey content and design
  - handled online survey and general promotion
  - wrote up report of outcomes for Ability Bow (part of Q4 monitoring)

Contact Information

- Website:  [http://www.abilitybow.org/](http://www.abilitybow.org/)
- Facebook:  [https://www.facebook.com/abilitybow/](https://www.facebook.com/abilitybow/)
- Instagram:  [https://www.instagram.com/abilitybow/](https://www.instagram.com/abilitybow/)
- Twitter:  [https://twitter.com/abilitybow](https://twitter.com/abilitybow)
- YouTube:  [https://www.instagram.com/abilitybow/](https://www.instagram.com/abilitybow/)

9.2 Apasen

Apasen is a charitable organisation and registered social care provider who have offered personalised support to meet the needs of vulnerable people living in East London since 1984.

Local Voices Engagement with Apasen

- Apasen have the contract with Tower Hamlets Council to deliver three events throughout the year to mark International Day of Persons with Disabilities. This year they set up a Steering Group to help organise and facilitate these events – which Mark has attended on behalf of the Local Voices Project.
• Dolores, Rob, Marc (PA) and Nathan attended Apasen IDDP Awards Day to promote our services and meet with clients.
  o Local Voices nominated several volunteers for awards

Contact Information

• Website:  http://www.apasen.org.uk/
• Facebook:  https://www.facebook.com/APASENTH#!/APASENTH
• Instagram:  No profile
• Twitter:  https://twitter.com/APASENTH
• YouTube:  https://www.youtube.com/watch?v=ZJ0cNE8CL1k

9.3  Bromley by Bow Centre
The Bromley by Bow Centre is a pioneering charity that combines an extensive neighbourhood hub with a medical practice and a community research project.

Local Voices Engagement with Bromley by Bow Centre
• In December 2017 Hannah delivered our first Disability Hate Crime training workshop to staff at the Bromley by Bow Centre.
• Local Voices met with staff, volunteers and service users to promote our services and events

Contact Information

• Website:  https://www.bbhc.org.uk/
• Facebook:  https://www.facebook.com/BromleyByBowCentre/
• Instagram:  https://www.instagram.com/bromley_by_bow_centre/
• Twitter:  https://twitter.com/bromley_by_bow
• LinkedIn:  https://www.linkedin.com/company/the-bromley-by-bow-centre/
• YouTube:  https://www.youtube.com/channel/UC9TspBpaBHseIQ9Qikv5qNg
9.4 Disability Sports Coach
Disability Sports Coach believe that disabled people should be physically active and create worthwhile sports and physical activity opportunities that have a positive impact on disabled people’s lives.

Local Voices Engagement with Disability Sports Coach
- Disability Sports Coach regularly attend Local Voices Steering Group meets to promote services and events
- Local Voices promotes their event to its clients and networks

Contact Information
- Website:  https://disabilitysportscoach.co.uk/
- Facebook:  https://www.facebook.com/DisabilitySportsCoach2013
- Instagram:  https://www.instagram.com/disability_sports_coach/
- Twitter:  https://twitter.com/dsc_13
- LinkedIn:  https://uk.linkedin.com/company/disability-sports-coach-ltd
- YouTube:  https://www.youtube.com/channel/UCodEsu9UfkjdhRx3uXtsqew

9.5 ELOP & Tower Hamlets LGBT Community Forum
ELOP is a holistic lesbian and gay centre that offers a range of social, emotional and support services to the LGBT communities, and their core services include counselling and young people’s services. They also offer training and consultancy for fellow professionals and those seeking to enhance their understanding of issues facing LGBT communities.

Local Voices Engagement with Tower Hamlets LGBT Community Forum
- This was the first year we worked in partnership with ELOP to help deliver and support their Hatred Hurts Conference.
- Local Voices send regular representation to the LGBT Forum, facilitated by ELOP

They have also participated in our Disability Hate Crime Round Tables in October 2017 and February 2018.

Contact Information
9.6 Poplar Harca Garden Project
Poplar Harca is an award winning Housing and Regeneration Community Association in East London. They run a range of holistic and wellbeing services for their local clientele

Local Voices Engagement with Poplar Harca Garden Project
- Local Voices visited the Garden Project and met with staff, volunteers and service users to promote our services and events
- Local Voices promotes their event to its clients and networks
- The Garden Project has attended several Local Voices / Real events to promote its service

Contact Information
- Website: https://www.poplarharca.co.uk/
- Facebook: https://www.facebook.com/PoplarHARCAOfficial/
- Instagram: https://www.instagram.com/poplar.harca/
- Twitter: https://twitter.com/PoplarHARCA
- LinkedIn: https://www.linkedin.com/company/poplar-harca
- YouTube: https://www.youtube.com/channel/UCv0SfKQ0GefOh0bTEfvw7VA

9.7 Tower Hamlets Homes
Tower Hamlets Homes is an award winning ALMO (Arm's Length Management Organisation). It is a not-for-profit company set up in 2008 to deliver high quality housing services for residents living in 21,000 homes in East London, including 9,000 leasehold homes and 12,000 tenanted homes.

Local Voices Engagement with Tower Hamlets Homes
- THH representatives met with the Steering Group to outline the services to disabled tenants they provide
• THH staff facilitated a workshop on housing during Real / Local Voices’ IDDP activities
• THH promotes Local Voices’ events to its clients and networks

Contact Information

• Website:  http://www.towerhamletshomes.org.uk/Home.aspx
• Facebook:  https://www.facebook.com/towerhamletshomes
• Instagram:  https://www.instagram.com/towerhamletshomes/
• Twitter:  https://twitter.com/thhomes
• LinkedIn:  https://uk.linkedin.com/company/tower-hamlets-homes
• YouTube:  https://www.youtube.com/user/TowerHamletsHomes

9.8 Victim Support Tower Hamlets
Victim Support is an independent charity that works towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve. They help people to feel safer and find the strength to move beyond crime. Their support is free, confidential and tailored to individual needs.

Local Voices Engagement with Victim Support Tower Hamlets
• Victim Support attended the Community Safety day, where they:
  o Had a stall to promote its service
  o Facilitated a workshop on how their support service works
• Victim Support regularly attend Local Voices Steering Group meetings to promote services and events
• Participated in our Disability Hate Crime Round Tables in October 2017 and February 2018.

Contact Information

• Website:  https://www.victimsupport.org.uk/
• Facebook:  https://www.facebook.com/victimsupport
• Instagram: no profile
• Flickr:  https://www.flickr.com/photos/victimsupport/
• Twitter:  https://twitter.com/victimsupport
9.9 Tower Hamlets Council
Tower Hamlets Council is the primary funder of the Local Voices Project. Local Voices also works with many Council departments and officers on various engagement activities.

Local Voices Engagement with Tower Hamlets Council
- Local Voices hosted a range of consultations and workshops, throughout the year, which included
  - Local Account Consultation
  - Violence Against Women and Girls Workshop
  - Learning Disability Consultation
  - Engaging on physical activity strategy
  - Local Plan - Regulation 19 Consultation
  - Developing a vision for physical and sports in Tower Hamlets
- Local Voices also participated in Council run events
  - International Day of Persons with Disabilities
  - Home Office Community Round Table - Prevent Strategy
  - Accessible Transport Day
- Local Voices held a meeting to map out the current structure of the council and identify key council officers to liaise and work with.

Contact Information
- Website: https://www.towerhamlets.gov.uk/Home.aspx
- Facebook: https://www.facebook.com/towerhamletscouncil
- Instagram: https://www.instagram.com/towerhamletsnow/
- Twitter: https://twitter.com/TowerHamletsNow
- YouTube: https://www.youtube.com/user/towerhamletscouncil

9.10 Tower Hamlets Police
After adopting community safety as one of our core work themes this year building a better relationship with Tower Hamlets Police has become more important to the Local Voices Project.
We held a meeting with the police to map out the current structure of the police service in Tower Hamlets and identify key police officers to liaise and work with (we used an app called Elements.cloud to create the diagram below).

Local Voices Engagement with Tower Hamlets Police

- Disability Hate Crime Reporting Training - to understand the disability hate crime reporting process and our role in assisting clients.
- Community Safety Day – a range of discussion groups, workshops and personal

Contact Information

- Facebook: [https://www.facebook.com/MPSTowerHam/](https://www.facebook.com/MPSTowerHam/)
- Instagram: No profile.
- Twitter: [https://twitter.com/MPSTowerHam](https://twitter.com/MPSTowerHam)
The Local Voices Project has agreed to carry out two pieces of work (1) a review of the Met’s new website to see how accessible it is, and (2) to visit and carry out an accessibility audit on Tower Hamlets remaining police station in Bethnal Green.

9.11 Transport For London (TFL)

Local Voices Engagement with TFL
- Accessible Transport Day – see 5.3
- Accessible Transport Forum - see 5.1
- Incident Report – specific issues that Local Voices raises on behalf of its members - see 5.4

Contact Information
- Website: https://tfl.gov.uk/
- Facebook: https://www.facebook.com/transportforlondon
- Instagram: https://www.instagram.com/transportforlondon/
- Twitter: https://twitter.com/tfltravelalerts

10 Local Voices Events

One of the key targets of the Local Voices Project is to organise at least six activities or events each quarter. This is something that we have done very well – often exceeding the target number of events.

This was an excellent year for Local Voices’ events, which were varied and comprehensive, working across our core themes and beyond. Local Voices is clearly getting a wider reputation for hosting and participation in disability related activities – many more organizations are seeking out or canvassing our support to host events, activities and consultation

Summary of events
- 13/05/17 AGM workshops - Housing Issues / Engagement / Community Safety
• 18/05/17 ELOP Hate Hurts All
• 20/05/17 Queen Mary University Festival of Communities
• 21/06/17 Working With Disabled Volunteers
• 22/06/17 Access Audit (update) Stratford Station
• 28/06/17 Integrated Personal Commissioning
• 29/06/17 Oakland School Presentation & Local Voices promote
• 12/07/17 Carer's Centre Fun Day
• 27/07/17 Local Voices Garden Party
• 22/08/17 Silk Court Visit
• 25/08/17 Digital Inclusion focus groups
• 04/09/17 Budgeting Workshop
• 12/09/17 Tech Day
• 14/09/17 Accessible Transport Day
• 21/09/17 Community Safety Day
• 03/10/17 Workshop - Local Access Issues
• 12/10/17 Pan-London Disability Hate Crime Meeting
• 24/11/17 Access Research Focus Group
• 05/12/17 International Day of Persons with Disabilities, Apasen
• 21/09/17 Riverside Day Centre Open Day
• 18/01/18 Bromley by Bow Consultation
• 01/02/18 Networking Roundtable
• 14/02/18 Realising Change – service promote
• 22/02/18 Disability Hate Crime Roundtable
• 15/03/18 Hate Crime Workshop - introductory
• 20/03/18 Work Program Workshop

Some of these events are highlighted in more detail in other sections of this report.

11.01 Steering Group Meetings

Generally, this was a good year for engagement with the Steering Group. Only in Q4 did we miss our attendance targets and then by 0.8%! We continued to promote and attempt to expand both the size and demographic of the Steering Group. During this year the Steering Group requested and got a higher degree
of control and accountability for how the Local Voices project was run (see also their feedback at 4.6.1)

<table>
<thead>
<tr>
<th></th>
<th>Physical</th>
<th>Later</th>
<th>Total</th>
<th>% Engaged</th>
<th>Mitigations/Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quarter 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>20/4/17</td>
<td>6</td>
<td>4</td>
<td>10</td>
<td>83.3</td>
<td></td>
</tr>
<tr>
<td>01/6/17</td>
<td>5</td>
<td>5</td>
<td>10</td>
<td>83.3</td>
<td></td>
</tr>
<tr>
<td><strong>Average attendance = 83.3%</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>We are actively expanding the Steering Group (currently 11) to create a larger group overall, to ensure better physical attendance</td>
</tr>
<tr>
<td><strong>Quarter 2</strong></td>
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<tr>
<td>11/07/17</td>
<td>6</td>
<td>4</td>
<td>10</td>
<td>83.3</td>
<td></td>
</tr>
<tr>
<td>24/8/17</td>
<td>6</td>
<td>5</td>
<td>11</td>
<td>91.7</td>
<td></td>
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<tr>
<td><strong>Average attendance = 87.5%</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Low turnout due to summer holidays / medical appointments Three new confirmed Steering Group members for Q3</td>
</tr>
<tr>
<td><strong>Quarter 3</strong></td>
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<tr>
<td>03/10/17</td>
<td>10</td>
<td>4</td>
<td>14</td>
<td>100</td>
<td>Changes to targets introduced this quarter Minimum physical attendees = 10. Other figures FYI only</td>
</tr>
<tr>
<td>16/11/17</td>
<td>10</td>
<td>2</td>
<td>12</td>
<td>100</td>
<td></td>
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<tr>
<td><strong>Percentage of target = 100%</strong></td>
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<td></td>
<td>We continue to actively recruit new members to replace those that have moved on.</td>
</tr>
<tr>
<td><strong>Quarter 4</strong></td>
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</tr>
<tr>
<td>09/02/18</td>
<td>8</td>
<td>3</td>
<td>11</td>
<td>91.7</td>
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<tr>
<td>15/03/18</td>
<td>6</td>
<td>2</td>
<td>8</td>
<td>66.7</td>
<td></td>
</tr>
<tr>
<td><strong>Percentage of target = 79.2%</strong></td>
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</tbody>
</table>
Members of the Local Voices Steering Group said they had misgivings about the new, less flexible, formula for calculating this performance indicator and would request that we review this for the New Year.

Although attendance was lower than usual at both Q4 meets, the Steering Group was engaged and working to deliver management of the project.

11.02 Local Voices Network Gatherings

On the 27th July 2017 Local Voices hosted our first Local Voices Garden party. Steering Group members said that they wanted something that would engage people, rather than just be about consultations.

The aim of this event;

- To be a fun event – cakes, stalls, games, music, refreshments and more.
- To provide an opportunity for members of the Local Voices Network to get together and get to know each other.
- To promote the work of the Local Voices Project
- To promote our Local Voices Partners

Attendance

- We had over 80 people attend the event (including 11 Real team members).
- Victim Support, DeafPlus, Tower Hamlets Homes, Real and 17-24-30 had stalls at the event.

Speakers

- Hannah West spoke about the Disability Hate Crime Project.
- Rob Johnson spoke about the Local Voices Project.

Outcome

Despite the bad weather (it rained) we had one of our most successful events to date and it was agreed by the Local Voices Steering Group that we will aim to organise more events like this throughout the year.
11.03 Partnership Summits

The Local Voices Project held its first Local Voices Partnership Round Table on Thursday 1st February 2018.

The aim of these partnership events is:

- To bring together our Local Voices Partners and potential new partners.
- To provide a forum to promote our shared interests and collaborate together.
- To share information, skills, resources and best practice.
- To promote the Local Voices Project and Local Voices Network.
- To involve and educate members of the Local Voices Network about the work our partners are delivering.
- To establish and build stronger working relationships with key people and organisations working in this sector.
- To encourage people and organisations to review how accessible they are to disabled people, and to improve access where possible.
- To organise and coordinate social media campaigns.

Attendance

- 11 people representing 7 partners attended the meeting with representation from the Local Voices Project, Disability Hate Crime Project, Real, Real Independent Living Service Team, Realising Change, Victim Support, and Disability Sports Coach.

Agenda

- Local Voices Project / Network Partners – about the project.
- Introductions – updates from partners.
- Communications and social media – newsletter, website, Facebook, Twitter and other profiles.
- Looking ahead at 2018 – developing an equality calendar, event planning Feb to Dec 2018, Frequency of roundtables, event information sharing exercise and training opportunities.

Outcomes
Agreed to add links to partner organisations on our websites.
Agreed to attend and support each other’s meetings
Agreed to attend and support each other’s events.
Agreed to share best practice.
Gained understanding of which partners produce their own newsletters and the tools they use like MailChimp and Microsoft Publisher.
6 of those present use Twitter
Gained understanding of which partners use Facebook.
Gained understanding of which partners have their own websites and which applications they use like WordPress.
Shared events information from February to December 2017.

11.04 Disability Hate Crime Round Table Events (see also section 6, Community Safety)

The Local Voices Project (as part of its Community Safety theme of work) has collaborated with Real, Real’s Disability Hate Crime Project and 17-24-30 No To Hate Crime Campaign to organise a series of Disability Hate Crime Round Table events.

The aim of these events is;

- To bring together local authorities (police and council), key partners (anti-hate crime organisations) and representatives from communities affected by hate crime.
- To provide a forum to promote H.O.P.E. Hope stand for hate crime awareness, operational response to hate crime, preventing hate crime and empowering communities.
- To focus on disability hate crime whilst looking at intersectionality with the other recognised hate crime strands; faith, gender identity, race and sexual orientation.
- To share information, skills, resources and best practice.
- To promote Real’s Disability Hate Crime Project
- To involve and educate members of the Local Voices Network about hate crime.
• To establish and build stronger working relationships with key people and organisations working in this sector.
• To encourage people and organisations to review how accessible they are to disabled people, and to improve access where possible.

The first “Pan-London Disability Hate Crime Meeting” event was held at Jack Dash House on Thursday 12th October 2017.

Attendance

• The first meeting was attended by 18+ people.
• Representation included: Real, Local Voices Project, Real Disability Hate Crime Project, Lambeth Disability Hate Crime Partnership, Lewisham Speaks Up project, Victim Support, Changing Faces, and Tower Hamlets Homes.

Agenda/Speakers

• Presentation by Changing Faces
• Presentation Lambeth Disability Hate Crime Partnership
• Presentation Lewisham Speaks Up
• Update Hear Charities Against Hate Crime Network
• Round table discussion

Outcomes

• It was agreed to hold these events every four months, with dates set in February (to discuss Gender identity and Sexual Orientation hate crime whilst tying in with LGBT History Month), June (to discuss Faith hate crimes) and October (to discuss Race hate crime whilst tying in with Black History Month).
• Increased awareness of other organisations work to tackle disability hate crime across London.
• Sharing knowledge and best practice.

On the 22nd February 2017 we held the second meeting, rebranded as Real’s Disability Hate Crime Round Table, focussing on Disability and LGBT Hate Crime.

Attendance
18 people attended the event.

We had representation from Real, Local Voices Project, Real Disability Hate Crime Project, Victim Support, Inclusion London, ELOP/Tower Hamlets LGBT Community Forum, Galop, Inclusion Barnet,

Speakers

- Real Disability Hate Crime Project
- Inclusion London
- ELOP/Tower Hamlets LGBT Forum
- Galop
- Mike Smith – Hidden in Plain Sight

Outcomes

- We produced a detailed report on the event (see related documents Disability and LGBT Hate Crime Round Table Report)
- Participants gained an insight into the similarities between the obstacles faced by disabled people and members of the LGBT community.
- We gained an understanding of the work of four organisations working in the hate crime sector.
- We learnt about the Hidden in Plain Sight report.
- We shared event information and planned to work collaboratively over the next four months.
- We came up with 25 ideas on how we could tackle disability and LGBT hate crime.

The next Real Disability Hate Crime Round Table events were scheduled for the 21st June 2018, followed by the 11th October 2018.

11.05 Other Collaborative Events

In May 2017 Local Voices, Real Disability Hate Crime Project, ELOP and the Tower Hamlets LGBT Community Forum worked in partnership for the first time – assisting in the delivery of the annual Hatred Hurts All Conference 2017

Attendance

- Approximately 40+ people attended the event
Speakers

- Mayor of Tower Hamlets
- Metropolitan Police service
- Positive East
- Real
- Tower Hamlets Community Safety Team
- Galop
- ELOP/Tower Hamlets LGBT Forum

Outcomes

- Local Voices has developed a closer working relationship with ELOP and the Tower Hamlets LGBT Community Forum.
- Greater understanding of the discrimination and prejudice faced by disabled people and LGBT people.
- Networking with key partners – council and the police.

We are looking forward to the next Hatred Hurts All Conference 2017 which is scheduled to take place at Jack Dash House on Thursday 17th May 2018.

On the 21st September 2017 Local Voices, Real and the Real Disability Hate Crime Project held our first Real Peace Day Community Safety event.

The event aimed to:

- Promote the Local Voices Project’s community safety work stream.
- Promote the Real Disability Hate Crime Project

Attendance

- 75 people attending the event (including 8 members of Real’s team).

Agenda

- Panel discussion “How do we build community cohesion in Tower Hamlets?”
- Presentation – Changing Faces
- Presentation – Real Disability Hate Crime Project
• Presentation – 17-24-30
• Presentation – Local Voices Project
• Disability Hate Crime Workshop
• Victim Support Workshop

Outcomes

• The event brought together Real, Real Disability Hate Crime Project, Local Voices Project, Metropolitan Police Service, Tower Hamlets Community Safety Team, Victims Support, Changing Faces, 17-24-30 No To Hate Crime Campaign, London Fire Brigade, Muslim Aid, Disability Sports Coach, Tower Hamlets CVS, No Place for Hate Forum, Local Link and the Mayor of Tower Hamlets.
• Delivered two workshops.

We also began to attend the Apasen International Day Disabled people Steering Group meetings. These organised three events which we promoted.

• Apasen Sports Day 13\textsuperscript{th} July 2017. We had a stall.
• Apasen Arts and Music Fun Day 5\textsuperscript{th} October 2017.
• Apasen IDPD 5\textsuperscript{th} October 2017.

11 Development of an Annual Plan

Mark developed Local Voices Project Action Plan (Appendix 3).

A living document, the Local Voices Project Plan – we have attempted to review and update it every three months.
The spreadsheet is organised into eleven sections as follows:

Section 01 – Local Voices project Liaison
This section was about setting up the project itself.

Section 02 – Local Voices Project History
This section is about tracking the history of the project and previous project years.

Section 03 – Tower Hamlets Council
This section is about building a relationship with Tower Hamlets Council and getting to know the key departments and members of staff we need to work with.

Section 04 – Tower Hamlets Police
This section is about building a relationship with the Metropolitan Police Service within Tower Hamlets, getting to know their key departments and members of staff we need to work with.

Section 05 – Key Partners
This section is about identifying key partners working in the anti-hate crime sector that we wish to work with, and building a relationship between our organisations and key members of their staff.

**Section 06 – Disabled Communities**

This section is about building relationships across the disabled communities.

**Section 07 – Services**

This section is about building relationships with the organisations that provide services to the disabled communities.

**Section 08 – Resources**

This section is about developing the range of resources that the project uses – from business cards to Posters.

**Section 09 – Documents**

This section is about identifying key documents / legislation that may impact on our work.

**Section 10 – Project Delivery**

This section is a about the delivery of the specific objectives as defined in the agreement with the projects funder, Tower Hamlets Council.

**12 Quarterly Reports**

For Q2-4, Local Voices produced topic based written reports reflecting the engagement that has been undertaken and the outcomes from it in terms of the experience, views and voices of disabled people.

**12.1 Q2 Report – Community Safety**

The Local Voices Network selected community safety as one of their themes for the project cycle 2017-2019.

This theme was identified as a core issue due to under reporting in disability hate crime, the apparent rise in acid attacks and terrorist activity and other safety-related concerns in the Borough of Tower Hamlets.
Within the remit of community safety, the Local Voices Network decided community safety would be a primary focus for year 1 of this Local Voices contract.

In 2017, there were only 27 incidents of disability hate crime that were reported within the Borough.

There are a number of reasons why disability hate crime is underreported but one of them is due to lack of knowledge about what hate crime is, how to report and how to access support.

With this in mind, Local Voices organised a series of events to raise awareness about the issue and build partnerships with other organisations working on this issue in Tower Hamlets.

See related documents Quarter 2 Report – Community Safety.

12.2 Q3 Report – Past, Present and Future Workshop
The primary work element of the Birthday event was the Local Voices led Past, Present and Future Workshops. The concept of the workshops, was to review the work of Local Voices over the past 5 years and how we will move forward into an uncertain future.

Being near Christmas we tied it the workshops with relevant quotes from ‘A Christmas Carol’


12.3 Q4 Report – Disability and LGBT Hate Crime Round Table
We have already included information about this in sections 6. Community Safety and 11.04. See related documents Quarter 4 Report – Disability and LGBT Hate Crime Round Table Report.
Part Four - Promoting Local Voices and connecting with local disabled people

We are continuously promoting Local Voices to:

- Attract new members to the network
- Encourage members to actively participate
- Disseminate information on consultations and events
- Raise awareness of issues and concerns for our constituents
- Encourage disabled people to have a voice and effect change

Early this year we updated our leaflet, introducing a new tri-fold style leaflet. This provided more information on our work and ways to be involved. See section 14.6

We will be responding to feedback from members and will use more channels, through social media, to share information, successes and encourage more engagement.

The Local Voices Network and Communications

Currently, Local Voices has 256 members (August, 2018)

- 187 members receive regular communications by email.
- 21 members receive communication by traditional post.
- 39 members receive communication by telephone.
- 1 member receive communication by text
- 8 members have do not receive regular communications because they have not given permission to receive regular communication.
14 Online presence

Since the Local Voices Project was first conceived it had been promoted across Real’s range of social media profiles.

Real has a website (www.real.org.uk), a Facebook page (@RealDPO), a Twitter profile (@RealDPO), and has a presence on Google Maps.

Real uses Eventbrite to manage its events and MailChimp to distribute its online newsletters.

Real’s Facebook page currently has 554 likes (+30 since last year) and also has 452 followers (+199 since last year) following its Twitter profile.

During 2017 we used Real’s Facebook page events section to promote the Local Voices Steering Group meetings and other activities. This has increased public awareness of our work.

Real have also maintained eleven useful Twitter lists including:

- Transport | Forums
- Media People
- Local Voices Partners
- A-Z Organisations
- Tower Hamlets Local Link
- Disabled Peoples Organisations
- Hate Crime Service
- Campaigns
- A-Z Organisations Tower Hamlets
- Members of Parliament
- Tower Hamlets Councillors

Real also follows the London DDPOs Twitter list compiled by Inclusion London.

The Engagement and Communications Team (E&C) are responsible for the administration of these accounts.
Over the course of the last year, the Local Voices Project has started to create and develop its own social media profiles.

14.1 Local Voices on Real’s website

The Local Voices Project has a designated section under the Get Involved page on Real’s website, which can be found at [www.real.org.uk/localvoices](http://www.real.org.uk/localvoices)

This has developed throughout the life of Local Voices, and now includes:

- What we are working on this year
• Upcoming events and activities
• How to get involved in the Local Voices Network
• The role of the Steering Group
• Findings from our reports

These were regularly updated, and Local Voices was regularly in the ‘News section’ of Real’s website.

14.2 Real’s MailChimp account
Since the creation of the new Engagement and Communications team in October 2016 Real has been using MailChimp to produce and distribute our e-newsletters, and Microsoft Publisher to produce our physical paper newsletters.

Between April 2017 and March 2018 Real has organised 15 campaigns (e-newsletters).

MailChimp provides us with much more information about:

• How our e-newsletters are being received by Local Voices members;
• How many people are opening them; and
• Whether or not they are interacting with the links within the e-newsletters.

These open rates are consistent with industry averages. We also have some users opening many times which may indicate that they are forwarding the newsletters, meaning we are reaching a wider audience still. We monitor and respond to these statistics.

The e-newsletter is also widely shared across all available social media platforms. There is a link on the website and we share it via Facebook and Twitter.

<table>
<thead>
<tr>
<th>Campaign Title</th>
<th>Opens</th>
<th>Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2017</td>
<td>26.3%</td>
<td>1.7%</td>
</tr>
<tr>
<td>March 2017</td>
<td>25.2%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Campaign Title</td>
<td>Opens</td>
<td>Clicks</td>
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<tr>
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<tr>
<td>Real News Flash</td>
<td>30.1%</td>
<td>3.0%</td>
</tr>
<tr>
<td>April 2017</td>
<td>19.0%</td>
<td>1.4%</td>
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<tr>
<td>May 2017</td>
<td>23.6%</td>
<td>2.1%</td>
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<tr>
<td>June 2017</td>
<td>20.5%</td>
<td>0.6%</td>
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<tr>
<td>July 2017</td>
<td>16.1%</td>
<td>0.6%</td>
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<tr>
<td>August 2017</td>
<td>17.6%</td>
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<tr>
<td>September 2017</td>
<td>21.6%</td>
<td>1.7%</td>
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<tr>
<td>October 2017</td>
<td>22.1%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Promoting LV Network</td>
<td>Real’s Birthday</td>
<td>26.7%</td>
</tr>
<tr>
<td>December 2017</td>
<td>16.6%</td>
<td>2.1%</td>
</tr>
<tr>
<td>January 2018</td>
<td>19.5%</td>
<td>2.2%</td>
</tr>
<tr>
<td>February 2018</td>
<td>21.6%</td>
<td>3.7%</td>
</tr>
<tr>
<td>March 2018</td>
<td>25.5%</td>
<td>10.9%</td>
</tr>
</tbody>
</table>

Real currently has four mailing lists consisting of 399 contacts who receive their e-newsletters.

Local Voices currently has 256 members (August 2018), which consists of 187 people who we email directly, 21 people we send traditional mail and 39 whose preferred method of contact is by telephone.

14.3 **Real’s Microsoft Publisher Newsletter**

Between April 2017 and March 2018 Real has produced 10 issues of its paper newsletter.
We have a current print run of 100 issues of the traditional paper newsletter. 60 copies are posted out to Local Voices members and the rest are displayed within Real’s Office and reception areas. We will print off additional copies for outreach events as and when required.

The revamped newsletter contains:

- Feature Issue and special features
- What’s On Guide to Local Voices / Partner events
- Real Services Updates – Engagement & Communications team, Local Link and Independent Living Service
- Partnership and Community news items of interest to our network
- Council news and updates

Regular communications underpin the work of Local Voices and the new skills we now have in the team will make a big difference on this going forward. Dissemination of information, raising awareness of the issues and sparking interest in our constituents moves our project mission forward, and is already starting to build new audiences and areas of interest.

14.4 Local Voice’s Facebook presence

Following on from the research we conducted with Local Voices members in 2016 we have started to develop social media specifically for the Local Voices Project.

The aim of this work is:

- To develop social media skills amongst the local voices members.
- To give the project more autonomy over its own social media.
- To increase the presence of local voices members on social media.

We are using Facebook to provide two platforms of engagement – a closed Facebook Group specifically for members of the Local Voices Network and a public Facebook page for anyone who wants to follow our work.

Over the past twelve months most of our focus has been on developing the closed Facebook group.
The closed group is divided into 6 sections;

- **About** – this area provide basic information about the group. “This is a closed Facebook group for members of the Tower Hamlets Local Voices Network to be able to chat about the Local Voices Project and share ideas with each other”
- **Discussion** – is the space where members post and have conversations with each other.
- **Members** – is the space which informs how many Admins and moderators exist within the group, along with how many members are in the group. We currently have 16 members.
- **Events** – this is the space where we promote our events and activities to our members. We have currently set up all the Steering Group meetings for the year ahead, the summer gathering (27th June 2018) and the partnership meeting (8th August 2018).
- **Photos** – instead of using this section in the traditional way to show photos. We have used photos as conversation thread headers. So this section of photos is used as an index of conversation threads.
- **Manage Group** – is the section where we carry out admin activities. This includes scheduling posts, member requests, pending group notification settings, reported by members and automatically flagging.
The closed Facebook group provides members with a private online space where they can chat and exchange ideas. We want to encourage more contact between members.

Last year we set up a closed-access Local Voices Group Facebook page to enable Local Voices members to have a private online space, where they can chat and exchange ideas. The E&C team are working with individual members to get them signed up. We have made this a closed group so that it is a safe space for people to share and contribute ideas, and enables easy communication between network members rather than everything being to and from us at the centre.

In the long-term we want to develop the skills of the SG and AMs so they are more proactive and involved in any social media channels we use.

The Local Voices Network public Facebook page was set up on the 23rd June 2017 to secure the profile for future use. This is to ensure that we have the same profile names across all our social media profiles (Facebook, Twitter and Instagram) which will make it easier for people to find and identify us.

We only posted 6 times on the public page between June 2017 and March 2018.

Currently we are just using this page to signpost people to the Local Voices section on the Real website.
14.5 Local Voice’s Twitter presence

The Local Voices Twitter profile was first set up in September 2014, however there was no activity on the account until March 2017.

During 2017 we have started to have discussions with the Local Voices Steering Group members to encourage them to use their own twitter account rather than using the Real twitter account.
14.6 Local Voice’s Resources

Working with the Local Voice Steering Group members we have designed a range of resources to promote the Local Voices Project.

This includes:

- A4 Trifold Leaflet
- Poster
- Local Voices Membership Form
- Local Voices Monitoring Form
- Local Voices Partnership Agreement

A4 Trifold Leaflet

| Nov |   | 287 | 50 |   | 1 |
| Dec | 3 | 1,426 | 33 | 2 | 6 |
| Jan 18 | 2 | 767 | 85 | 1 | 13 |
| Feb | 2 | 447 | 54 | 2 | 6 |
| Mar | 1 | 197 | 27 | 2 | 7 |

Some of the other projects we are working on:

- Delivering training to Council and other staff on disability issues.
- Commissioning—Local Voices Network (LVN) members will be part of the commissioning process.
- Recruiting surveyors to work with Disability.
- Advise bus companies on access issues to give them a better understanding.
- Community Planning—Reviewing and suggesting access changes to borough development plans.
- Digital Inclusion—Ensuring disabled people have access to digital technology such as internet usage.
- Tackling anti-social behaviour on public transport.
- Floating bus stops - addressing the dangers for disabled users.
- Promoting "FIRLI" - A phone App to report issues around Tower Hamlets directly to the council.

For more information

If you would like to sign up or have any questions please contact:

Email: voices@real.org.uk
Phone: 020 7001 2176
Website: www.real.org.uk/get-involved/local-voices-2/

or

Rob Johnson
Email: rob.johnson@real.org.uk
Phone: 020 7001 2176

Or write to us at:
Local Voices @ Real
Jack Dash House
2 Lavin House
London
E14 9YQ

The project is funded by Tower Hamlets Council and run by people like you. Real supports the project on behalf of the council.

How would you like to engage with the local Disabled community

Live, work or go to college in Tower Hamlets?

Why not become a member of Local Voices?

This will be your opportunity to have direct input into shaping the services and dealing with issues that affect our borough.
### Frequently Asked Questions

**What topics do Local Voices cover?**

Our priority areas are:
- Accessibility and Public Transport
- Housing
- Digital Inclusion
- Social Care

Anything you tell us is an issue for disabled people and we can work with you on it.

**How do I get involved?**

Become a member and we will keep you up to date on all the projects and events that we are working on.

Become an active member and take part in the projects that we are working on.

Join the steering group and help make the decisions on running the Local Voices project – add your voice to ours!

**OK, I want in, what do I do next?**

Contact us and we will do the rest (full contact details on the back).

### What is Local Voices working on in 2017?

Local Voices is focusing on four key areas listed on the previous page. The Council and the steering group agreed these areas at the end of last year. Each area has a number of projects we are working on that support us to address the issues.

**Some of the projects we are working on at the moment**

#### The Incident Reporting Line

A service to help you deal with issues you have with public transport and other access issues when out and about, for example in parks or on bus stops. Report the incident to us, and we will do the rest.

**To report an incident**

Email henry.stone@real.org.uk or call 020 7001 2180 (if we are unable to answer your call please leave a message and we will get back to you).

### The Accessible Transport Forum

- **Forum –** we have active members on the forum, discussing the transport issues you raise, with TFL and Council representatives.

#### Public Transport Access Assessments

- why not join our active team, out and about in the borough, assessing and reporting on the issues with trains and stations.

### Housing Project

This is a new project work area for Local Voices – we will be helping to address housing issues for disabled people in the borough, including access to housing services, unsuitable accommodation and complaints processes.

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**Local Voices Steering Group**

*Meeting in progress*

Here are all the dates for the Local Voices Steering Group meetings that we have scheduled for the next two years. Are there any other important dates we should add?

Don’t forget to let us know what you want on the agenda, we also want to recruit more people to join the Local Voices Steering Group this year! Anyone you want to invite?

We hope you will join us for Real’s Annual General Meeting and the Hate Hurts All Conference (in partnership with ELOP / Tower Hamlets LGBT Community Forum) and our own Real Disability Hate Crime Conference as part of National Hate Crime Awareness Week #NHCAW in October.

- **Thursday 20th April 2017**
  - Saturday 18th May 2017 – Real Annual General Meeting
  - Thursday 18th May 2017 – Hate Hurts All Conference
  - Thursday 3rd June 2017
  - Tuesday 11th July 2017
  - Thursday 24th August 2017
  - Tuesday 3rd October 2017

- **Thursday 12th October 2017** – Real Disability Hate Crime Conference #NHCAW

- **Thursday 16th November 2017**
- **Thursday 8th February 2018**
- **Tuesday 20th March 2018**
- **Thursday 1st May 2018**
- **Tuesday 12th June 2018**
- **Thursday 26th July 2018**
- **Tuesday 10th September 2018**
- **Thursday 18th October 2018**
- **Tuesday 27th November 2018**
- **Thursday 10th January 2019**

For more information speak to Rob, Hannah or Mark

e-mail: voices@real.org.uk | phone: 020 7001 2180
Local Voices Membership Form
See Appendix 4

Local Voices Monitoring Form
See Appendix 5

Local Voices Partnership Form
See Appendix 6
Part Five - Conclusions and thanks

In this part of the report we have summarised the key things that we have learnt this year from our continued running of the project. We will utilise this to work with Statutory and Public services and help the project be more effective going forward.

15 Local Voices Monitoring Targets and Outcomes.

The table below summarise Local Voices performance for 2017/18 years

<table>
<thead>
<tr>
<th>Category</th>
<th>Target Performance Indicator</th>
<th>Target Fully Met?</th>
<th>2017/18 Outcome</th>
<th>Mitigation / Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement Activities</td>
<td>Minimum of 6 engagement activities per quarter that engage disabled people</td>
<td>✅</td>
<td>All targets met and exceeded</td>
<td></td>
</tr>
<tr>
<td>Active Members</td>
<td>Develop an active network of least 50 local disabled people.</td>
<td></td>
<td>39 out of a possible 50</td>
<td>Missing attendance sheet in Q1 impacted on final figure. Local Voices believes this would have left us close to maximum target</td>
</tr>
<tr>
<td>Steering Group Meetings</td>
<td>8 Meetings per year</td>
<td></td>
<td>Q1 – 3, target met Q4 missed by just 0.8%!</td>
<td>We continue to promote and attempt to expand both</td>
</tr>
<tr>
<td>Activity</td>
<td>Description</td>
<td>Status</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Training Sessions</td>
<td>Minimum of 1 training session per quarter covering at least 8 people per session</td>
<td>✓</td>
<td>All targets met and exceeded Training Plan is included as Appendix 1</td>
<td></td>
</tr>
<tr>
<td>Strategic Support to Accessible Transport Forum</td>
<td>Facilitate and manage strategic support to the Accessible Transport Forum (also Accessible Transport Day)</td>
<td>✓</td>
<td>All targets met and exceeded</td>
<td></td>
</tr>
<tr>
<td>Network Partners</td>
<td>Sign up a minimum of 8 disability organisations, groups or services that are active in Tower Hamlets.</td>
<td>✓</td>
<td>All targets met</td>
<td></td>
</tr>
<tr>
<td>Formal Consultations</td>
<td>At least 1 quarterly written input from Local Voices on behalf of local disabled people</td>
<td>✓</td>
<td>All targets met</td>
<td></td>
</tr>
<tr>
<td>Consultation Participation</td>
<td>At least 20 local disabled people individually respond to formal local consultations through Local Voices.</td>
<td>✓</td>
<td>All targets met and exceeded</td>
<td></td>
</tr>
<tr>
<td><strong>Input to Forums</strong></td>
<td>Minimum of 3 local decision making forums receive input from Local Voices.</td>
<td>✓</td>
<td>All targets met</td>
<td></td>
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<tr>
<td>---------------------</td>
<td>-------------------------------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td><strong>Written Reports</strong></td>
<td>Theme based reports aligned to the programme activity themes (1 per quarter from quarter 2)</td>
<td>✓</td>
<td>All targets met</td>
<td>Reports available</td>
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</table>
## End of Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Target Performance Indicator</th>
<th>Target Fully Met?</th>
<th>2017/18 Outcome</th>
<th>Mitigation / Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Report</td>
<td>Produce a report annually to document the activity and achievements of Local Voices and use it to engage more disabled people, and disabled organisations in Local Voices activity.</td>
<td>✓</td>
<td>Targets met – this report!</td>
<td></td>
</tr>
<tr>
<td>Action Plan</td>
<td>Action plan in place for the Steering Group to take forward, which covers all priority areas, is updated in writing quarterly and is reviewed annually.</td>
<td>✓</td>
<td>Targets met – attached to this report</td>
<td>Appendix 3.</td>
</tr>
</tbody>
</table>
16. Looking ahead to 2018/19.

16.01 Steering Group
- We have identified that relying on the same small group of people is a potential threat to the on-going success of the Local Voices Project. It needs to be a priority to recruit new members to the Steering Group in order to increase attendance at the Steering Group meetings and broaden the project’s capacity to deliver its objectives.

16.02 Programmes of activity (Work Program)
- Organising and facilitating a diverse programme of activity is something that we do well. Our rolling Work Program represents a large body of dynamic and relevant (to core themes) projects. It is a measure of our success that project work continues to flow in to the Program.
- There are concerns in 2017/18, that we did not have enough time to move projects forward as much as we would like.

16.03 Partnerships
- Redrafting the Local Voices Partnership Agreement at the beginning of the year proved successful and provided us with an attractive offer to sign up new partners to the project.
- We will need to update the agreement for 2018/19 and encourage our existing partners to resign the agreement in order to comply with the new General Data Protection Regulations that come into effect on the 25th May 2018.
- In order for the project and our partners to benefit from the agreement we need to focus our energies into signing up the next eight partners as quickly as possible. This needs to be a priority in the first quarter of 2018/19.
- Whilst encouraging organisations to sign up as partners is relatively easy it is much more challenging to motivate partners to maintain their involvement throughout the year. We need to think about how we can further strengthen and develop these relationships.
• The development of the half-yearly partnership summits is essential to ensure our partners are encouraged to engage with our work and provide an opportunity for all to share their own projects and best practice.

• Through this project and our Disability Hate Crime project we have been developing much stronger partnerships with local authorities in Tower Hamlets (police and council).

• Support from our colleague Janette John, Strategy policy and Performance Officer, has been invaluable across all areas of our work.

**16.04 Training Programme**

• This year the Steering Group training plan has been comprehensive and the individual engagement high.

• The program has been varied and to a large extent, the content has been guided by the Steering Group, themselves, This, in turn, has increased enthusiasm and attendance at the training session.

• This has, in turn, impacted directly on the group taking a more active role in many aspects of the service delivery.

• The rolling training program will continue in the next year.

**16.05 Developing an active network**

• We didn’t quite manage the maximum sign up this year so will, hopefully, to do better next year!

**16.06 Accessible Transport Forum**

• Tower Hamlets Accessible Transport Forum is one of the oldest forums of its kind in London.

• local disabled groups representation is an important aspect of the forum as it is a direct way for local disabled people to obtain direct accountability from the key stakeholders.

• we hope to increase the presence of local disabled groups.

• The Tower Hamlets Accessible Transport Day in September is an important tool for promoting accessible transport within the borough.
  - Last year (Sept 2017) attendance was down.
  - It is important that promotion, next year, is timely and targeted.
Local Voices will do what it can to encourage more partners to get involved in the delivery of this event.

**16.07 Theme based Reports**
- This year we have delivered three theme based reports.
- The Local Voices Steering Group have confirmed their four core themes of work; Accessible Transport, Community Safety, Social and Digital Inclusion and Housing.
- Looking towards 2018/19 we have identified that changes to the structure of the Metropolitan Police Service across London will impact on service delivery within the borough of Tower Hamlets. We are therefore looking to conduct an accessibility study of (a) the Met police website and (b) the last remaining police station in Tower Hamlets.
- Access to accessible housing is an increasing concern that we will investigate by working with housing providers within the borough to explore what the current level of accessible housing stock is available.

**16.08 Input into local policies, strategies and services**
- In 2017/18 we have sought to increase our representation at the Accessible Transport Forum, No Place For Hate Forum, Tower Hamlets Council Voluntary Sector, Tower Hamlets LGBT Community Forum and the Tower Hamlets Interfaith Forum. We aim to maintain and develop these links in 2018/19.
- Looking toward 2018/19 we aim to increase our representation at the Safeguarding Adults Forum, and the Tower Hamlets Housing Providers Forum.
- We will need to spend some time training and developing the skills and awareness of Local Voices members so that they can attend more of these forum meetings on the project’s behalf.

**16.09 Action Plan**
- The Action Plan for 2018/19 is included at Appendix 3. A large format version will be provided separately.
15.10 Swot Analysis

- SWOT analysis is not due until the end of contract at end of 2018/19 year (March 2019).

15.11 Funding

- Funding for the Local Voices Project has remained the same each year. Considering increasing costs of delivery in line with inflation it is becoming more and more challenging to deliver this project.

- Real has indicated that we currently deliver this project at a loss. A loss we can only cover by developing stronger partnerships with other organisations to share costs and co-deliver work with mutual benefits where possible. We also strive to create greater efficiencies in the way we work.

- There is clearly an appetite for local disabled people to get involved in Local Voices. Whilst we didn’t meet the target of 50 Active Members (as defined as unique people being involved in 2 or more activities), we did have 66 people involved in 1 or more activities and 204 individual instances of activity. We feel this clearly shows that people care about and want to get involved in Local Voices, and to an extent it is the method of monitoring and attributing remuneration/credit that masks the full level of engagement by local disabled people.

- The Local Voices Steering Group have taken much more of a lead and in a way that we would hope they could. Work in previous years in building the confidence and capacity of the Steering Group is starting to pay off.

- There are clearly a wide range of topics that remain of interest and concern to local disabled people. It continues to be a challenge to balance coverage of both breadth and depth of activity, when the project focuses on three key themes, and particularly within the project’s available resources.

- We have often been able to make recommendations for service improvements to organisations, e.g. DLR, which were initially accepted. But later on it became apparent that due to resource restrictions or other reasons they were no longer going to be followed through. We need to find new ways of holding organisations to account for delivering the improvements disabled people want.
• Real’s response to the resource restrictions was to restructure our service to include new roles and new skills. We are combining funding with that from another funder (to deliver a disability hate crime project) to fund this in part, but we are still using the charity’s reserves to contribute to the short-term additional cost. We need to actively work to expand the Local Voices model to generate supplementary revenue streams to make the engagement and consultation functions viable in the medium-term.

• The input and feedback from interviews with Active Members by the independent interviewer clearly show that those who were involved both appreciated what had been done with them for them, had been glad to be involved, and also were able to make positive suggestions for further developments and improvements.

• We are very grateful to the time spent and commitment given to the project by the Steering Group members. Their contribution has made a significant difference to the effectiveness of the project in terms of engaging with the wider network and influencing a wide range of initiatives. It definitely feels like the project has moved from childhood to adolescence.

• Real hopes to continue to be able to support this important project as it ties closely with our ethos as a user-led organisation of disabled people. Our wider plans for engaging with other sub-communities of disabled people (such as younger people and those who are working), and doing this through new ways of engaging/connecting (e.g. using arts, and a much more focused approach on communications and social media), should add up to a coherent strategy to support the project to move from adolescence to adulthood.

15.12 Messages of thanks from Mark Healey and Rob Johnson

Mark Healey

I joined the team at Real in October 2016 as the Local Voices Project approached the end of its fourth year. As the then new Engagement and
Communications Coordinator I took on responsibility for the Local Voices Project along with other areas of work which include; Engagement events, Communications and the start of Real’s new Disability Hate Crime Project.

**Rob Johnson**

Rob has been involved in the delivery of the Local Voices Project, in various roles since its conception.

**Staff at Real**

It’s important to recognise the important contributions made by the Engagement and Communications Team; Rob Johnson (Local Voices Project lead), Hannah West (former Disability Hate Crime Project lead), and more recently in February 2018 Wendy Haslam (new Disability Hate Crime project lead) and Dhwani Shah (new Communities Driving Change Project lead).

Also the contributions by staff from the Information Advice and Advocacy Service and the Independent Living Service.

**Arcadia Students**

Over the course of the last year we have had two Arcadia student placements Alix C and Elisabeth H.

**Local Voices Partners**

Local Voices have developed eight important partnerships; Ability Bow Gym, Apasen, Bromley By Bow Centre, Disability Sports Coach, ELOP & Tower Hamlets LGBT Community Forum, Poplar Harca Garden Project, Tower Hamlets Homes and Victim Support Tower Hamlets

**Local Voices Steering Group Members**

Without the loyalty, hard work and dedication of the Local Voices Steering Group we simply couldn’t deliver such a successful engagement project. Special thanks to; Mahendra R, Samantha G, Nathan G, Eric N, Hubert V, Faiz R, Jackie K, Sabina C, John M, Henry S, Samiul C, Hubert V, Yvonne T and Keith M

Thanks especially to Henry Stone who has been the Chair of the Steering Group this year.
Local Voices Volunteers

Thanks also go to our wonderful volunteers; Michelle J, Tiziana B, Brendan O, Malcolm K, Jim F, Lachlan G and Ningxin Z.

Local Voices Network Members

And last but not least the members of the Local Voices Network who participate in our consultations and attend our events.

Thank you

Rob Johnson – final thoughts

Another years and another set of challenges. I think the thing that most struck me, this year (year 5, for me) is how much more that Local Voices is becoming known as a viable and useful resource, in the Borough and just how popular that makes us.

This year we have seen changes in the Steering Group membership and also a greater degree of development for them, than ever before. The Steering Group training plan has been comprehensive and the individual engagement high. This has, in turn, impacted directly on the group taking a more active role in many aspects of the service delivery.

….. And thanks

- So, my heartfelt thanks to the Steering Group for all their hard work, enthusiasm and objective advice – I can always depend on them for straight talking!
- This year, Local Voices had 177 *instances of activity*, so a lot of our active members are engaging with our work program and events. That, of course, is our most important measure of how well we are doing. Thanks guys.
- So who else? Well, you know who you are but others may not, so here goes ....
  - The Real Staff team and volunteers who help us out on events and promotion
- The Engagement & Communication Team.
- Our network partners both official and not so, a lot of useful cross-pollination this year
- Our colleagues over at the Council, Janette who runs our contract and is incredibly supportive et al. monitoring meetings.
- Also all the various staff from so many departments that we work with.
- And finally, my PA, Marc, who always picks up the slack created my yukkie impairment issues. Always with a smile

Thanks All
## Appendix 1 - Steering Group training plan

### Steering Group Training Plan 2017/18

<table>
<thead>
<tr>
<th>Qtr</th>
<th>Topic</th>
<th>Target group</th>
<th>Promotion</th>
<th>Provider</th>
<th>Delivery Date</th>
<th>Steering Group Attendees</th>
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</thead>
<tbody>
<tr>
<td>Q1</td>
<td>Data Protection and Confidentiality</td>
<td>Steering Group, Real staff &amp; trustees, Steering Group</td>
<td>Internal (Real) and Steering Group</td>
<td>Internal</td>
<td>31/5/17</td>
<td>HS SC</td>
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<tr>
<td></td>
<td>Hate Crime - overview</td>
<td>Steering Group, Real staff</td>
<td>Internal (Real) and Steering Group</td>
<td>Tower Hamlets Council</td>
<td>1/6/17</td>
<td>HS JK EN NG</td>
</tr>
<tr>
<td></td>
<td>Working with disabled volunteers</td>
<td>Volunteer Managers (ext) Steering Group (int)</td>
<td>VCTH network (ext) Steering Group (int)</td>
<td>Co-provision – internal (LG/RJ) &amp; VCTH</td>
<td>22/6/17</td>
<td>HS FR</td>
</tr>
<tr>
<td>Q2</td>
<td>I.T. Outlook – email and diary management</td>
<td>Steering Group Real volunteers</td>
<td>Steering Group &amp; Real Volunteers only</td>
<td>Happy Computers, Aldgate</td>
<td>29/8/17</td>
<td>FR NG EN DW JM</td>
</tr>
<tr>
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<tr>
<td></td>
<td>Community Safety Workshops</td>
<td>Steering Group Real / Local Voices membership / clients</td>
<td>See target group</td>
<td>Victim Support</td>
<td>21/9/17</td>
<td>FR HS</td>
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<tr>
<td></td>
<td>Disability Hate Crime Champion (Course)</td>
<td>Steering Group Real volunteers</td>
<td>Steering Group &amp; Real Volunteers only</td>
<td>Tower Hamlets Council</td>
<td>7/17</td>
<td>JK</td>
</tr>
<tr>
<td>Q3</td>
<td>Feel More Confident Reporting Hate Crime</td>
<td>Steering Group, Network Partners</td>
<td>Steering Group, Network Partners</td>
<td>Inclusion London 336 Brixton Road SW9 7AA</td>
<td>18/10</td>
<td></td>
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<tr>
<td></td>
<td>Social Media – basic skills to update Local Voices’ online media services</td>
<td>Steering Group (1-2-1 sessions)</td>
<td>Steering Group only</td>
<td>Hannah West (internal-comms)</td>
<td>11/11</td>
<td>JM MR</td>
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<tr>
<td></td>
<td>Hate Can Hurt Training</td>
<td>Steering Group, active members</td>
<td>Steering Group Local Voices Network</td>
<td>Hannah West (internal-</td>
<td>18/11</td>
<td>MR HS</td>
</tr>
<tr>
<td>Date</td>
<td>Activity Description</td>
<td>Steering Group</td>
<td>Target Group</td>
<td>Presenter</td>
<td>Notes</td>
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<tr>
<td>----------</td>
<td>---------------------------------------------------------------</td>
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<tr>
<td>20/12</td>
<td>Planning a Communication Strategy</td>
<td>Steering Group</td>
<td>Mark Healey - internal</td>
<td>DW MM</td>
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<td>21/12</td>
<td>Report taking training from Steering Group, active members</td>
<td>Target groups</td>
<td>Met Police TH Council</td>
<td>HS JK NG</td>
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<td>22/1/18</td>
<td>Social Media – basic skills to update Local Voices’</td>
<td>Steering Group</td>
<td>Hannah West (internal-comms)</td>
<td>MR</td>
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<td>29/1/18</td>
<td>Prevent Training</td>
<td>Steering Group</td>
<td>Mace Hoque</td>
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**Community Safety**
<table>
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<tr>
<th>Project</th>
<th>Steering Group</th>
<th>Network Partners Steering Group</th>
<th>Active Members</th>
<th>Network Partners Steering Group</th>
<th>Active Members</th>
<th>Contact</th>
<th>Date</th>
<th>Notes</th>
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<tbody>
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<td>Hate Crime</td>
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<td>15/3/18</td>
<td>NG HS</td>
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<tr>
<td></td>
<td>Steering Group</td>
<td>Steering Group</td>
<td></td>
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<tr>
<td>Work Program Project Management</td>
<td>Steering Group only</td>
<td>Steering Group only</td>
<td>Rob (Local Voices)</td>
<td>15/3/18</td>
<td>HS FR EN MM</td>
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<td>Social Model</td>
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<tr>
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<td>Real volunteers</td>
<td>Team Leaders</td>
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<td></td>
<td>Staff</td>
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<td>Publisher for beginners</td>
<td>Steering Group</td>
<td>Network Partners</td>
<td>Happy Computers</td>
<td>29/3/18</td>
<td>NG NGr MM WH FR DC MS HS RJ SC LG</td>
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<td>Kevin</td>
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<td>Network Partners</td>
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</table>
Appendix 2 – Local Voices Project 2017/18
Membership Survey for our Annual Report

We used the same set of questions that we used to survey our active members previously for the 2016 report.

This year we took the questions and entered them into a Google Form.

https://goo.gl/forms/8jTs7vcM ZuDodCiE3

The link to this survey was then used in a MailChimp mail out to 195 people currently on our Friends of Real mailing list.

https://mailchi.mp/ed56bedcb70c/local-voices-project-annual-members-feedback-survey

Questions

BACKGROUND
• Please tell me a little about yourself before you got involved in the Local Voices Engagement project. Prompts: background, impairment issues

• How did you get involved in the project?
• Why did you get involved in the project?
• What were your initial expectations from it?
• Have your expectations been realised or have they changed?

Consultations / Events
Prompt: includes workshops, focus groups, and events. Examples: social care / Care Act, Community Planning, Tower Hamlets Accessible Transport Day, Housing, Digital Inclusion, Healthwatch promotions, Hate Crime

• If you have been involved in any consultations / events, please tell me a little more about the ones attended?

• Which of these consultations / events has been most rewarding for you? Why?

• Which of these consultations / events have you enjoyed less? Why?

• Which of these consultations / events, do you think, has been most beneficial / rewarding for local disabled community? Why?
Project Work
Prompt: possible project work areas include DLR access assessments, Floating Bus Stops, DisabledGo Surveyors, Bus Driver Training, and Mystery Shopping.

- If you have been involved in any project work, please tell me a little more about the specific projects that you have worked on?
- Which of these projects has been most rewarding for you? Why?
- Which of these projects have you enjoyed less? Why?
- Which of these projects, do you think, has been most beneficial / rewarding for local disabled community? Why?

SUPPORT FOR YOU
- Did you need any support to participate in Local Voices activities (Prompt: possible access needs)
- What, if any, support would help you to engage in Local Voices activities, in the future?

LOOKING FORWARD
- Which current projects / areas of work that you would like to see Local Voices continue with?
- Are there any new projects / areas of work that you would like to see Local Voices get involved in?
- Are there any new projects / areas you would like to work in?
- It has been hard getting people involved in the past. Why do you think this is and what could be done to improve this?

FINALLY
- Are there any final comments you would like to make?
## Appendix 3 – Action Plan

<table>
<thead>
<tr>
<th>Key Performance Indicators</th>
<th>Expected Outcomes</th>
<th>ickle</th>
<th>Support</th>
<th>Lead</th>
<th>Current Position</th>
<th>Action</th>
<th>Progress</th>
<th>Status</th>
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**Notes:**

- **Action Plan:**
  - **Appendix 3:**
    - **Main Objective:**
      - **Key Performance Indicators:**
        - **Expected Outcomes:**
          - **ickle:**
            - **Support:**
              - **Lead:**
                - **Current Position:**
                  - **Action:**
                    - **Progress:**
                      - **Status:**
                        - **Milestone:**
                          - **Total:**
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<th>Status</th>
<th>Due Date</th>
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<tr>
<td>Develop relationships with key legal bodies working in the same sector.</td>
<td>RW</td>
<td></td>
<td>08/02/2016</td>
</tr>
<tr>
<td>Need to research key partner organisations that we would work with</td>
<td>RW</td>
<td></td>
<td>08/02/2016</td>
</tr>
<tr>
<td>Ensure law is clear and understood by all staff</td>
<td>RW</td>
<td></td>
<td>08/02/2016</td>
</tr>
<tr>
<td>Work with the solicitors to ensure compliance with key legislation</td>
<td>RW</td>
<td></td>
<td>08/02/2016</td>
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<tr>
<td>Review all legal contracts</td>
<td>RW</td>
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<td>08/02/2016</td>
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<tr>
<td>Develop new communication methods, meeting at least monthly</td>
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<td></td>
<td>08/02/2016</td>
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<tr>
<td>需与关键法律部门建立关系。</td>
<td>RW</td>
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<tr>
<td>需要研究与我们合作的关键合作伙伴。</td>
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<td>08/02/2016</td>
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<td>08/02/2016</td>
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<td>与律师合作确保符合关键立法。</td>
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<td>08/02/2016</td>
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<td>审查所有法律合同。</td>
<td>RW</td>
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<td>08/02/2016</td>
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<td></td>
<td>08/02/2016</td>
</tr>
<tr>
<td>Meeting</td>
<td>Date</td>
<td>Notes</td>
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<td>-------</td>
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</tr>
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<td>Week 1</td>
<td>1/1/2018</td>
<td>Need to develop a media plan to engage with local volunteers.</td>
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<tr>
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<tr>
<td>Week 7</td>
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Meeting documents can be found in the 'Meeting Documents' section.
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<th>Date</th>
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<th>Status</th>
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</thead>
<tbody>
<tr>
<td>14/4/2021</td>
<td>Balance meeting with Agenda and check minutes</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>14/4/2021</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>14/4/2021</td>
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</tr>
<tr>
<td>2 meetings</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>14/4/2021</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
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<td>Completed</td>
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</table>

**Number of Meeting Group meetings held**

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<tr>
<th>Date</th>
<th>Action</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>14/4/2021</td>
<td>Balance meeting with Agenda and check minutes</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
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<td>Completed</td>
</tr>
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<td>14/4/2021</td>
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</tr>
<tr>
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<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>14/4/2021</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>14/4/2021</td>
<td>Meeting was attended</td>
<td>Completed</td>
</tr>
<tr>
<td>2 meetings</td>
<td>Meeting was attended</td>
<td>Completed</td>
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</tbody>
</table>

**Total meetings held:**

- 2 meetings
- 2 meetings
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**Total meetings attended:**

- 2 meetings
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- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings

**Total completed meetings:**

- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings

**Total meetings not attended:**

- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings

**Total meetings not completed:**

- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings
- 2 meetings

**Total meetings held but not attended:**

- 2 meetings
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- 2 meetings
- 2 meetings
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**Total meetings held but not completed:**

- 2 meetings
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- 2 meetings
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**Total meetings held, attended, and completed:**

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**Total meetings held, attended, but not completed:**

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**Total meetings held, not attended, but completed:**

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**Total meetings held, not attended, but not completed:**

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**Total meetings held, attended, and completed:**

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**Total meetings held, attended, but not completed:**

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**Total meetings held, not attended, but completed:**

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**Total meetings held, not attended, but not completed:**

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**Total meetings held, attended, and completed:**

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**Total meetings held, not attended, but completed:**

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**Total meetings held, not attended, but not completed:**

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**Total meetings held, attended, and completed:**

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**Total meetings held, attended, but not completed:**

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**Total meetings held, not attended, but completed:**

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**Total meetings held, not attended, but not completed:**

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- 2 meetings
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- 2 meetings
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<tr>
<th>Date</th>
<th>Agenda Item</th>
<th>Status</th>
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<tr>
<td>01/02/17</td>
<td>Establish ad hoc meeting, 5th Chase case members</td>
<td>Compl.</td>
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<tr>
<td>01/02/17</td>
<td>Establish ad hoc meeting, 5th Chase case members, non-Community Members</td>
<td>Compl.</td>
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<tr>
<td>02/08/17</td>
<td>First meeting</td>
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<tr>
<td>02/08/17</td>
<td>First meeting, 5th Chase case members</td>
<td>Compl.</td>
</tr>
<tr>
<td>02/08/17</td>
<td>First meeting, non-Community Members</td>
<td>Compl.</td>
</tr>
<tr>
<td>03/08/17</td>
<td>Second meeting</td>
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<tr>
<td>03/08/17</td>
<td>Second meeting, 5th Chase case members</td>
<td>Compl.</td>
</tr>
<tr>
<td>03/08/17</td>
<td>Second meeting, non-Community Members</td>
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<tr>
<td>05/16/17</td>
<td>Third meeting</td>
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</tr>
<tr>
<td>05/16/17</td>
<td>Third meeting, 5th Chase case members</td>
<td>Compl.</td>
</tr>
<tr>
<td>05/16/17</td>
<td>Third meeting, non-Community Members</td>
<td>Compl.</td>
</tr>
<tr>
<td>06/13/17</td>
<td>Fourth meeting</td>
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<tr>
<td>06/13/17</td>
<td>Fourth meeting, 5th Chase case members</td>
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</tr>
<tr>
<td>06/13/17</td>
<td>Fourth meeting, non-Community Members</td>
<td>Compl.</td>
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**Attendance at 8 meetings 2017/18**

- All members of the Community attended 8 meetings.
- Non-Community Members attended 7 meetings.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Key Performance Indicators</th>
<th>Expected Outcomes</th>
<th>Staff</th>
<th>Local Voice</th>
<th>Monitor</th>
<th>Action</th>
<th>Progress</th>
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</thead>
<tbody>
<tr>
<td>Minimum of 4 different disability organisations actively contributing to Local Voice weekly.</td>
<td>1.5 disability-related organisations per quarter</td>
<td>E.g. a new community organisation joining the Local Voice forum, or a new member of the Local Voice forum.</td>
<td>Q1 2017/18</td>
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<td>03/04/2018</td>
<td>NA</td>
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<td></td>
<td>Q2 2017/18</td>
<td>Complete</td>
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<tr>
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<td>Q3 2017/18</td>
<td>Complete</td>
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<td>NA</td>
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<td>30/06/2018</td>
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<td>Complete</td>
<td>01/07/2018</td>
<td>NA</td>
<td>30/06/2018</td>
</tr>
</tbody>
</table>

**Note:** All indicators must be met to say that Local Voice is a success. If any of the indicators are not met, Local Voice is not a success.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Key Performance Indicators</th>
<th>Extended Outputs</th>
<th>Lead</th>
<th>Support</th>
<th>Current Position</th>
<th>Action</th>
<th>Due Date</th>
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</table>

### Year 1

- **Key Performance Indicators**
  - Minimum of training sessions per quarter covering at least 80% per quarter.
  - At least three programmes of activity identified with specific themes to be identified in consultation with the Council.

- **Extended Outputs**
  - At least three programmes of activity identified with specific themes to be identified in consultation with the Council.

- **Lead**
  - Transport
  - Environmental

- **Support**
  - Social Work

- **Current Position**
  - Project Progress Update and Actions

- **Action**
  - Need to add draft aspects of work programme, work

### Year 2

- **Key Performance Indicators**
  - Minimum of training sessions per quarter covering at least 80% per quarter.
  - At least three programmes of activity identified with specific themes to be identified in consultation with the Council.

- **Extended Outputs**
  - At least three programmes of activity identified with specific themes to be identified in consultation with the Council.

- **Lead**
  - Transport
  - Environmental

- **Support**
  - Social Work

- **Current Position**
  - Project Progress Update and Actions

- **Action**
  - Need to add draft aspects of work programme, work
Perform a minimum of 6 activities per quarter that engage disabled people in identifying and taking action to address issues affecting disabled people.
<table>
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<tbody>
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</tr>
<tr>
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<td>Expandd Outputs</td>
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**Developer on a diverse network of at least 20 key disabled people.**

**Value: 200 per annum meetings**

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<tbody>
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<td>Expandd Outputs</td>
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<td>Expandd Outputs</td>
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**Run the Forum and an Open Access Forum on Transport:**

**Value: 200 per meeting**

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</tr>
</thead>
<tbody>
<tr>
<td>Expandd Outputs</td>
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</tr>
<tr>
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<td>Expandd Outputs</td>
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<tr>
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<td>Quarterly</td>
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</table>

**Use the Forum to promote an Open Access Transport Forum on Transport:**

**Value: 200 per meeting**

<table>
<thead>
<tr>
<th>Objective</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Expandd Outputs</td>
<td></td>
</tr>
<tr>
<td>Annual</td>
<td>Quarterly</td>
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<td>Expandd Outputs</td>
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</tr>
<tr>
<td>Annual</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Expended Outputs</td>
<td>Key Performance Indicator</td>
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<tr>
<td>-------------------</td>
<td>---------------------------</td>
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<tr>
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<tr>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Qtr</th>
<th>Milestone</th>
<th>Action</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>Qtr 1</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 1</td>
<td>Qtr 2</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 1</td>
<td>Qtr 3</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 1</td>
<td>Qtr 4</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 2</td>
<td>Qtr 1</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 2</td>
<td>Qtr 2</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 2</td>
<td>Qtr 3</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 2</td>
<td>Qtr 4</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 3</td>
<td>Qtr 1</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 3</td>
<td>Qtr 2</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 3</td>
<td>Qtr 3</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>Year 3</td>
<td>Qtr 4</td>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

**Support: 100**

**Quarterly:**

- Q1: No Plan For Home Forum
- Q2: No Plan For Home Forum
- Q3: No Plan For Home Forum
- Q4: No Plan For Home Forum

**Expedited Outlines:**

- Year 1: Qtr 1, Qtr 2, Qtr 3, Qtr 4
- Year 2: Qtr 1, Qtr 2, Qtr 3, Qtr 4
- Year 3: Qtr 1, Qtr 2, Qtr 3, Qtr 4

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Action</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
<tr>
<td>No Plan For Home Forum</td>
<td>No Plan for Home Forum</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

**Updated: 09/30/2015**

**Due Date: 09/30/2015**
<table>
<thead>
<tr>
<th>Project Management</th>
<th>Support</th>
<th>Lead</th>
<th>Project Progress Update and Actions</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected Outputs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year One</th>
<th>Year Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td>December</td>
</tr>
</tbody>
</table>

**Action**

- End of Year One = Annual SWOT Report
- Year Two = 12 monthly SWOT Reports

**Comments**

- Actual achievements and milestones will be presented in the annual SWOT reports.
- A review meeting will be held at the end of the year to discuss the project outcomes.
- The final report will be submitted by December 31st.

---

Additional notes:

- The project will receive monthly progress reports from the stakeholders.
- The project team will hold weekly meetings to discuss project updates and issues.
- The project will conclude on December 31st, 2023.
Appendix 4 – Local Voices Membership Form

Join The Network
Please return this form via email to rob.johnson@real.org.uk OR by regular mail / in person to the above or address

<table>
<thead>
<tr>
<th>First name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Phone number 1</td>
<td></td>
</tr>
<tr>
<td>Phone number 2</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

Are you joining as an individual or as an organisation? (Please tick)

<table>
<thead>
<tr>
<th>Person</th>
<th>Organisation</th>
</tr>
</thead>
</table>

How may we contact you? (Pick as many methods as you want and indicate priority order by numbering them below)

<table>
<thead>
<tr>
<th>Email</th>
<th>Phone</th>
<th>Post</th>
</tr>
</thead>
</table>

Real keeps our costs down by using email as much as possible. However, if you need information by phone or post, we’ll send it that way.
1. Your interests
We’d like to know your interests, so we can develop services and events for you. We can also contact you if we have information or are running a campaign about that interest. What topics are you interested in? (Please tick)

| Accessible buildings, services and information. |   |
| Benfits, funding and grants |   |
| Crime and safety |   |
| Education and training |   |
| Employment |   |
| Health and social care |   |
| Housing |   |
| Parks and open spaces |   |
| Politics, elections and voting |   |
| Public services (eg council, NHS, police, social landlords) |   |
| Sports and leisure |   |
| Transport and getting around |   |

Is there any other disability or health-related topic you’re interested in?

2. Accessible communications
Real uses 14 point text in plain English as our standard communications method. Please tick if you need information in any of these formats:

<table>
<thead>
<tr>
<th>Large print (28 point)</th>
<th>Easy Read</th>
<th>Audio CD</th>
<th>Bengali</th>
<th>Somali</th>
<th>British Sign Language</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Preferred time for workshops, conferences and celebrations

We’d like to design our events at times that work well for you. Please tell us what times you’d prefer us to hold our events by ticking the boxes below:

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daytime</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Health conditions

Do you have any of the following: (please tick as many as apply)
<table>
<thead>
<tr>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>mobility difficulties/wheelchair user</td>
<td>chronic progressive disorder</td>
</tr>
<tr>
<td>upper limb or back problem/RSI</td>
<td>chronic recurrent condition</td>
</tr>
<tr>
<td>long-term condition (e.g., MS, ME, cancer, HIV, asthma, epilepsy)</td>
<td>Autism Spectrum Disorder (including Asperger Syndrome)</td>
</tr>
<tr>
<td>blind/partially sighted</td>
<td>Dyspraxia</td>
</tr>
<tr>
<td>Deaf/hard of hearing</td>
<td>Dyslexia/ learning difficulty</td>
</tr>
<tr>
<td>physical disability</td>
<td>Other (please write it below)</td>
</tr>
<tr>
<td>mental health issues</td>
<td></td>
</tr>
<tr>
<td>other unseen disabilities</td>
<td>I don’t want to answer this question</td>
</tr>
</tbody>
</table>
5. Your connection to Tower Hamlets

Do you live, study, work or volunteer in Tower Hamlets? (Tick all that apply)

- I live in Tower Hamlets
- I work in Tower Hamlets
- I study in Tower Hamlets
- I volunteer in Tower Hamlets

I don’t live, work study or volunteer in Tower Hamlets, but I am connected to Tower Hamlets in another way. My connection is: (Please describe)

6. Your date of birth

<table>
<thead>
<tr>
<th>Day</th>
<th>Month</th>
<th>Year</th>
</tr>
</thead>
</table>

Declaration

I wish to join the Local Voices network

Signature

Date

We keep your information secure

Real will keep your personal details secure and will only use them for members’ services. We follow the rules in the Data Protection Act 1998 and won’t share your information with others without your permission.
### Appendix 5 – Local Voices Monitoring Form

#### Impairments

<table>
<thead>
<tr>
<th>Impairment</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensory Impairment</td>
<td>Mental health condition</td>
</tr>
<tr>
<td>Physical Impairment</td>
<td>Long standing illness</td>
</tr>
<tr>
<td>Learning disability</td>
<td></td>
</tr>
<tr>
<td>Other (specify)</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

#### Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Other Ethnic Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>White: British</td>
<td>Asian or Asian British: Bangladeshi</td>
</tr>
<tr>
<td>White: Irish</td>
<td>Asian or Asian British: Pakistani</td>
</tr>
<tr>
<td>White: Traveller of Irish heritage</td>
<td>Asian or Asian British: Indian</td>
</tr>
<tr>
<td>White: Gypsy/Roma</td>
<td>Asian/Asian British/other Asian</td>
</tr>
<tr>
<td>White: Other</td>
<td>Mixed: White &amp; Black Caribbean</td>
</tr>
<tr>
<td>Black or Black British: African</td>
<td>Mixed: White &amp; Black African</td>
</tr>
<tr>
<td>Black or Black British: Somali</td>
<td>Mixed: White &amp; Black Asian</td>
</tr>
<tr>
<td>Black or Black British: Caribbean</td>
<td>Mixed: Any other mixed</td>
</tr>
<tr>
<td>Black/Black British/other Black</td>
<td>Other Ethnic Groups: Vietnamese</td>
</tr>
<tr>
<td></td>
<td>Other Ethnic Groups: Chinese</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>Other Ethnic Groups: Any other</td>
</tr>
</tbody>
</table>
### Age Groups

<table>
<thead>
<tr>
<th>Age Group</th>
<th>18 - 25</th>
<th>26 - 35</th>
<th>36 - 45</th>
<th>46 - 55</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>56 - 65</td>
<td>66 +</td>
<td></td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

### Belief group

<table>
<thead>
<tr>
<th>Belief</th>
<th>No religion</th>
<th>Sikh</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agnostic</td>
<td>Hindu</td>
</tr>
<tr>
<td></td>
<td>Muslim</td>
<td>Humanist</td>
</tr>
<tr>
<td></td>
<td>Christian</td>
<td>Other religion (specify)</td>
</tr>
<tr>
<td></td>
<td>Jewish</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Buddhist</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

### Sexual orientation

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Bisexual</th>
<th>Heterosexual / straight</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gay man</td>
<td>Other (specify)</td>
</tr>
<tr>
<td></td>
<td>Gay woman / Lesbian</td>
<td>Prefer not to say</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>Intersex</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transgender</td>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender-Reassignment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are You The Same Gender As You Were At Birth?</td>
<td>Yes / No / Prefer not to say</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relationship Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Partnership</td>
<td>Single</td>
</tr>
<tr>
<td>Married</td>
<td>Divorced</td>
</tr>
<tr>
<td>Co-habiting</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pregnancy and Maternity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you pregnant?</td>
<td>Yes / No / Not Applicable / Prefer not to say</td>
</tr>
<tr>
<td>Are you currently breastfeeding?</td>
<td>Yes / No / Not Applicable / Prefer not to say</td>
</tr>
</tbody>
</table>
Additional and Optional questions

The following questions do not form part of the mandatory monitoring of protected characteristics (Equalities Act (2010)) but they do, however, provide useful data for certain services, projects and funding opportunities

**Socio-Economic Factors** – please tick as many of these that apply to you

<table>
<thead>
<tr>
<th>A student</th>
<th>Unwaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retired</td>
<td>Waged</td>
</tr>
<tr>
<td></td>
<td>Receiving State Benefits</td>
</tr>
</tbody>
</table>

**Caring Responsibilities** - A Carer is defined as someone who provides unpaid care or support to a family member, neighbour or friend on a regular / substantial basis because of illness, disability or age.

Do you have caring or parenting responsibilities, e.g. childcare or dependant adult? | Yes / No / Prefer not to say

Return to; Rob Johnson, Real, Jack Dash House, 2 Lawn House Close E14 9QY
Appendix 6 – Local Voices Partnership Agreement

Local Voices Partnership Agreement

This Partnership Agreement is an important statement of our ongoing commitment to work in partnership together. Ensuring disabled people, are able to contribute to the work of Local Voices (LV), to participate at a level they choose, and have their voices heard.

Introduction

LV is the mechanism by which local disabled residents of Tower Hamlets can have a say, influence local statutory services and make a difference to the lives of local people through better access and equality.

LV is run by a Steering Group of comprised of disabled residents who live in the London Borough of Tower Hamlets. They are supported by Real, a Disabled Peoples Organisation, and funded by the London Borough of Tower Hamlets. The heart of LV is our Network, with whom we communicate regularly. We highlight local issues, introduce national campaigns and listen to what issues people are facing. Feedback from our Network drives our work, and input from the active members of the Network influence change.

LV wish to build on our existing strengths in working together to enhance the engagement experience and the participation of disabled people locally.

Partnership Agreement
This agreement sets out our approach to partnership, as well as detailing agreed priorities for 2017/19.

This agreement has been developed to promote an understanding between LV and local service providers about what is important to local disabled people.

It describes how everyone can get involved.

LV’s goal is to positively impact on the lives of disabled people locally through consultation, campaigning and influencing change.

We wish to build on our knowledge and strengths, ensuring LV’s is accessible to all, and working with other organisations to ensure they are accessible too.

Our Steering Group and Network and the relationship with our wider partners and service providers is key to this goal.

LV values the diversity of our borough and works to make sure everyone feels supported and a part of the community.

What is partnership?

The terms ‘partner’ and ‘partnership’ are used in a broad sense to indicate joint working between LV and local service providers.

Partnership working is based on the values of:

- openness
- trust and honesty
- agreed shared goals and values
- robust communication and understanding between the partners

It is not based on the legal conception of equal responsibility and liability.

It does recognise that all members in the partnership have legitimate, though sometimes different, perceptions and experiences.

By working together to a common agreed purpose, we can ensure we interact in a way that works for all concerned.

The term ‘partnership’ reflects a relationship based on mutual respect.
This Partnership Agreement comprises three sections;

**Part A** sets out principles that define types of engagement and representation.

**Part B** details the annual priorities that have been agreed between LV and LBTH, which are aligned with the LV’s current report and the input and feedback from local disabled people over the past three years.

We are committed to the continual development of this Partnership Agreement which will be reviewed jointly on an annual basis.

**Part C** LV Annual Engagement Programme
Part A – Principles that define types of engagement and representation

Activities and Events

LV and Real organise a broad range of activities and events throughout the year.

We will share information about events with our partners and encourage participation where appropriate.

Where possible we will explore working in partnership to co-host key events throughout the year.

Consultations

LV hosts a number of consultations on behalf of Tower Hamlets Council and other key organisations throughout the year.

Where appropriate we will ensure that partners have an opportunity to contribute to these consultations.

We will promote our partners consultation to the LV Network.

Local Voices Steering Group

We welcome partners to send a representative to each of the Steering Group meetings.

Where possible – LV Steering Group members would like to be represented at partner’s meetings and forums.

Local Voices Steering Group Presentations

We welcome each partner to give a presentation to our LV Steering Group about their organisation.

Where possible we would like to attend partner’s events to present about the LV Projects.

Local Voices Network

We welcome partners to become members of the LV Network.
Where appropriate we encourage partners to sign up their members/clients to the LV Network.

**Local Voices Stall**

We have developed a LV stall which we take out to events to promote the project. Partners can book us to attend their events.

**Real Newsletter**

Real produces a monthly newsletter with a designated LV section. Real welcome partners to provide articles about their activities and services for inclusion in the newsletter.

The deadline for material is the 15\textsuperscript{th} of the month for the following issue.

We would also like to contribute items for our partner’s newsletters.

**Real and Local Voices Social Media**

Where appropriate we will follow, like, share and retweet our partners’ social media.

We encourage partners to follow our social media profiles as well.

The deadline for social media updates is the 15\textsuperscript{th} of the month.

**Your events**

If your organisation has any project area, service or events that you would like the LV Network to support or promote – please provide us with details in the box below. We will discuss this further with you at our partner meeting.
Part B – Annual priorities agreed between LV and LBTH

Each theme will include specific consultations, projects and events which will enable us to work together to improve service provision locally.

Theme 1: **Community Access and Transport** – not just looking at access to travel, but access to take part within the community as well.

Theme 2: **Health and Social Care** – focussing on how it is delivered.

Theme 3: **Community Safety** – hate crime, personal safety, anti-social behaviour, domestic violence, safety at home, adult safe guarding, counter terrorism etc. (all community safety issues).

Theme 4: **Social Inclusion** – access to participate in communities, in the work place, in education and socially. Includes digital inclusion.

We will also work together on other themes based on the issues affecting local disabled people.

Feedback

LV and Real welcomes partners to give us feedback on our projects.

Real Engagement and Communications Team

Rob Johnson is the project lead for the LV Project.

Hannah West is the project lead for the Disability Hate Crime Project

Mark Healey is the Engagement and Communications Coordinator with line management responsibility for Hannah and Rob.
Part C – Local Voices Annual Engagement Programme

Equalities Calendar

The LV Steering Group in partnership with the Real Engagement and Communications Team are developing an Equalities Calendar to list key equality dates that take place throughout the year.

We also collate information about partner's events in a calendar which we are happy to share.

Local Voices Steering Group Meetings

The LV Steering Group meet at Real, Jack Dash House, 2 Lawn House Close, London E14 9YQ

Meeting Dates 2017/19;

- 20\textsuperscript{th} April, 1\textsuperscript{st} June, 11\textsuperscript{th} July, 24\textsuperscript{th} August, 3\textsuperscript{rd} October, 16\textsuperscript{th} November 2017
- 8\textsuperscript{th} February, 20\textsuperscript{th} March, 3\textsuperscript{rd} May, 12\textsuperscript{th} June, 26\textsuperscript{th} July, 4 September, 18\textsuperscript{th} October, 27\textsuperscript{th} November 2018.
- 10\textsuperscript{th} January 2019.

Social Media / Contact Details

These are the social media profiles we currently use:

Email

The LV email address is voices@real.org.uk

Facebook

- Facebook group (this is a closed group for LV Members only) https://www.facebook.com/groups/782457501893792/
- Facebook page (Public page) search: @RealDPO

LinkedIn

- LinkedIn Company Page; https://www.linkedin.com/company-beta/2831028/

MailChimp
We currently use MailChimp to manage our newsletter mailing list, and produce a monthly online newsletter.

To join the mailing list we need your name and email address.

Phone

• Rob 020 7001 2176

Twitter

We have two Twitter profiles to follow, and are developing a range of Twitter Lists that you may find useful.

• Twitter search: @LocalVoicesTH and @RealDPO

Website

We currently have designated space on the Real DPO Ltd website. They use the WordPress blogging platform to create and host their website.

• Website www.real.org.uk

Local Voices Project
C/O Real DPO Ltd
Jack Dash House
2 Lawn House Close
London E14 9YQ

Voices@real.org.uk
020 7001 2180
Local Voices Partnership Agreement

Name of Organisation: 

Address: 

Main Contact Name: 

Contact Number: 

Email Address: 

Facebook: 

LinkedIn: 

Twitter: 

Website: 

Partnership Agreement 2017/19 (from 1st April 2017 to 31st March 2019)

Signed by: 

______________________on behalf of __________________________

Print Name:______________________

______________________on behalf of Local Voices Project

Print Name:______________________

Date_____________
Related Documents

These are not included in this report but are available:

- Quarter 2 Report – Community Safety
- Quarter 3 Report – Past, Present and Future workshop
- Quarter 4 Report – Disability and LGBT Hate Crime Round Table Report