

LICENSING COMMITTEE

Wednesday, 13 September 2017 at 7.00 p.m.

The Council Chamber, 1st Floor, Town Hall, Mulberry Place, 5 Clove
Crescent, London, E14 2BG

The meeting is open to the public to attend.

<u>Members:</u>	<u>Ward Represented</u>
Chair: Councillor Rajib Ahmed	Lansbury;
Vice-Chair: Councillor Peter Golds	Island Gardens
Councillor Khaled Uddin Ahmed	Bromley North;
Councillor Suluk Ahmed	Spitalfields & Banglatown;
Councillor Shah Alam	Mile End;
Councillor Dave Chesterton	Blackwall & Cubitt Town;
Councillor Andrew Cregan	Island Gardens;
Councillor Harun Miah	Shadwell;
Councillor Md. Maium Miah	Canary Wharf;
Councillor Joshua Peck	Bow West;
Councillor Candida Ronald	Blackwall & Cubitt Town;
Councillor Rachael Saunders	Mile End;
Councillor Shiria Khatun	Lansbury;
1 Vacancy	
1 Vacancy	

[The quorum for this body is 3 Members]

Contact for further enquiries:

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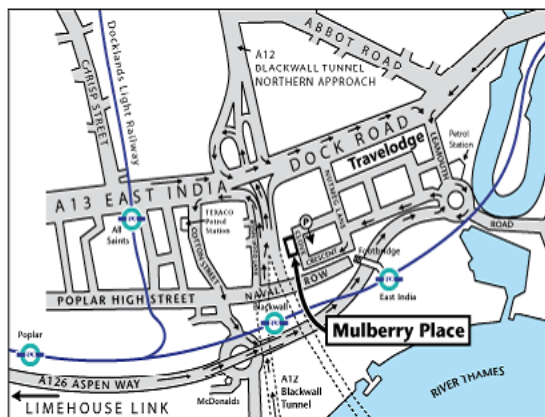
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APOLOGIES FOR ABSENCE

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST (Pages 1 - 4)

To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer.

	PAGE NUMBER	WARD(S) AFFECTED
2. MINUTES OF THE PREVIOUS MEETING(S)		

5 - 6

To confirm the minutes of the meeting of the Licensing Committee held on 23rd May 2017 as an accurate record of the proceedings.

3. ITEMS FOR CONSIDERATION

- | | | |
|------------|--|------------------|
| 3.1 | Tattoo Convention | 7 - 14 |
| 3.2 | Community Alcohol Partnership and Best Bar None | 15 - 114 |
| 3.3 | Update in relation to Prosecutions and Appeals - Quarters 1-4 2016/2017 and Quarter 1 2017/18 | 115 - 122 |

Next Meeting of the Licensing Committee

Tuesday, 26 September 2017 at 7.00 p.m. to be held in The Council Chamber, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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Agenda Item 1

DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

Interests and Disclosable Pecuniary Interests (DPIs)

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

Effect of a Disclosable Pecuniary Interest on participation at meetings

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

Further advice

For further advice please contact:-

- Asmat Hussain, Corporate Director for Governance and Monitoring Officer
Tel: 020 7364 4800

APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE LICENSING COMMITTEE

HELD AT 7.00 P.M. ON TUESDAY, 23 MAY 2017

**THE COUNCIL CHAMBER, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5
CLOVE CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Rajib Ahmed (Chair)
Councillor Peter Golds (Vice-Chair)
Councillor Md. Maium Miah
Councillor Candida Ronald

Apologies

Councillor Khaled Uddin Ahmed
Councillor Dave Chesterton
Councillor Harun Miah
Councillor Joshua Peck

Officers Present:

David Tolley (Head of Environmental Health and Trading Standards)
Gurwinder Kaur Olive (Senior Lawyer, Legal Services)
Antoinette Duhaney (Interim Senior Committee Officer)

1. ONE MINUTE SILENCE - MANCHESTER TERRORIST ATTACK

The Committee stood for a one minute silence in memory of the victims of the terrorist attack in Manchester.

2. APPOINTMENT OF VICE CHAIR

It was MOVED, SECONDED and

RESOLVED – That Councillor Peter Golds be appointed as Vice Chair of the Licensing Committee for the 2017/18 Municipal Year.

3. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST

No declarations were made.

4. MINUTES OF THE PREVIOUS MEETING(S)

RESOLVED – That the minutes of the previous meeting held on 21 March 2017 be agreed as a correct record.

5. ITEMS FOR CONSIDERATION**5.1 Licensing Committee Terms of Reference, Meeting Dates & Membership**

The Committee was advised that the Chart on page 15 of the agenda pack had been updated following the appointment of Licensing Committee Members by Full Council on 17th May and Councillor Rajib Ahmed had been appointed as Chair of the Committee for the 2017/18 Municipal Year. The Committee was also advised that dates for considering the Sex Entertainment Venue Licence renewals were included in the Committee Calendar to speed up the process for determining these applications. Officers also flagged up the recent changes in the Scheme of delegation which would allow SEV renewal applications to be signed off by officers in instances where no representations had been made.

RESOLVED –

That the membership, terms of reference and meeting dates for the Licensing Committee for the 2017/18 Municipal Year be noted.


5.2 Establishment of Licensing Sub Committees, Terms of Reference & Meeting Dates

RESOLVED

- (1) That the establishment of Licensing Sub Committees to consider applications submitted in accordance with the requirements of the Licensing Act 2003 be noted.
- (2) That the Licensing Sub Committee terms of reference and schedule of meetings be agreed.
- (3) That Councillors Khaled Uddin Ahmed, Rajib Ahmed, Dave Chesterton, Peter Golds, Joshua Peck and Candida Ronald be appointed as Chair for Licensing Sub Committee meetings.

The meeting ended at 7.15 p.m.

Councillor Rajib Ahmed
Licensing Committee Chair

Non-Executive Report of the: Licensing Committee 13 th September 2017	 TOWER HAMLETS
Report of: David Tolley, Head of Environmental Health and Trading Standards Directorate of Place	Classification: [Unrestricted]
Tattoo Convention 2017	

Originating Officer(s)	Natalie Thompson, Principal Environmental Health Officer
Wards affected	St Katharine's & Wapping;

Summary

- 1.1 This is a report requesting an increase in the current special treatment licence fee for an annual event. The Tattoo Convention is a 3 day event which is due to take place at Tobacco Dock on the 22nd, 23rd and 24th September 2017. The event has run from the same location for the last 9 years. It will involve around 300 Tattooists from around the world providing tattoos to members of the public over the 3 days. A special treatment licence is required for the premises. An increase in the licensing fee is requested, to ensure cost recovery, so that Officers can carry out the relevant checks, inspections, and if needed, corrective actions to ensure that the event is safe and the risks associated with blood borne viruses are managed.
- 1.2 Officers will be liaising with the organiser to assess their plans and risk assessments and arrangements for infection control leading up to the event.
- 1.3 Reasons for increasing the licence fee:-
 - Fees are set on a costs recovery basis. There is an annual increase to ensure that fees are kept in line with the on-cost to the Council in processing the applications including recovering the costs of the administration, pre-event checks and verification. Officers provide advice and guidance to the Event Organiser.
 - The venue capacity for the event is 3000 persons at any one time for the 3 days and therefore there is an increased risk of the spread of infection due to the huge volume of visitors undergoing some sort of skin piercing activity. There is an increased cost to the Council compared to issuing a

standard special treatment licence as officers will work with the event organisers prior to the event, and attend the event to enforce licence conditions throughout.

- 1.4 Following an approach to hold the Tattoo Convention Event at Tobacco Dock on the 22nd, 23rd and 24th September 2017 a decision of the Licensing Committee is required to increase the fee from last year's event in line with our costs to £3,383.55. Special Treatment Licence fees for a standard premises offering tattoos are usually £328.40 but due to the nature of the event, a substantial amount of officer time is required compared to the granting of a standard licence.

Recommendations:

The Licensing Committee is recommended to:

1. Agree that the application fee for a massage and special treatment licence for the 2017 Tattoo Convention event be set at £3,383.55.

1. REASONS FOR THE DECISIONS

- 1.1 To ensure that the Council fulfils its statutory responsibility, the Licensing Committee is being given the ability to consider and comment on adopting an enhanced Massage and Special Treatment Licence fee to ensure appropriate cost recovery.

2. ALTERNATIVE OPTIONS

- 2.1 The Committee may determine not to increase the fee and the standard special treatment licence fee of £328.40 will be charged

3. DETAILS OF REPORT

- 3.1 The Policy Strategy Committee on the 13th October 1992 adopted the provisions of the London Local Authorities Act 1991 relating to Special Treatment premises, section 10(1) allows the Local Authority to make regulations prescribing standard conditions applicable to all classes of its special treatment licences. Appendix 1 sets out the calculation used to determine the fee.
- 3.2 The Act enables a system of licensing by borough councils to be applied to establishments used for Special Treatments. Such establishments are defined as premises used, intended to be used or represented as being used, for gain or reward, and for the reception or treatment of persons requiring massage, manicure, acupuncture, tattooing, cosmetic piercing, chiropody, light electric

or other Special Treatments of a like kind, or vapour, sauna or other baths, and where the special treatment is not carried out by or under the supervision of a medical practitioner or a bona fide member of a body of health practitioners.

- 3.3 The purpose of the legislation is to allow controls to be applied to such premises through enforceable terms and conditions relating to public order, safety, cleanliness, hygiene and the qualifications of staff. Applications for licences must be made in the manner prescribed by the Council.
- 3.4 No premises shall be used as an establishment for Special Treatment without holding a Special Treatment Licence, and in accordance with any conditions attached to such a Licence. Further an applicant for the grant, renewal or transfer of a license shall pay such a reasonable fee as determined by the Council.
- 3.5 A special treatment licence application has been made to hold a Tattoo Convention at Tobacco Docks.
- 3.6 A Special Treatment Licence will be required to hold the event and which will enable conditions to be set.
- 3.7 The event will attract around 300 tattooists from around the UK, who will be offering tattoos to members of the public, mainly by appointment. The event is to be held over three days and will be opened for about 10 hours a day on the 22nd, 23rd and 24th September 2017.
- 3.8 The capacity of the venue is approximately 3000 persons.
- 3.9 The organisers have held 12 London Tattoo Convention events in the past.
- 3.10 It has been estimated that the Council's time commitment for determining the licence and monitoring the event will be 64.5 hours to include pre planning and post event meetings and advice, administration and vetting the paperwork and hours of attending and monitoring the event. This equates to a total cost of £3,383.55. Monitoring is required due to the high-risk nature of the event in controlling blood borne diseases, the control of clinical waste and the general public safety at the event.

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report seeks approval to set a 'one-off' licence fee of £3,384 in order to recover the administrative and enforcement costs associated with the proposed Tattoo Convention that will be held at held at Tobacco Dock. This will increase the current Tattoo licence fee for this specific event from £328 to £3,384. As a comparison the licence fee in 2016/17 was £322 which was increased to £2,872 to cover the cost of the 2016 convention. The total charge reflects the assessed officer time associated with this year's event (as set out in Appendix 1) and will be credited to the Environmental Health budget to offset the additional costs incurred.

5. LEGAL COMMENTS

- 5.1 This report is seeking to have the Licensing Committee set the application fee for a massage and special treatment licence for the London Tattoo Convention at £3383.35.
- 5.2 Special treatments licences are granted in accordance with Part II of the London Local Authorities Act 1991 (as amended). Section 7(6) of the Act provides that an applicant for the grant, renewal, or transfer of a licence shall pay such a reasonable fee as determined by the Council.
- 5.3 Pursuant to its terms of reference, a function of the Licensing Committee is “to determine fees and charges for the issue, approval, consent, license, permit or other registration for functions for which the Committee has responsibility. Whilst the council has determined standard fees, such standard fee is not reasonable for these purposes based upon the time commitment required for officers to properly process the application, monitor the event and the event clear up, and provide advice both during and after the event. Based on these reasons, it is considered that the increase of the fee for this application is reasonable in all the circumstances. However, the licence fee charged must be on a cost recovery basis.
- 5.4 Members are also advised that the London Tattoo Convention has become an annual event within Tower Hamlets and an exceptional increase in the fee for its special treatment licence has been approved for previous events. The estimate of the costs incurred for this particular application is considered a realistic estimate based on previous experience.
- 5.5 Before taking the decision to increase the fee, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who do not.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 The event may assist with Community Cohesion within the area.

7. BEST VALUE (BV) IMPLICATIONS

- 7.1 Agreeing to increase the fee for the event will mean that the costs of regulating the event will be met by the promoter, not the Council.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 8.1 There are no adverse impacts identified.

9. RISK MANAGEMENT IMPLICATIONS

9.1 The licence fee proposed covers the Council's cost of licence functions in relation to this event. The licensing regime seeks to secure protection for the public and enables Environmental Health to scrutinise and control the event through the imposition of licence conditions. If the recommendation is not agreed then the Council would be effectively subsidising the event as it would not be recovering its costs in respect of these duties.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

10.1 The enforcement of licence conditions should contribute to a well-run and orderly event.

Linked Reports, Appendices and Background Documents

Linked Report

- NONE.

Appendices

- Appendix 1 - Costings.

Local Government Act, 1972 Section 100D (As amended)

List of "Background Papers" used in the preparation of this report

List any background documents not already in the public domain including officer contact information.

- NONE.

Officer contact details for documents:

- N/A

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Appendix 1


Tattoo Convention 2017 - Massage and Special Treatment Licence Fee

It is estimated that there will be around 300 tattooists operating at the tattoo convention over the 3 days. The cost of administration of the Licensing process is estimated at:

	£
Cost of Training and consistency	299.19
Management and Policy Development	193.65
Licensing Committee and Policy	246.59
IT Support and development	193.04
Enforcement Officer (s) time	2,407.88
Administration costs	43.20
TOTAL	3,383.35

Process	Officer	Administration Officer
Receipt of application, dealing with the fee		(Officer rate £31.48) 1 hour
Committee Report Writing Consulting finance Consulting Legal Consulting Democratic Services Application Review Organiser's procedural documentation and food outlets HACCP documentation.	(Officer 1 rate £38.45 Officer 2 rate £33.17) 20 hours (Officer 1)	
Pre Event planning meetings / post event debrief	5 hours (Officer 1)	

Consultation – (Emergency Services)	1 hour (Officer 1)	
Travel and Inspection (over 3 days)	Day 1 8 hrs (Officer 1) Day 2 8 hours (Officer 1) 8 hrs (Officer 2) Day 3 3 hours (Officer 1) 3 hours (Officer 2)	
Office Administration	3 hours (Officer 1)	
Issue Licence	1.5 hours (Officer 1)	
Inform consultees	2 hours (Officer 1)	
Administration of licence		1 hour
Total	(51.5 hours @ £38.45) Total £1,980 (11 hours @ £33.17) Total £365	(2 hours @ £31.48) Total £63

Non-Executive Report of the: Licensing Committee 13th September 2017	
Report of: Ann Sutcliffe – Acting Director Place:	Classification: Unrestricted
Community Alcohol Partnership and Best Bar None Report 2016/2017	

Originating Officer(s)	Vincent Fajilagmago – Licensing Project Officer David Tolley: Head of Consumer and Business Regulations
Wards affected	All

SUMMARY

This report provides an update on the progress of the Community Alcohol Partnership (CAP) initiative in Mile End.

This report provides an update on Best Bar None (BBN) Scheme within the borough.

Both seek to lower alcohol related crime and anti-social behaviour within the borough.

A Licensing Projects Officer has been funded by the Drug and Alcohol Team, to work on both these initiatives, which commenced in August 2015.

RECOMMENDATIONS

To note the activity that has been undertaken by the Community Alcohol and Best Bar None Partnership.

To make recommendations on further development of the schemes.

1.0 REASONS FOR THE DECISION

1.1 This is a report for noting.

2.0 ALTERNATIVE OPTIONS

2.1 This is a noting report, so there are no alternative options.

3.0 **DETAILS OF REPORT**

- 3.1 The first CAP area focused on Bethnal Green and St Peter's ward where it identified the main issue of underage sales by Off license Premises in the area and signing the businesses that were failing to a responsible retailer training scheme.
- 3.2 The second CAP was based in Mile End and a detailed report has been compiled to which this report serves as a summary document. See Appendix 1
- 3.3 An addendum sustainability report for the Mile End CAP has been included See Appendix 2

Best Bar None Award

- 3.4 The Best Bar None (BBN) Award seeks to raise standards within premises licensed for 'on sales' of alcohol. Applicants wishing to achieve the award must demonstrate to assessors that they more than compliant with Licensing and Health and Safety legislation and are broadly compliant with Food Safety legislation.
- 3.5 The system of assessment awards scores and premises will go into certain categories according to their score. Premises with outstanding and the highest scores are acknowledged as the best in their respective categories during an award ceremony.
- 3.6 A detailed report has been compiled of the scheme for 2016-2017 to which this report serves as a summary document. See Appendix 3

Programme of activity undertaken in the Mile End CAP

- 3.7 The engagement strategy of Community Alcohol Partnership included:
- Rapid Response Team (RRT)
 - Sport Development
 - East London Tabernacle
 - Youth Employment Project (YEP) run by Gateway Housing.
 - Ecotalent
- 3.8 The combination of RRT, Sports Development and the East London Tabernacle has led to the successful engagement with the Somali youth Cohort along with a Bangladeshi cohort in the East London Tabernacle Youth Centre. The YEP gave 5 young people a Level 1 qualification in employability skills followed by two week's work experience with Sainsbury's in Whitechapel. Ecotalent helped bring about aesthetic Improvements to the Mile End Park. The CAP presented the need to improve Mile End Park and

requested their help. The young people agreed and on a weekly basis, 4 Young People gave their Saturdays cleaning and clearing a highly visible and neglected part of Mile End on the corner of Mile End Road and Burdett Road. See Appendix 1 page 11.

- 3.9 This body of work has managed to succeed in many places where departments or services working independently have not. This illustrates that partnership working methods from the Community Alcohol Partnership can trend throughout other services and departments. Not only has the tailored approach made the partnership effective but has also maintained a low cost.

Enforcement

- 3.10 The Enforcement strategy of Community Alcohol Partnership included:

- Trading Standards
- Youth Council
- Tower Hamlets Enforcement Officers (THEOs)

- 3.11 The range of tactics included:

- Introduction of Challenge 25 to all Off Licenses in the CAP area.
- Challenge 25 posters,
- Letters informing all venues of upcoming compliancy tests and test purchasing operations.
- 2 Test purchase operations.

- 3.12 Results for the Compliancy test:

- 22 Tested
- 17 Passes.
- 5 Fails.
- Fails given warning letter and offer of training.

- 3.13 Results for the 1st Test Purchase (TP) Operation:

- 30 Tested
- 30 Passes
- 0 Fails.

- 3.14 Results from 2nd Test Purchase (TP) Operation:

- 27 Tested
- 21 Passes
- 6 Fails
- Venue 1 – Written warning & Minor Variation of licence to include – Refusal Book, Challenge 25 Policy, ID checks

- Venue 2 – Written warning & Licence revoked due to company dissolved – new application made
 - Venue 3 – Minor variation added & pending investigation
 - Venue 4– pending investigation
 - Venue 5 – pending investigation
- 3.15 The long term enforcement strategy of the CAP in preparing Off Licenses to pass TP helped to raise standards before the test purchases took place. Although the 1st test purchase had 100% pass rate, a change of strategy was required as daytime weekend test purchases during the school holidays was a predictable tactic. Therefore, a change in tactic uncovered more failures in the 2nd test purchase. Progressive and responsive strategies are required not to make things difficult for businesses but to find each opportunity to help improve standards and protect young people from harm. See Appendix 1 pages 12-13.
- 3.16 Results from THEOs:
- 17 patrols from 26th September to 24th October 2016
 - 8 CSAS name and address request
 - 3 CSAS alcohol seizures
 - 1 Cannabis warning
 - Littering of drug and alcohol has stopped outside Youth centre.
 - Groups have not revisited UAB
 - UAB able to engage with Tasking and provide evidence from CCTV.

Education

- 3.17 The Education strategy of Community Alcohol Partnership included:
- Alcohol Education Trust
 - Youth Service
 - St Paul's Way Academy
 - Sainsbury's
- 3.18 The CAP created A 'Drop Down Day' product around alcohol awareness modelled on guidance from the Alcohol Education Trust and offered for free to Schools and Youth groups provided solely by the CAP. 2 assemblies have been completed for St Paul's Way Academy year 9 consisting of 243 Young people. Two Youth centres took part in National Alcohol Awareness week sessions.

Responsible retailing programme

- 3.19 The CAP has been able to offer Off Licenses in Mile End and the surrounding wards Responsible retail training provided by Sainsbury's. 26 Premises have been offered training, 18 of these have refused and 8 have accepted.

Survey results

- 3.20 A resurvey has taken place with the residents and retailers in the CAP area. The results have been taken and compared with the results of the initial resident survey. See Appendix 1 pages 14-26.

- 3.21 The conclusions of the results are as follows:

- A public drinking problem still exists in Mile End.
- The problem has shifted from mainly adults to a mixed group of adults and young people drinking.
- From the surveys in both 2017 & 2015 the highest indicators have been for Bangladeshi and Somali ethnicities. This is reflective of the local area.
- The issues of Mile End Park are now not the prime locations and has shifted to the streets and communal stairways. Therefore, either the alcohol related crime and ASB problem has evolved or we are uncovering deeper issues entrenched within the Mile End Area.
- The frequency of alcohol related crime and ASB issues have gone down but the severity has risen. The data shows a great rise in ASB activities. The clearest indication is the rise in 'Violence' and 'Drug use' followed by littering of alcoholic containers. From the initial survey the top 3 categories were 'Noise', 'Smoking' and 'Littering of Alcoholic Containers'. The top categories in the 2017 are 'Drug use', 'Violence' and 'Noise'.
- The main issue is shifting from an alcohol problem to a drug issue.
- As the locations are on the streets a strategy for the streets is required.
- Stronger methods are required for specific off licences where complaints are made.

Recommendations

- 3.22 The recommendations from the results and conclusions of the Resident Resurvey report are as follows:

- Active and Responsive collaboration between Housing Associations.
- St Paul's Way School to take part in the Community.
- Triggering reviews for Off Licenses.
- CCTV Strategy within the estates.
- Having more visible outlets available for young people within the Estates.
- Community Cohesion Manager.
- Workshops for Tower Hamlets shop staff.
- Urban Gym.

3.23 The recommendations from the results of the Resident Resurvey 2017 have been made because the source of the alcohol related ASB has been addressed and the existing more problematic issues have come to the fore. The issues are now found further into the estates of Mile End where there is less visibility of council services or authority. Therefore the recommended strategies address the issues in its location through the same approach used by the licensing officer; Education, Enforcement and Engagement. See Appendix 1 pages 27-30.

Retailer Re-survey Results

3.24 The conclusions of the results are as follows:

- Superficially, the numbers of the survey is reassuring.
- When results are compared to each other it indicates a need for training in responsible retailing.
- When taking into consideration the results of the Test Purchase operations it affirms that there is an awareness of responsibilities but it is not necessarily practiced.
- A majority of Off Licenses are successfully upholding their responsibilities. However, training focused on those failing their responsibility is required.
- The large number of venues that have 'Challenge 25' is due to the CAP officer introducing challenge 25 before the Test Purchase operations.
- The number of off-licenses that experience abusive behaviour is at a total of 6. The number of venues that can have a better relationship with local SNT's is 5.
- There needs to be a focus on the venues that experience abusive behaviour having a better relationship with SNT's
- Comparing graph 2.15, 2.14 and 2.13 in Appendix 1 page 43-45 it indicates that there are off licenses that possess a refusal book but not all off licenses use their refusals book. Results indicate that some Off Licenses do not know how to use their Refusals book. This indicates room to improve knowledge and practice amongst off-license staff.
- There is a desire to have a better relationship with SNT's but there is a strong desire not to have training. I believe this comes from not knowing how to deal with customers at refusal point and loading the responsibility of dealing with difficult customers to the Police.
- Therefore, a method to improve the standards in responsible retailing needs to be a close and friendly manner to not be perceived as 'training'.
- Police can help in this endeavour whilst at the same time building rapport.

Recommendations

3.25 The recommendations from the results and conclusions of the Retailer Resurvey 2017

- Progressive Test purchasing strategies
- Improved relationship with Off Licenses
- Education and training

3.26 The recommendations from the results of the Retailer Resurvey 2017 have been made as there are wavering standards in Off Licence premises. Staff in Off Licence premises needs a better relationship with Licensing to help staff open up and accept education and training on responsible retail. See Appendix 1 page 50.

ASB Calls

3.27 The CAP officer encountered speculation regarding the success of the first CAP area. Therefore, data collected from alcohol related ASB calls from Police and 101 calls of the CAP area were to reinforce the positive results of the CAP strategy and its work.

3.28 Maps 4.1, 4.2 & 4.3 reflect the drop in ASB calls is significant in the area of intervention at the top of Burdett Road. This indicates that the ASB calls for the CAP area especially where strategies have been deployed dropped to its lowest since August 2015. See Appendix 1 pages 51-52.

What went well?

3.29 There are a variety of factors that contributed to the favourable outcome. The highlights are as follows;

- Capable managers in Partner Organisations.
- Local Help.
- Team work.
- Youth Council and Trading Standards.
- Improve public perception on alcohol related issues

3.30 The strong successful points of the Community Alcohol Partnership is not just the partnership working but also the attitude of the people involved to contribute to a wider issue. The commonality is the working bond towards the issues between the partnership and the residents. A combined effect also influences the public perception on alcohol related issues by residents. As this is a localised problem and localised strategy the effects can be experienced by local residents. See Appendix 1 page 53.

What could have been done better?

- 3.31 There are a variety of factors that can be improved on: The highlights are as follows;
- Relationship with schools
 - Relationship with Residents and Residents Associations
- 3.32 It is important to build better relationships and communication to potential partners to allow a combined effort and strategy to engage with young people and residents. The internal departments of Tower Hamlets work in various ways and it is important to find the right fit to the project as opposed to theoretically the right team. See Appendix 1 page 54.

Conclusions

- 3.33 The CAP has provided services to a cohort that was not engaging in positive activities. By engaging with the hard to reach group of people the issues in the local area has petered out and/or moved to other areas.
- 3.34 The CAP ability to tailor its approach with local partners allows a fluid and fast approach within its own framework. It has the capability to be applied more effectively with greater support from Resident Associations, Residents, Councillors, Council services and schools.
- 3.35 The local SNT's needed a non-uniformed intervention to engage with the responsible cohorts. It is for this reason that there is a need to help to maintain its current programmes in order to help improve resident engagement and participation of young people.
- 3.36 A new CAP area can be sought out and opened whilst the Mile End interventions can be maintained until the end of the financial year 17-18 where the partners can review their participation and according to their fiscal projections

Sustainability Report

- 3.37 The highlights of the Sustainability report are as follows:
- Maintain Monday sessions at East London Tabernacle.
 - Continue with Rapid Response team.
 - Develop a summer and Winter Plan.
 - Follow up funding opportunities to strengthen ELT.
 - Sports Development to continue Football with Celtic FC.
 - Open Youth Gym
 - ELT & EEH to galvanise Junior youth Group aged 13+ to strengthen community activities.
 - Test Purchasing.
 - Responsible Retailing Training

- 3.38 A sustainability report was written to illustrate the steps required for successful positive tactics to address and maintain the CAP area issues. Many of the tactics are to continue and maintain the current strategy. The introduction of Opening the Youth gym with the help of the young Mayor and opening the resources to a younger cohort will allow a greater cohort greater provisions for the young people in the CAP area.

Best Bar None (BNN)

- 3.39 This year the BBN scheme been successful in gaining the support of both Canary Wharf and the Truman Brewery who have agreed to be partners to help boost promotion and recognition of the scheme. BBN Terms and Conditions were introduced this year which gave clear rules for applicants wishing to apply to enter the award. This led to re-rating requests to improve low Food Hygiene Rating Scheme (FHRS) Scores. Best Bar None has also been added to the proposed Town Centre Strategy to enhance its visibility.
- 3.40 The action plan for 2016-2017 revolved around 4 goals: Incentive, Improving the brand, support and awareness. The highlights of the results of the action plan are as follows:
- Incentive. Acknowledging the best in localised areas led to titles in which the local businesses could compete for. This included the Best Restaurant and Bar of Brick Lane, The Best Restaurant and Bar for Canary Wharf and the Best Restaurant and Bar for the Rest of the Borough. There is also a Best of the Best category. The winners would receive the accreditation, title and trophies. See Appendix 3 page 11.
 - Improve Brand. To improve the brand the scheme required searching in wider areas rather than limiting the scheme in inviting only Brick Lane, iconic and popular venues in Tower Hamlets to take part. The list of venues that were awarded the Best Bar None accreditation are:
 - Boisdale Canary Wharf
 - Café 1001
 - Casa Blue
 - East London Liquor Company
 - Horn of Plenty
 - London Cocktail Club
 - Manjal Indian Restaurant
 - QMUL Drapers Bar & Kitchen
 - QMUL Griff Inn Bar and Kitchen
 - The Big Chill Bar
 - The Coborn
 - The Henry Addington
 - The Redchurch

- The Ten Bells
- The Tower Hotel
- The White Hart
- Support. To have iconic and popular venues to take part showed buy in from recognised venues and brands in and out of the borough. However, to give the scheme credence it displayed the organisations that gave its support. The partner organisations were the Met police, Canary Wharf Group and the Old Truman Brewery. Appendix 3 page 8.
- Awareness. This required a personal approach arranging meet & greets to introduce the officer to new venues. This saw a rise of 22 applications in 2016 to 40 applications for 2017. This is a 40% increase in applications. The increase in applications led to more venues being awarded the national standard.

Awards

3.41 The Accreditations, Titles and Trophies were given at the Awards ceremony held at the Radisson Hotel in Canary Wharf. This gave the Awards Ceremony greater grandeur than its previous years. This impressed the participants from both previous years and new competitors. This also raised expectations for the next Award ceremony for more participants, greater hospitality and more drama in the presentation. Appendix 3, Table 2.1 page 9.

Next Steps

- 3.42 The highlights of the recommendations of the next steps are as follows:
- Communication improvement. A one year strategic plan to help gain better awareness for all industry premises in Tower Hamlets is required. The number of alcohol licensed premises open past 12am has reached over 100 venues. Therefore, there is great potential for the scheme to reach greater numbers.
 - Better relationships with partners. Seeking active partners can help improve the strength of the BBN brand but more importantly help cope with greater numbers. For example, the cost of an award ceremony for larger numbers of participants requires greater specialist venues which, in turn, add greater financial pressure upon the council. Partners that can contribute to such costs can help justify a spend to the public and demonstrate a unifying agenda of efforts to lower alcohol related crime and asb and rewarding venues who take an active part in that.
 - Better prizes. The reward in taking part in the Best Bar None scheme is ultimately for the referrer possessing a venue that has reached a national standard equipped to deal with most potential incidents and preventing many others. The addition and a title and trophy have boosted the appeal to many venues. To continue to improve on this, prizes for the team or individual who

sat the assessment can be looked for. To adhere to the perception of not rewarding through alcohol or the alcohol industry, the prizes would need to be from a neutral source to add to the prestige of the Award.

- Strict assessment cut off. Assessments for the 2017 scheme went in as late as February for the March ceremony. This was due to being generous with the time for venues to improve and meet the minimum criteria. This had an effect on the lead up time to the ceremony and its press release and campaign.
 - Workshops. The dropout rate of applications to assessments was high in numbers but was consistent in percentage drop out of around 60%. This was due to varying factors. Mainly because the Best Bar None affected touting in the long run and the Brick Lane restaurants no longer engaged once they learned about this. There other reason was due to the effort required and being intimidated by the paperwork.
- a) Managers not very keen to take part in the scheme.
 - b) Criteria being very intimidating.
 - c) Not enough time to complete changes for managers of businesses where they take on a majority of the work and are time pressured. For example; policy changes are not easy for a sole manager who runs most duties and finding time in the regular is difficult.
 - d) Due to high demand workshops on the assessment criteria are being provided to help participants through the criteria.

3.43 All venues for the workshops are current Best Bar None members who have been accredited to National Standard and have kindly agreed to host the workshop for free.

4.0 COMMENTS OF THE CHIEF FINANCIAL OFFICER

4.1 This report provides an update on the Community Alcohol Partnership and Best Bar None initiatives, both of which seek to lower alcohol related crime and anti-social behaviour within the borough.

4.2 Both projects were funded from existing resources and there are no specific financial implications arising from the report.

5.0 LEGAL COMMENTS

5.1 Community Alcohol Partnerships (CAP) is a Community Interest Company whose aim is to tackle underage drinking and the resulting harm to local communities. A combination of enforcement, education, engagement of the community and local businesses, and provision of appropriate positive activity for young people is the hallmark of the CAP model. CAP is the national

coordinating organisation for the establishment of local Community Alcohol Partnerships which can be set up in any area with evidence of an underage drinking problem. Within Tower Hamlets, the current CAP is for Mile End and the report provides an update on the progress of the CAP.

5.2 As to setting up fresh CAPs, once an area has been identified, it is important that the issues of concern are known and that there is proper planning before any commencement. It is essential to build evaluation (pre- and post-) into any action plan as evaluation is a mandatory part of any CAP scheme. It is also important to bring together a number of agencies working to reduce alcohol related harm to young people and associated anti-social behaviour as well as involving local alcohol retailers.

5.3 As to Best Bar None Scheme, this is a National Award Scheme supported by the Home Office and aimed at promoting responsible management and operation of alcohol licensed premises. The Scheme's purpose is:

- Reduce alcohol related crime and disorder
- Building a positive relationship between licensed trade, police and local authorities
- Reduces harmful effects of binge drinking
- Improves knowledge and skills of enforcement and regulation agencies,
- Licensees and bar staff to help them responsibly manage licensed premises
- Process of becoming recognised by BBN includes meeting minimum standards and culminates with a high profile award night with category winners and an overall winner
- Responsible owners are recognised and able to share good practice with others
- Highlight how operating more responsibly can improve the profitability of an individual business and attractiveness of a general area

5.4 In its consideration of this Report, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who do not (the public sector equality duty).

6.0 ONE TOWER HAMLETS CONSIDERATIONS

6.1 These projects fit within the theme of a safe and cohesive community by ensuring that key individuals and organisations work to address some of the issues presented with by alcohol.

7.0 BEST VALUE (BV) IMPLICATIONS

7.1 The projects are grant funded through the Drug and Alcohol Team. The funding as demonstrated a real effect in the CAP area and ensuring that those businesses that sign up to the BBN award are reducing any adverse impacts on the local community.

8.0 SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

8.1 There are no adverse implications.

9.0 RISK MANAGEMENT IMPLICATIONS

9.1 The Council will be at risk of legal challenge if its decision making process on formal action is not transparent and evidentially based in relation to underage sales.

10.0 CRIME AND DISORDER REDUCTION IMPLICATIONS

10.1 One of the key licensing objectives is to prevent licensed premises from being a source of crime and disorder. The CAP/BBN supports and assists with crime and disorder reduction by controlling those who manage premises open to members of the public and imposing conditions on relevant premises licences

Linked Reports, Appendices and Background Documents

Linked Report

NONE

APPENDICES:

- a. Appendix 1: Community Alcohol Partnership (CAP) Evaluation 2017
- b. Appendix 2: Mile End Community Alcohol Partnership (CAP) Sustainability plan 2017.
- c. Appendix 3: Best Bar None (BNN) Evaluation 2017

Local Government Act, 1972 Section 100D (As amended)

List of "Background Papers" used in the preparation of this report

List any background documents not already in the public domain including officer contact information.

- **NONE.**

Officer contact details for documents:

- **N/A**

TOWER HAMLETS

Community Alcohol Partnership (CAP)

Evaluation

2017



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Acknowledgements

Tower Hamlets Community Alcohol Partnership Mile End was developed in 2015 with the help, support, and guidance from our many stakeholders. I wish to thank various services for their contribution to this project, Tower Hamlets Trading Standard Team, Metropolitan Police, Public Health, Drug and Alcohol Action Team, Youth Services and Healthy Lives.

For being open to local authority positive activities on behalf St Paul's Way Trust I'd like to thank Mr Shah Hussain who's deep desire to source positive activities for his year group allowed the doors of St Paul's way open to the Licensing departments.

With directly helping to engage the youth in Mile End and instrumental in lowering the ASB rates I would like to acknowledge the following:

Mr Derek Bennett of Sports Development and Celtic FC for the decisive support and provision of Football in Mile Park as an iconic display of support for young people in Mile End, Mr Wayne George and his Rapid Response Team for their comprehensive action, firm and gentle intervention with the Rapid Response Bus that brought the young people off the streets and into East London Tabernacle. Mr Andy Mossap for opening the doors of East London Tabernacle and taking on a new cohort, And Ms Tania Nalywajko for her selfless drive, giving personality and determined initiative to engage and help the young people of Mile End.

I would like too especially thank Ms Neda Haghshenas for her outstanding commitment to the young people involved in project.

Would also like to thank Gillian Powell of the Community Alcohol Partnership whose experience, support and reassurance help to overcome the trickier issues of the project.

Finally I would like to show my appreciation to Mr David Tolley Head of Environmental Health and Trading Standards and Mr Tom Lewis, Health & Safety and Licensing Team Leader. Thank you for the opportunity, support, and guidance throughout this project.

Community Alcohol Partnership

Community Alcohol Partnership (CAP) was first piloted by the Retail of Alcohol Standards Group (RASG) in 2007 that led into one of the most significant alcohol funded initiatives tackling underage alcohol misuse with good evidence of effectiveness. CAP brings together local retailers and licensees, trading standards, police, health services, education providers, and other local stakeholders to tackle the problems of underage drinking and associated anti-social behaviour (ASB).

The first CAP area focused on Bethnal Green and St Peter's ward where the main issue of concern identified was that of underage sales by Off-licences in the area. The CAP referred these premises to a responsible retail training scheme that was being run by the Environmental Health and Trading Standards Service to address the concern.

Between November 2015 and December 2015, a CAP survey was undertaken across Tower Hamlets to gauge residents' views on alcohol related crime and anti-social behaviour.

The results of this CAP survey indicated Mile End as an area that suffered from public alcohol consumption, which was visible both on weekdays and weekends, and revealed a case of under-reporting of anti-social behaviour (ASB) within this area. This was because residents believed that change was not possible in Mile End.

The survey also highlighted that adults were the main cause of discomfort but with young people becoming involved with drinking and ASB. As a result of the survey and the information relating to crime within the area, the Community Alcohol Partnership (CAP) scheme was set up in Mile End.

Activity under the CAP was intended to complement the existing work of retailers and key stakeholders but without increasing resources in the longer term. Shared goals can then be achieved by all the organisations and agencies working together alongside the local community. This is because by working together far more can be achieved than working in isolation or in a silo culture.

Aims and Objectives

Tower Hamlets CAP aims to tackle the issues of underage drinking and associated anti-social behaviour through partnership working.

The unique bearing of Mile End is Mile End Park, which in the initial survey was not being used as much as the potential number of inhabitants living adjacent to it. This was an indication of what was a larger problem. The Mile End Leisure Centre was populated with residents not from Mile End. The problem with two large resources for lifestyle was not being engaged by local residents which is a reflection on the attitudes of local residents towards their local area.

The Cabi Space document '**Decent Parks? Decent Behaviour?**' illustrates how parks naturally attract crime and ASB when the upkeep and activity of the park is low. Mile End features in the document for its renovations in Tower Hamlets to address the exact same problem. Millions of pounds went into the refurbishment and the crime and ASB stats were driven down. In the same document it mentions that during budget cuts, the parks are the first service to receive budget reductions which eventually allows crime and ASB to return.

As MEP has had major renovations, there was no need for another; it just needed visible care and attention. This need became a part of the aims and objectives.

Summary of previous Residents Survey 2015

- There is a public drinking issue.
- The park is a favoured spot because residents will leave them alone.
- Therefore a group of adults and young people can be left alone to drink and do drugs openly without fear of reprisals.
- 'Park' can range from small community park on estate to car park to large park areas
- Adults are the main cause of public drinking as opposed to young people.
- Young people benefit from drinking with Adults.
- The residents stay clear of the anti-social behaviour because they do not believe that anything can change.
- There is a case of under reporting.
- Cases get worse in summer.
- There is demand for more presence of authority.

Through a supportive steering committee, a number of objectives were identified.

Education

- Improve the awareness of alcohol and the effects of alcohol to young people in the target area.

Enforcement

- Reduce incidents of alcohol sales to young people under the age of 18.
- Develop a challenge 25 culture.
- Determine which alcohol licensed premise sells to young people and take necessary action.

Engagement

- Continue and improve on the Youth Employment Project
- Engage the targeted area with Diversionary Activities

Project Summary

Tower Hamlets CAP was a pilot project within the Bethnal Green and St Peters wards. After its success a second CAP area was requested and was set up in Mile End.

The project focuses on working in partnership with key agencies such as Metropolitan Police Safer Neighbourhood Teams (SNT) Trading Standards (TS) and Licensing Teams, Tower Hamlets Enforcement Officers (THEOS), schools, housing associations and Sainsbury to deliver three main elements, education, enforcement, and diversionary activities that reflect on the objectives.

The CAP has successfully engaged with both organisations and youths within the Mile End area resulting in diversionary and employment activities/opportunities. This has resulted in the removal of the youths from the area and provided them with activities away from alcohol and ASB. It has also

decreased under aged sales of alcohol within the area, and which has in turn helped enforcement teams tackle long standing ASB issues.

Initial reports are that all these measures have worked to reduce alcohol related ASB within the Mile End area. This report contains the comparative results between the original and resurveying of the area. Also, included are the results of the ASB incidents per quarter from July – September 15 to Oct – Dec 16

Through partnership working, it was found;

1. Number of ASB incidents has reduced by 62.50% compared to the same time period last year.
2. Number of ASB incidents has reduced by 48.72 compared to the average number of ASB incidents per quarter.
3. Numbers of alcohol related ASB located around the park has lowered by 52.38%
4. However, the number of alcohol related ASB located in stairwells and on the streets has risen.
5. Although the public drinking still takes place on weekday and weekend, it is acknowledge that the frequency has lowered.by 28.57%
6. Unfortunately, the number of ASB connecting to drugs has risen by 93.33% and violent types of ASB has risen to 271.43%
7. There still is a case of under reporting.
8. The continuation of the CAP in Mile End is undetermined as the indication of the results point towards a deeply embedded drug issue and not primarily and alcohol issue.
9. The CAP has been highlighted as an exemplary model of partnership working with its methods copied throughout other services within the Council.

Laws and Regulations

Laws and regulations have been put in place to protect children from harm.

Under the Licensing Act 2003, sales of alcohol on licenced and off- licensed premises have an obligation under the ACT to prevent any sales of alcohol to children.

A set of objectives under The Licensing Act 2003 was developed which local authorities need to take into account when carrying out its functions. ¹

1. The prevention of crime and disorder,
2. Public safety,
3. Prevention of public nuisance, and
4. The protection of children from harm

The 'protection of children from harm' includes preventing the sales and supply of alcohol to children.

Trading Standards and Licensing Enforcement officers have powers to prosecute and review premises who sell alcohol to an individual whom is under the age of 18. Premises could lose their licence to sell alcohol as a result. Metropolitan Police Officers could also prosecute any persons of a legal age purchasing age restricted products on behalf of somebody who is underage.

¹ http://www.legislation.gov.uk/ukpga/2003/17/pdfs/ukpga_20030017_en.pdf

Under *Section 40 of the Police and Reform Act 2002* Metropolitan Police and Tower Hamlets Enforcement Officers (THEOs) exercise the powers to confiscate alcohol products found on anyone who is under the age of 18.²

They also have powers to issue a penalty notice for disorder for sales of alcohol to anyone who is under the age of 18, anyone who buys or attempting to buy alcohol for consumption, and anyone who is under the age of 18 who consumes alcohol.

Action Plan

Tower Hamlets CAP 9 month's achievements as follows;

Engagement

1. Youth Employment Project
2. Local Estate Diversionary Activities
3. Create activities that help make the park less of an area for ASB and more for the community

Enforcement

1. Compliance Testing of Challenge 25 policy
2. Test Purchasing
3. Secondary round of Test Purchasing
4. Work with Police
5. Work with THEOS

Education

1. Improve awareness alcohol for young people by engaging the local secondary school.
2. Educate staff on upholding challenge 25 rule and not selling to underage people.
3. Compliancy tests and TP operations will reveal premises in need of training.

² http://www.legislation.gov.uk/ukpga/2002/30/pdfs/ukpga_20020030_en.pdf

Engagement

Hamlet's Way

Intelligence both from the survey and other areas has identified a youth cohort as one of the main groups responsible for the alcohol and drug related ASB in Mile End. The CAP Partnership therefore tailored its approach to address these local issues and it is this partnership model that has succeeded in engaging with these youth groups. The CAP strategy involves taking a particular cohort off the streets through supporting and introducing structured sessions, and employment opportunities.

Through the CAPs own engagement with the youths, it identified that they enjoyed playing football. Based on this information, the CAP liaised with Sports Development as well as Celtic Football Club and secured that football could be played on the Mile End Leisure Centre's outdoor pitch. This saw an average of 20 young people per session engage with this activity. This gave the youths something to become engaged in other than alcohol and ASB.



Image 1.1

The CAP also approached both the Rapid Response Team (RRT) and Sports Development and identified problems that were hindering the RRT from being able to effectively engage with these youths. This was mainly the location of the RRT Bus (image 1.2) being deployed too far from the ASB Hotspot on Burdett Road. Burdett Road is a Red Zone managed by Transport for London and therefore the CAP approached TfL and secured parking permits for the RRT bus for two months free of charge. This led to a popular activity for the local youth and led to an over subscription of the RRT Bus (Image 1.3).



Image 1.2

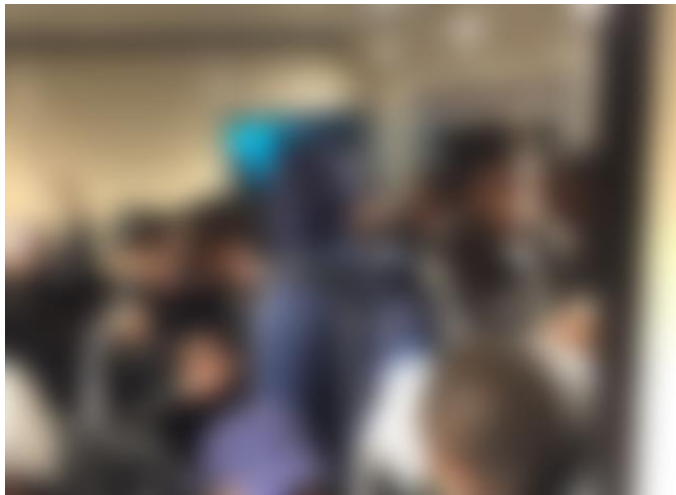


Image 1.3

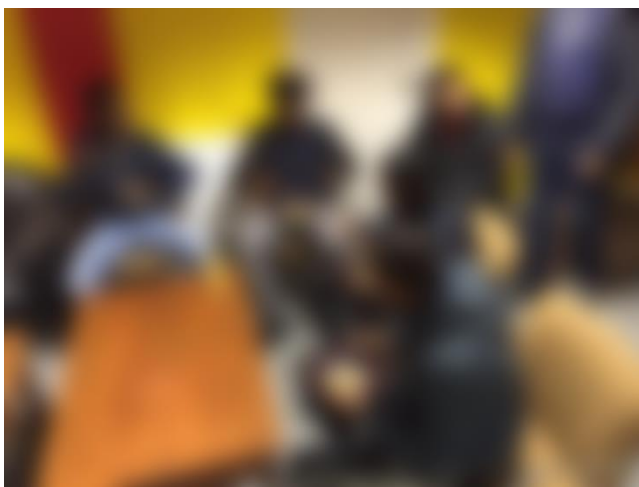


Image 1.4

The CAP identified that the youth cohort did not move far from their area in Mile End and therefore Youth Centres were too far away for them to travel to.

Therefore, the CAP approached a local resource in the ASB hotspot, East London Tabernacle (ELT) that runs youth sessions on Monday.

ELT has a general rule of allowing only young people that are residents of the E3 postcode and up to the age of 19 to attend these youth sessions and which therefore excluded this youth cohort.

The CAP successfully negotiated with the ELT to engage the youth cohort by temporarily giving an exemption to this general rule thereby allowing them to attend the youth sessions. (Image 1.4)

The CAP opened discussions with East End Homes and negotiated a Service Level Agreement with them allowing the Southern Grove Centre to be used for youth sessions for two nights a week free of charge to the youth cohort.

Youth Employment Project (YEP).

The YEP is a CAP initiative that offers young people a Level 1 qualification in employability. This is provided by the Gateway Housing STEP programme and which is followed by work experience with Sainsbury's in Whitechapel. The need for employment and training opportunities after this work experience was required. The CAP therefore partnered with Skillsmatch to offer support towards its range of modern apprenticeships.

The CAP has made use of social media, such as Instagram and Twitter, in publicising these opportunities and their progress. So far, 5 young people have participated in the YEP over the summer holidays. They completed the course and then moved on to 2 weeks practical work experience at Sainsbury's.

Young people have therefore received practical benefits including increased confidence as well as customer and sales skills. All the young people were mentored by senior members of staff at Sainsbury's and worked in a number of different departments so as to obtain as much experience as possible. One young person was subsequently offered a part time position and the Sainsbury's manager has reported that he is pleased with the project and progress of the young people.

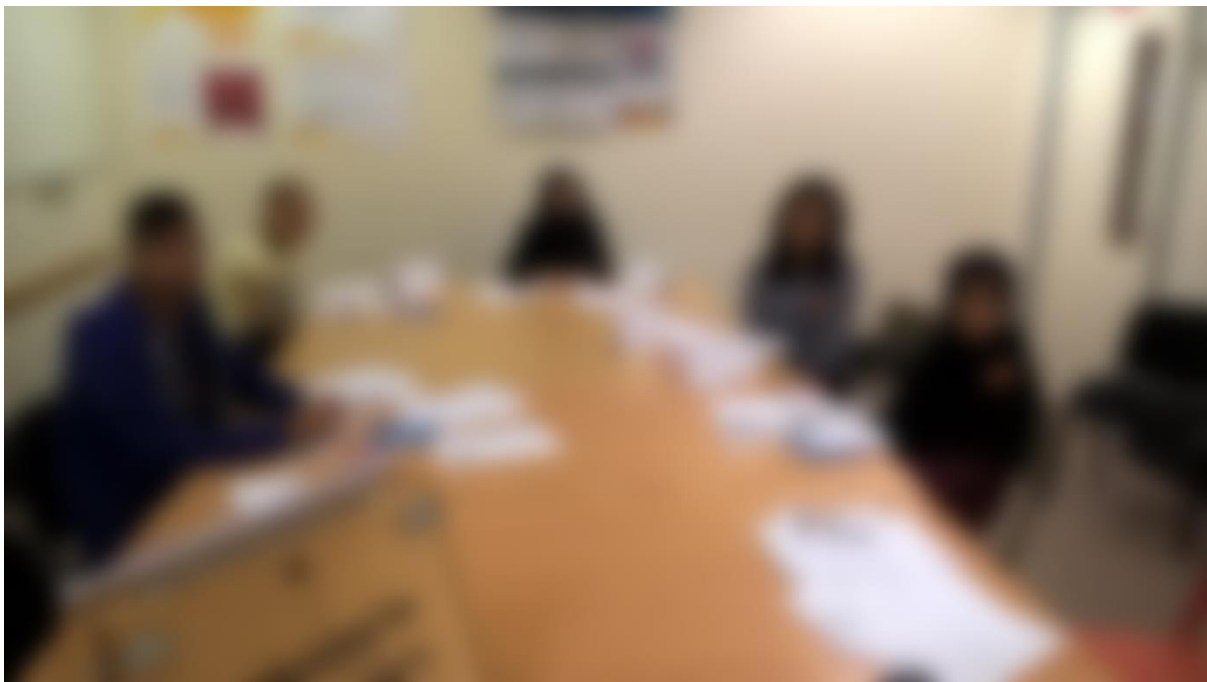


Image 2.1

Aesthetic Improvements to the Mile End Park

Project Regenerate is based on the Broken Window Theory and the document Decent Parks Decent Behaviour. This is that if a park is neglected and contains crime, then the residents will not use the park and will also feel bad about their area.

The CAP sought to improve part of Mile End Park to change and improve the local perception of their area. The CAP approached Ecotalent. This is a scheme for young people to receive accreditation on projects focused on improving the environment. The CAP presented the need to improve Mile

End Park and requested their help. This was agreed and on a weekly basis, 4 Young People undertook volunteer work on Saturdays cleaning and clearing a highly visible and neglected part of Mile End on the corner of Mile End Road and Burdett Road.

This corner is a thoroughfare for pedestrians, cyclists, motorists, students and residents. This work produced a very visible improvement in Mile End street scene and therefore gave a positive message to the community. The young people also received their accreditations and the costs for project were provided by Ecotalent.



Image 3.1

Enforcement

The CAP introduced Challenge 25 and issued free posters to the Off Licenses in Mile End and its surrounding wards. Following the introduction of this the CAP carried out compliance testing in August 2016. This was followed by a test purchase operation with Trading Standards for underage sales in September 2016.

The results for the Compliance test showed that of the 22 Tested, 17 Passed, and 5 Failed. Premises who failed were then sent warning letter and offered of training. Results for the test purchase operation by Trading Standards resulted in 30 premises visited with, 30 Passes, and 0 Fails. This indicates an improvement amongst the Off Licenses within Mile End and surrounding area.

Tackling ASB

The Urban Adventure Base (UAB) is a youth club based within Mile End Park. At night the building attracts regular groups who gather with alcohol and drugs leaving the paraphernalia behind and which the Youth Club have to clear in the morning. The CAP went into the UAB and assisted them in to effectively using their CCTV system to record evidence of this ASB activity and for this evidence to be provided to the Safer Communities Tasking Group. The Tasking Group then requested THEO patrols for 4 weeks which led to:

- a. 17 patrols from 26th September to 24th October 2016
- b. 8 CSAS name and address request
- c. 3 CSAS alcohol seizures
- d. 1 Cannabis warning

As a result the littering of drug and alcohol has stopped outside Youth Centre and the groups have stopped congregating outside the UAB.

Test Purchasing

The CAP introduced Challenge 25 and issued free posters to the Off Licenses in Mile End and its surrounding wards. Following the introduction of this the CAP carried out compliance testing in August 2016. This was followed by a test purchase operation with Trading Standards for underage sales in September 2016.

The results for the Compliance test showed that of the 22 Tested, 17 Passed and 5 Failed. Premises who failed were then sent warning letter and offered of training. Results for the test purchase operation by Trading Standards resulted in 30 premises visited with, 30 Passes, and 0 Fails. This indicates an improvement amongst the Off Licenses within Mile End and surrounding area.

1. City Supermarket – Written warning & Minor Variation of licence to include – Refusal Book, Challenge 25 Policy, ID checks
2. Devi Dayal Newsagent – Written warning & Licence revoked due to company dissolved – new application made
3. Lion's Express – Minor variation added & pending investigation
4. All Seasons Food & Wine – pending investigation
5. West India Store – pending investigation

Education

The CAP learned that having workshops prioritised for Mile End was difficult as there were not enough providers to cover the Tower Hamlets area. Therefore, the CAP created A Drop Down Day product around alcohol awareness which was modelled on guidance from the Alcohol Education Trust. The CAP then offered this free to Schools and Youth Groups within the Mile End Area. This consisted of an assembly talk on alcohol awareness followed by exercises tailored made by the CAP. 2 of 4 assemblies have been completed for year 9 of St Paul's Way Academy consisting of 243 young people.

Two Youth centres have also signed up for a National Alcohol Awareness week sessions to be run by the CAP.

Responsible retailing programme

The CAP has been able to offer Off Licenses in Mile End and the surrounding area Responsible Retail Training. 26 Premises have been offered training.

18 refused but 8 accepted. All premises that failed the TP have been signed to the Responsible retailing programme. This Training is due to commence 2017.

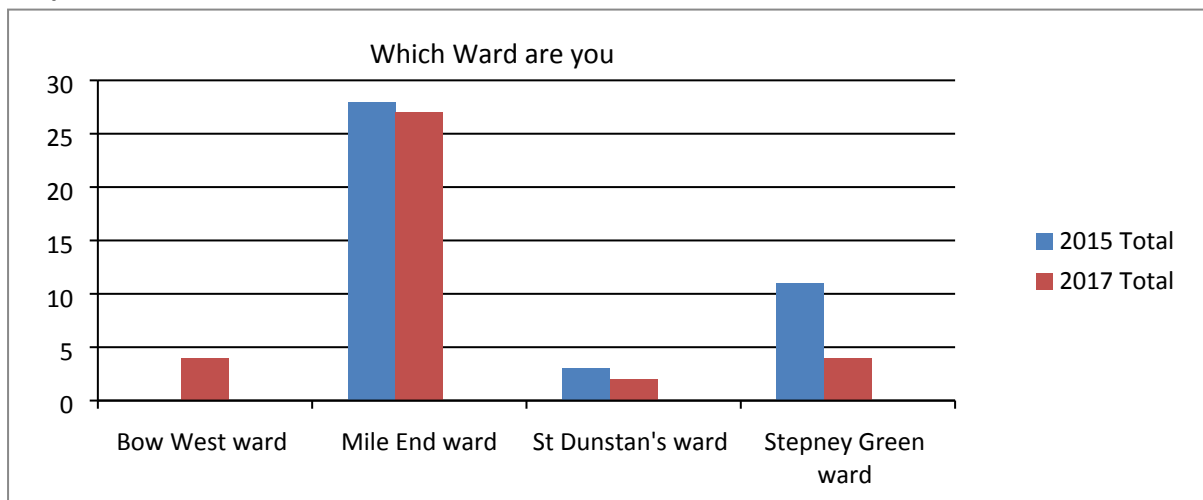
Results and analysis of Residents Survey 2017

Question 1

Table 1.1

Which Ward are you from?	2015 Baseline	2017 Total
Bow West ward	0	4
Mile End ward	28	27
St Dunstan's ward	3	2
Stepney Green ward	11	4

Graph 1.1



A variety of strategies were applied to gaining the figures. This comprised of the following:

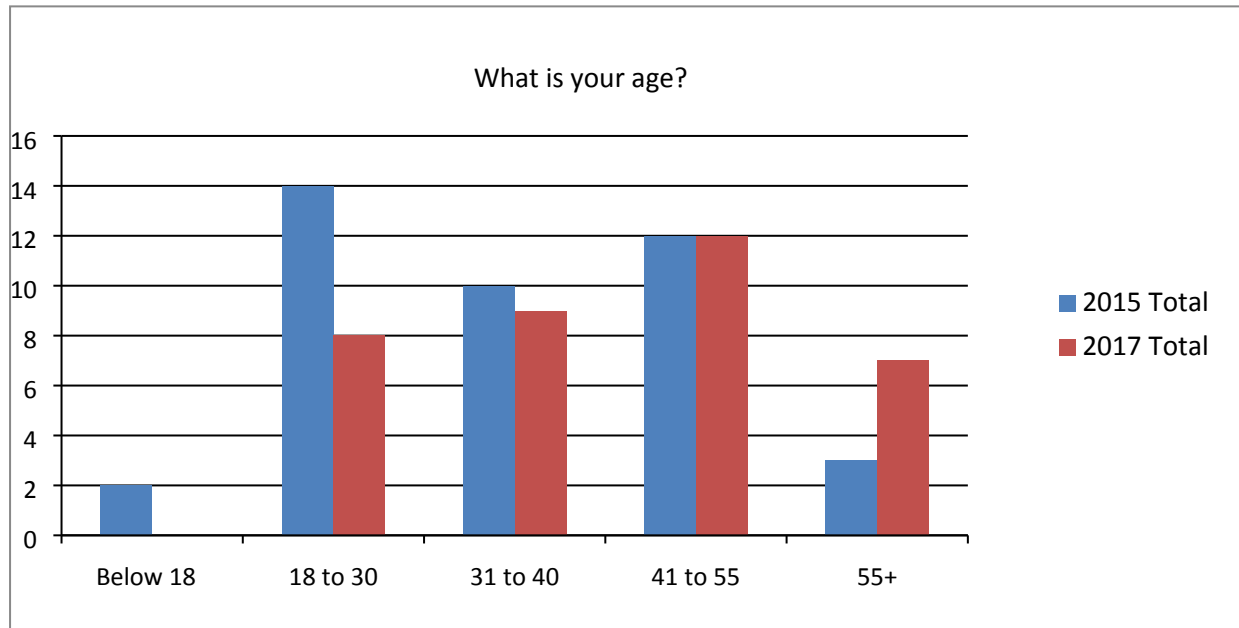
- Online Survey
- Tweets announcing the online survey
- Surveys at Ideas stores
- Surveys on Eric Street
- Leafleting the local estates informing of online survey
- Collaborating on the Tower Hamlets Homes door knocking exercise to inform residents of the online survey.

Question 2

Table 1.2

What is your age?	2015 Baseline	2017 Total
Below 18	2	0
18 to 30	14	8
31 to 40	10	9
41 to 55	12	12
55+	3	7

Graph 1.2



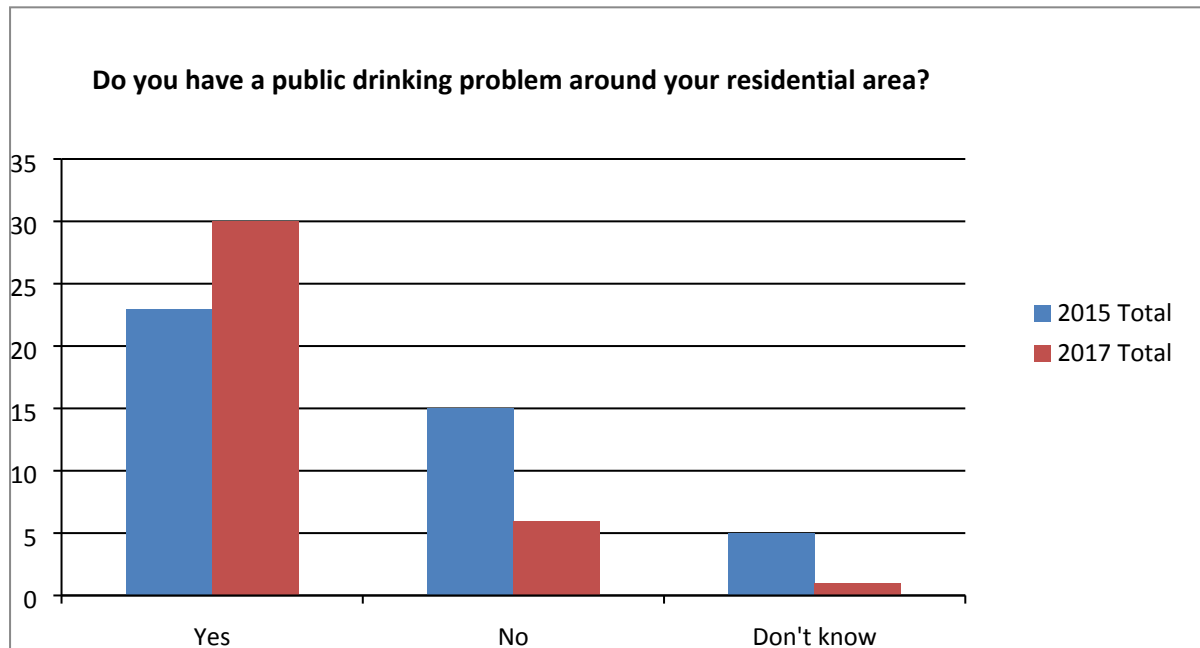
- The figures from the 2015 survey indicate that a younger amount of residents took the survey compared to the 2017 survey. In comparison, greater numbers of residents aged 55+ took the 2017 survey and are better represented.

Question 3

Table 1.3

Do you have a public drinking problem around your residential area?	2015 Baseline	2017 Total	% Change
Yes	23	30	30.43%
No	15	6	-60.00%
Don't know	5	1	-80.00%

Graph 1.3



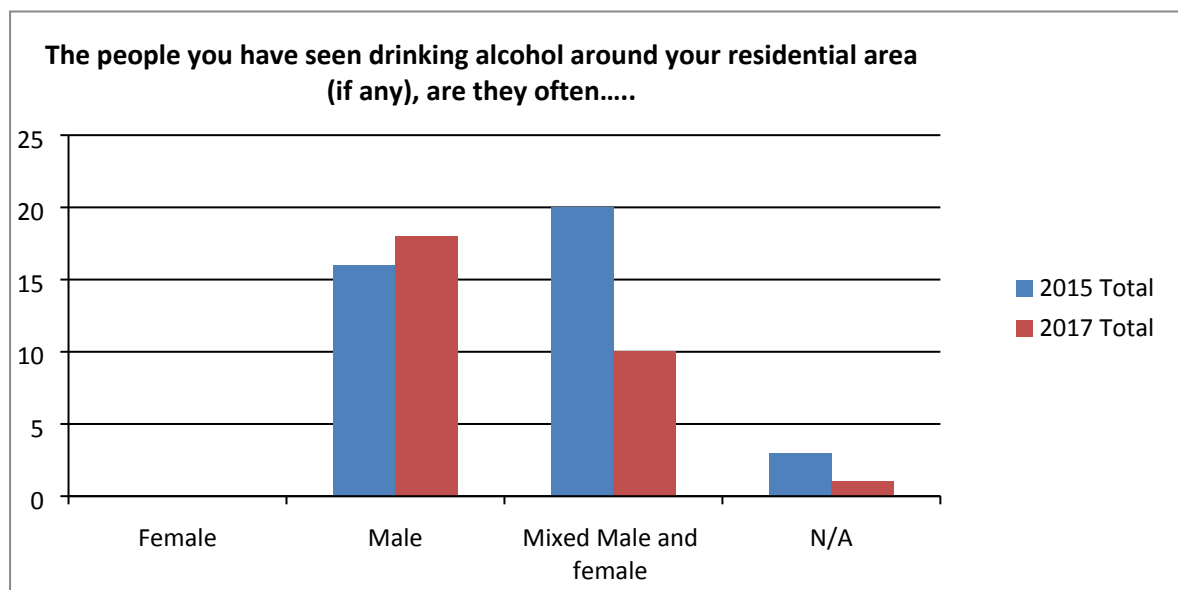
- The figures indicate that there still is a drinking problem in the Mile End area with more people certain of the issue.
- With indications of local alcohol related ASB down according to 101 calls, it is important to determine what change has taken place in ASB activity.

Question 4

Table 1.4

The people you have seen drinking alcohol around your residential area (if any), are they often.....	2015 Baseline	2017 Total	% Change
Female	0	0	
Male	16	18	12.50%
Mixed Male and female	20	10	-50.00%
N/A	3	1	-66.67%

Graph 1.4



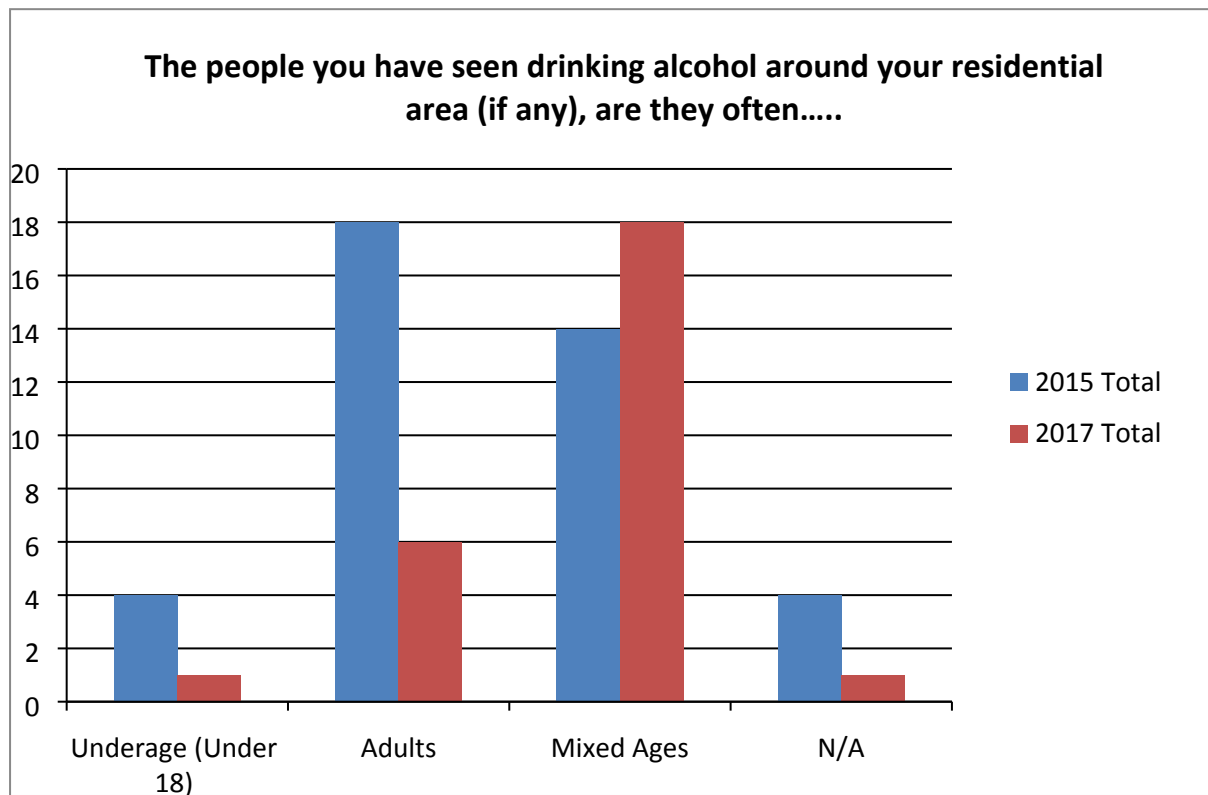
- In 2015 there was a strong indication of mixed genders consuming alcohol publically. The 2017 survey now indicates that it is predominately male only drinking alcohol.

Question 5

Table 1.5

The people you have seen drinking alcohol around your residential area (if any), are they often.....	2015 Baseline	2017 Total	% Change
Underage (Under 18)	4	1	-75.00%
Adults	18	6	-66.67%
Mixed Ages	14	18	28.57%
N/A	4	1	-75.00%

Graph 1.5



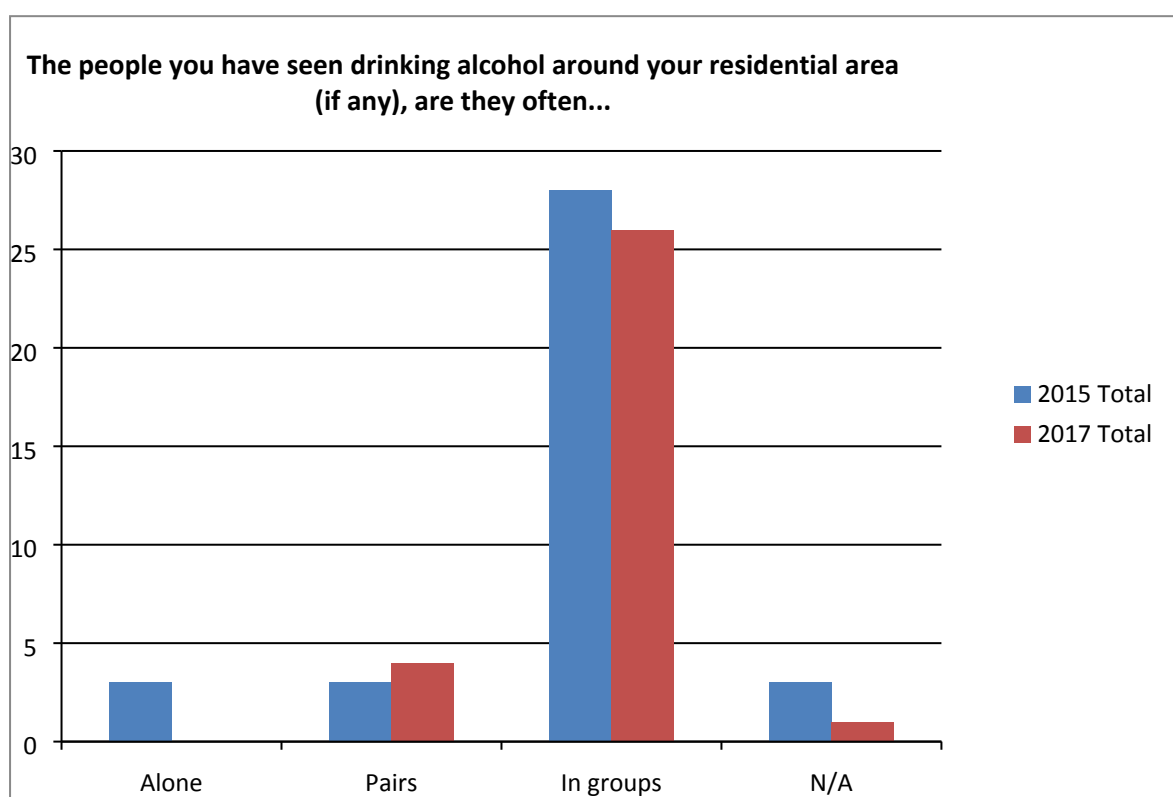
- Both Table 1.5 and graph 1.5 indicate the drop in the types of people drinking

Question 6

Table 1.6

The people you have seen drinking alcohol around your residential area (if any), are they often.....	2015 Baseline	2017 Total	% Change
Alone	3	0	-100.00%
Pairs	3	4	33.33%
In groups	28	26	-7.14%
N/A	3	1	-66.67%

Graph 1.6



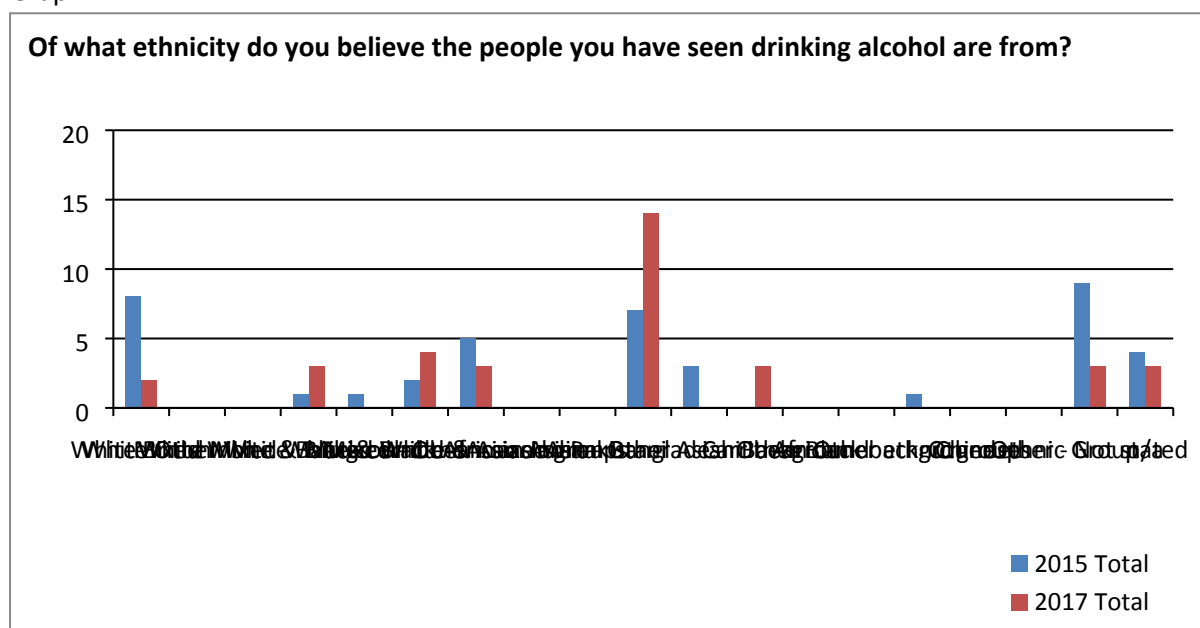
- In both surveys from 2017 and 2015 it is still commonly agreed that there are still groups of people publically drinking alcohol in Mile End.

Question 7

Table 1.7

Of what ethnicity do you believe the people you have seen drinking alcohol are from?	2015 Baseline	2017 Total	% Change
White British	8	2	-75.00%
White Irish	0	0	0.00%
White Other White Background	0	0	0.00%
Mixed White & Black Caribbean	1	3	200.00%
Mixed White & Black African	1	0	-100.00%
Mixed White & Asian	2	4	100.00%
Mixed - Other mixed groups	5	3	-40.00%
Asian Indian	0	0	0.00%
Asian Pakistani	0	0	0.00%
Asian Bangladeshi	7	14	100.00%
Asian - Other Asian Background	3	0	-100.00%
Caribbean	0	3	300.00%
African	0	0	0.00%
Other Black background	0	0	0.00%
Other ethnic groups	1	0	-100.00%
Chinese	0	0	0.00%
Other ethnic Group	0	0	0.00%
Other - Not stated	9	3	-66.67%
n/a	4	3	-25.00%

Graph 1.7



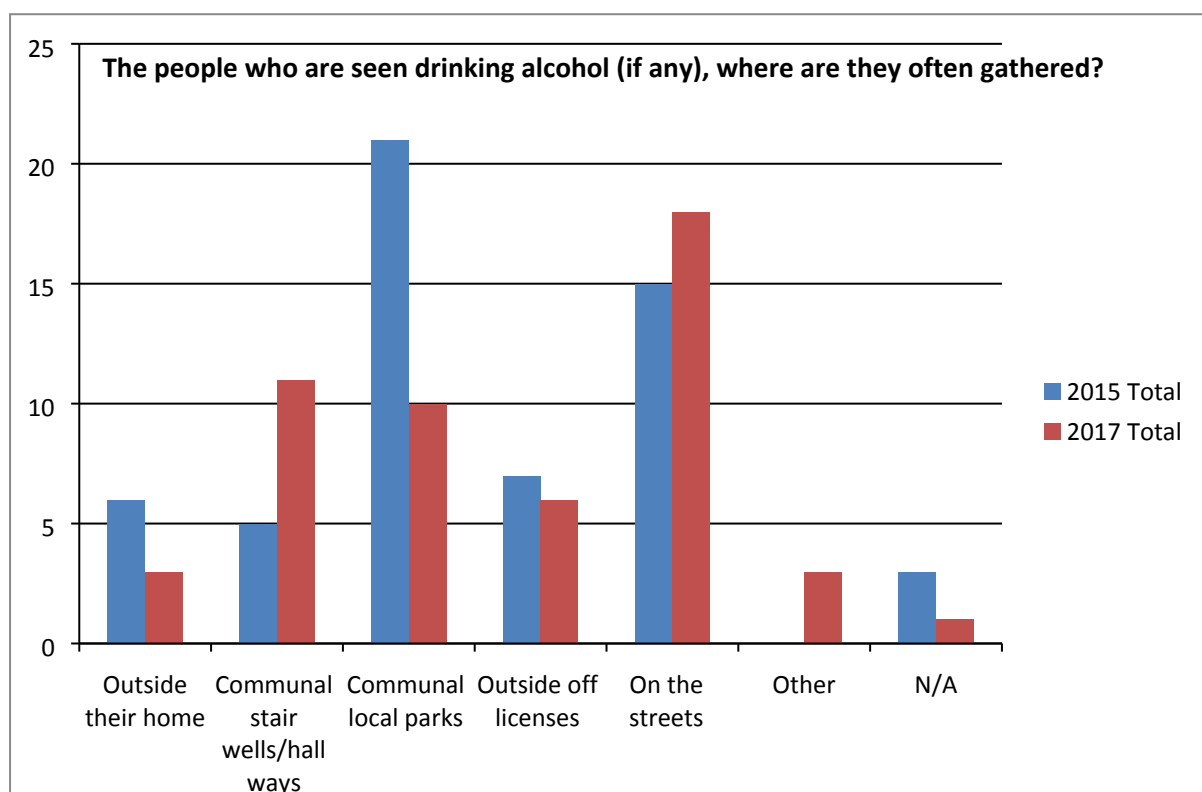
- From the surveys in both 2017 & 2015 the highest indicators have been for Bangladeshi and Somali ethnicities. This is reflective of the local area.

Question 8

Table 1.8

The people who are seen drinking alcohol (if any), where are they often gathered?	2015 Baseline	2017 Total	% Change
Outside their home	6	3	-50.00%
Communal stair wells/hall ways	5	11	120.00%
Communal local parks	21	10	-52.38%
Outside off licenses	7	6	-14.29%
On the streets	15	18	20.00%
Other	0	3	300.00%
N/A	3	1	-66.67%

Graph 1.8



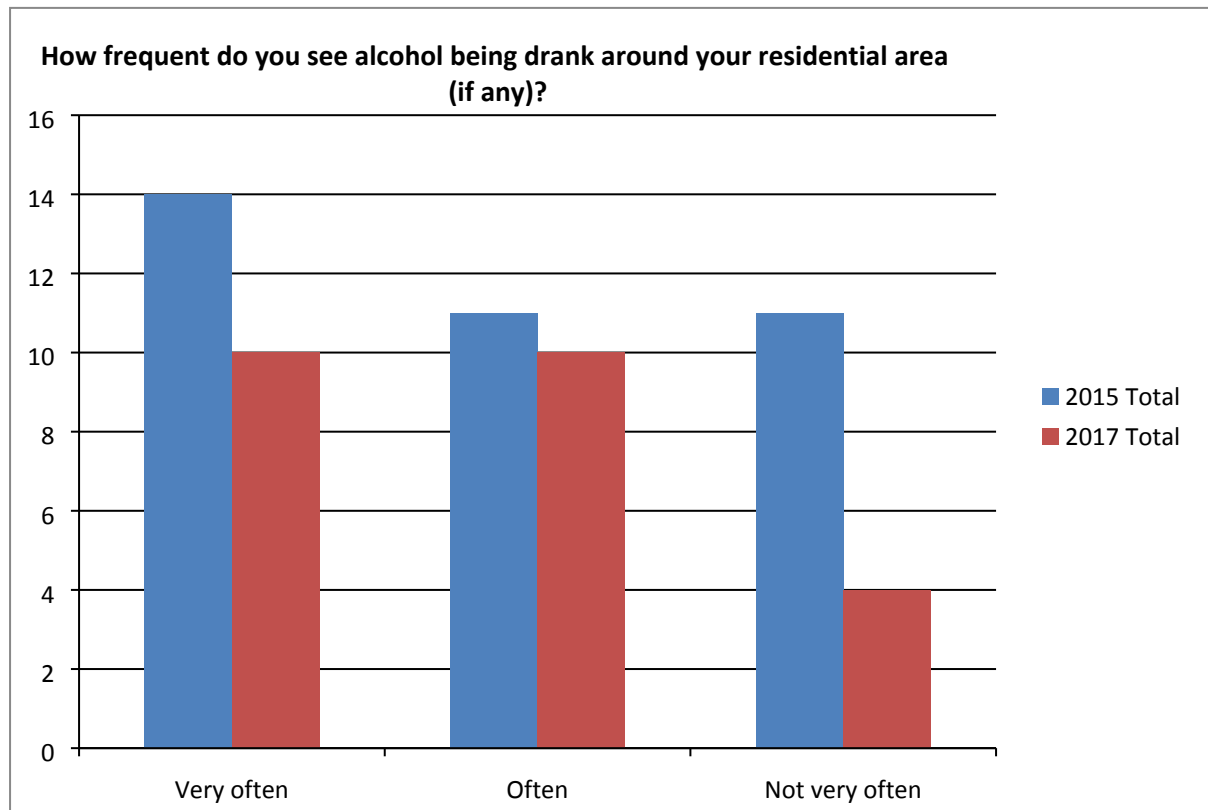
- From the information above we can see the most telling piece of information. In comparison to the 2015 figures, the 2017 report of asb in the park as the location has decreased. This can be contributed to the work on the perception of Mile Park and the interventions provided over the past year. However, there is a significant rise in communal stairways/ hallways and on the street. The figures for Outside off Licenses is roughly the same.
- Therefore, either the alcohol related crime and ASB problem has evolved or we are uncovering deeper issues entrenched within the Mile End Area.

Question 9

Table 1.9

How frequent do you see alcohol being drunk around your residential area (if any)?	2015 Baseline	2017 Total	% Change
Very often	14	10	-28.57%
Often	11	10	-9.09%
Not very often	11	4	-63.64%

Graph 1.9



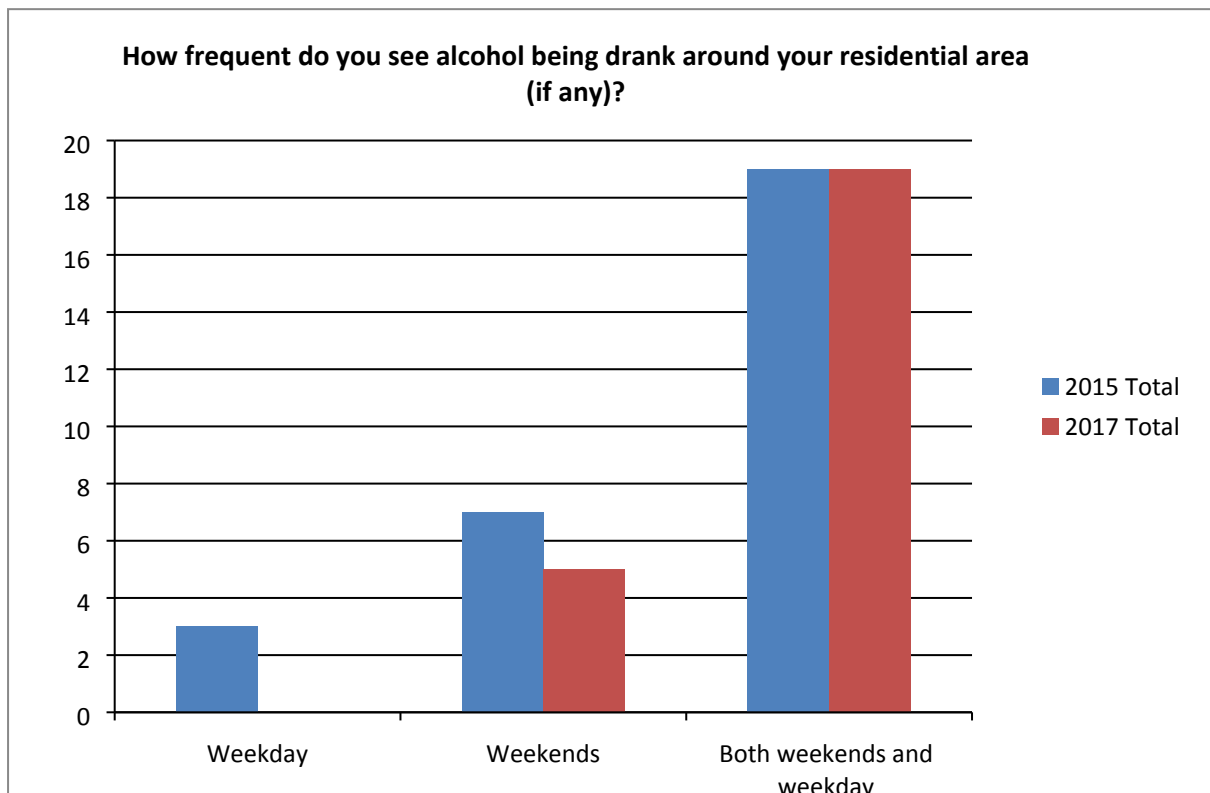
- Despite the confirmed continuance of public drinking in the Mile End area, the frequency of 'Very often' has decreased in comparison to 'Often' and 'Not very often'.

Question 10

Table 1.10

How frequent do you see alcohol being drunk around your residential area (if any)?	2015 Baseline	2017 Total	% Change
Weekday	3	0	-100.00%
Weekends	7	5	-28.57%
Both weekends and weekday	19	19	0.00%

Graph 1.10



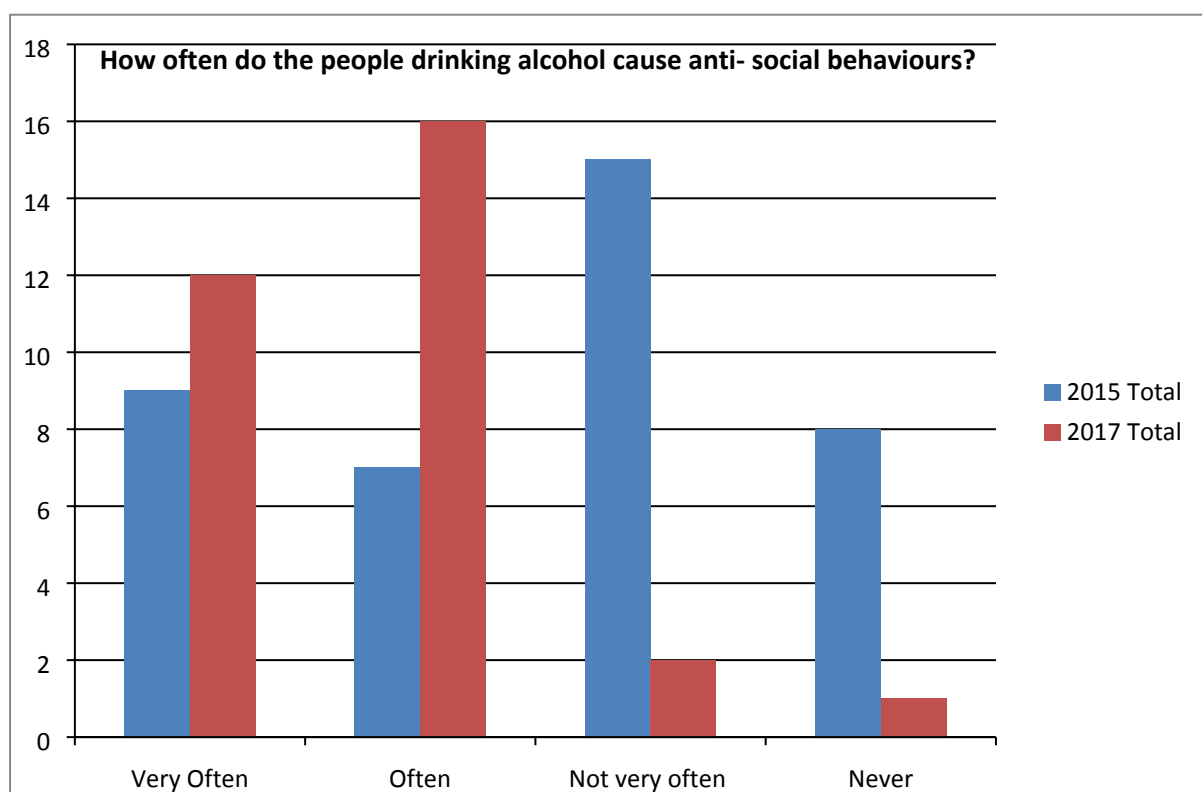
- Despite the previous chart in comparison to the 2015 survey, the 2017 survey still indicates the drinking takes place both in the weekday and weekends.

Question 11

Table 1.11

How often do the people drinking alcohol cause anti- social behaviours?	2015 Baseline	2017 Total	% Change
Very Often	9	12	33.33%
Often	7	16	128.57%
Not very often	15	2	-86.67%
Never	8	1	-87.50%

Graph 1.11



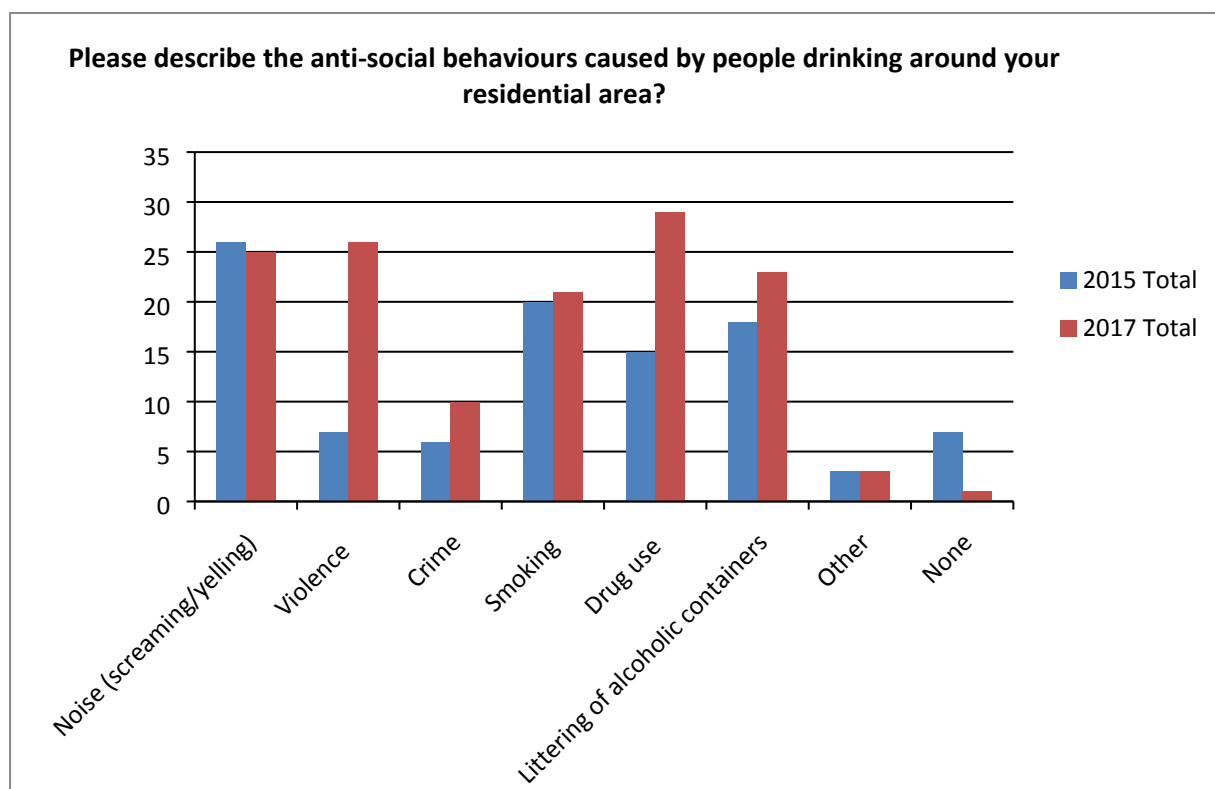
- There is a great shift in how often the public drinking causes ASB. It is high in both categories of 'Very often' and 'Often'. This can be attributed to the public drinking taking place nearer to residential properties and that more adults residents are taking the survey to report this issue.

Question 12

Table 1.12

Please describe the anti-social behaviours caused by people drinking around your residential area?	2015 Baseline	2017 Total	% Change
Noise (screaming/yelling)	26	25	-3.85%
Violence	7	26	271.43%
Crime	6	10	66.67%
Smoking	20	21	5.00%
Drug use	15	29	93.33%
Littering of alcoholic containers	18	23	27.78%
Other	3	3	0.00%
None	7	1	-85.71%

Graph 1.12



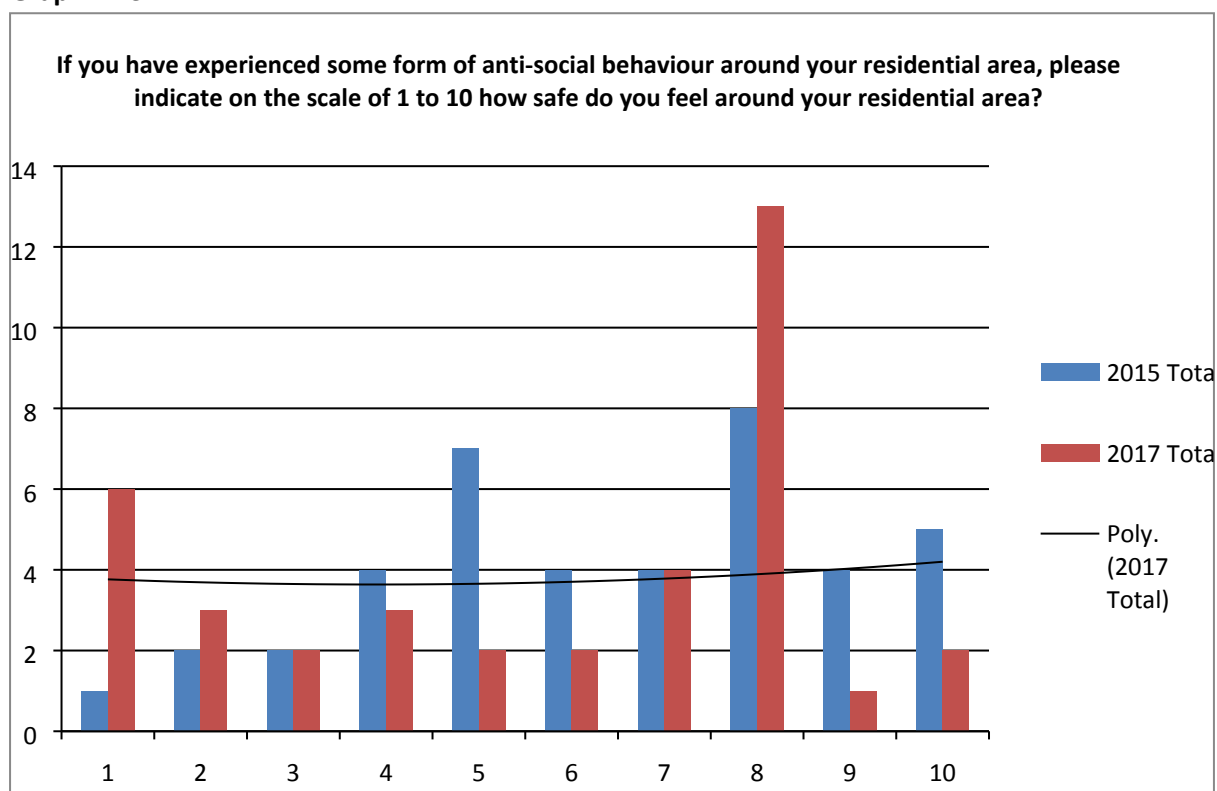
- The above data shows a great rise in asb activities. The clearest indication is the rise in 'Violence' and 'Drug use' followed by littering of alcoholics containers. The previous year the top 3 categories were 'Noise', 'Smoking' and 'Littering of Alcoholic Containers'. The top categories in the 2017 are 'Drug use', 'Violence' and 'Noise'.

Question 13

Table 1.13

If you have experienced some form of anti-social behaviour around your residential area, please indicate on the scale of 1 to 10 how safe do you feel around your residential area?		2015 Baseline	2017 Total	% Change
1	1	6	500.00%	
2	2	3	50.00%	
3	2	2	0.00%	
4	4	3	-25.00%	
5	7	2	-71.43%	
6	4	2	-50.00%	
7	4	4	0.00%	
8	8	13	62.50%	
9	4	1	-75.00%	
10	5	2	-60.00%	

Graph 1.13



- In comparison to 2015 the feeling of safety has polarised. There is a high mark in feeling safe at 8. However, there is also a rise in those not feeling safe at a 1 and 2 mark. The marks in-between 2 and 8 are lower than 2015.

Conclusions of Resident Survey comparison 2015 and 2017

- A public drinking problem still exists in Mile End.
- The problem has shifted from mainly adults to a mixed group of adults and young people drinking.
- From the surveys in both 2017 & 2015 the highest indicators have been for Bangladeshi and Somali ethnicities. This is reflective of the local area.
- The issues of Mile End Park are now not the prime locations and has shifted to the streets and communal stairways. Therefore, either the alcohol related crime and ASB problem has evolved or we are uncovering deeper issues entrenched within the Mile End Area.
- The frequency of alcohol related crime and asb issues has gone down but the severity has risen. The data shows a great rise in asb activities. The clearest indication is the rise in 'Violence' and 'Drug use' followed by littering of alcoholics containers. The previous year the top 3 categories were 'Noise', 'Smoking' and 'Littering of Alcoholic Containers'. The top categories in the 2017 are 'Drug use', 'Violence' and 'Noise'.
- We are either shifting from an alcohol problem to primarily a drug issue.
- As the locations are on the streets a strategy for the streets is required.
- Stronger methods are required for specific off licences where complaints are made.

Separately, knife crime has risen sharply with a stabbing of a young person in Wager Street. Although this issue was not alcohol related it has affected the Residents survey.

Mile End has had change in trend but an Anti-social Behaviour remains. The ASB may continue to exist but certain factors have changed. This has led to a change in a location of ASB. These changes indicate that perhaps the reason behind the ASB has changed too. The evidence points towards drugs being the over-arching reason for the ASB. This was confirmed after discussions with the local SNTs.

If a strategy is to tackle the ASB whether it is drug or alcohol related the CAP officer recommends the following:

Active and Responsive collaboration between Housing Associations

When the issues become predominantly in a residential area, the number of resources drop and therefore other resources must be found.

The greatest resources in the residential areas are the housing associations because they have policies and resources in the way of staff, residents, ability to communicate and rights as landlords. If galvanised correctly, one housing association can have a profound effect on its own estate.

As Mile End consists for varying estates run by varying housing associations agreed universal priorities can initiate a greater strategy and greater measures that displaces an ASB group, that same ASB group cannot harbour themselves in the next estate that does not have the same measures, otherwise the problem will still exist in Mile End. The benefits of housing associations combining

their strategies include the possibility of doubling their resources and increasing their area of influence.

St Paul's Way School to take part in the Community

St Paul's way is listed as Outstanding in its Ofstead inspection. It is also an undeniable source of the ASB in the Mile End area. This is due to its location to favoured ASB spots after school and inevitably its students and/or its former students being responsible for the ASB. Like Residents Associations it has powers, rights and the ability to enforce but more importantly direct access to the young people to either educate or enforce strategies to lower ASB.

As written earlier in the report interacting with schools are already difficult to engage with as they are running an 'Outstanding' school however, dialogue and an open relationship is required. The CAP officer recommends a meeting with Mile End Councillors and the school with the hope of a better understanding of the issues and spirit of cooperation can be reached.

If St Paul's Way Trust can open its doors then its resources can draw young people off the street and engage in positive activities after school with a driven programme.

Triggering reviews for Off Licenses

The bread and butter Strategy towards Off Licenses have been test purchases with young people. With the CAP this has increased to introducing challenge 25, compliancy tests for challenge 25 and TP's with two different modus operandi. This has now highlighted 3 venues that are known to the community for selling alcohol to young people but always pass TP operations.

Therefore, although reviews for Off Licences are not a standard procedure it is a Licensing strategy I believe can be incorporated for strategies for Off Licenses and be pursued actively. This gives us an extra avenue of enforcement but requires the cooperation of residents and residents associations.

Reviews cannot be triggered in the first instance and a step approach is required:

- Complaint from Resident or resident association. Not anonymous and sure that Licensing objectives are not being upheld and specific which objective.
- First approach to insure challenge 25 is employed with posters and refusals book in place.
- If issue does not improve, another complaint is required.
- Second approach; determine other strategies License premises can deploy to uphold Licensing objectives. CCTV. Minor variation to include conditions of Challenge 25 and CCTV.
- If issue does not improve, another complaint is required.
- Written warning of complaints and that if complaints continue a review shall be triggered.
- If issue does not improve, another complaint is required.
- Trigger review. This brings the residents, councillors, Licensing Police, Licensing and Licensed premise in one room. Observe CCTV, and conditions to License.

As there are many stages to this strategy, cooperation with Residents Associations are key fundamental to such a strategy. It is my hope that we can catch venues early before the same strategies employed by Restaurants and bars, such as changing DPS are copied by the Off Licenses.

CCTV Strategy within the estates

With many of the hotspots known to everyone, an ability to deploy or aim cameras at hotspots can be utilised as a resource. This resource is not enough to detect a trend. Now that youths are engaging with RRT and ELT, accurate records of names and addresses are being culminated. Having these staff identify CCTV recording can help collect data and build cases against youths that are also contributing to the alcohol/drug issues.

Having more visible outlets available for young people within the Estates

The residential estates have a strong identity of housing. In its immediate vicinity there are no youth outlets identifiable in line of site until you reach the main roads apart from play parks which are more suitable for pre-teen children.

The population of youth clubs own by the council has taken a recent drop. A local Mosque has opened up and contains a youth club. My recommendation is open the youth club to the teen youth in the local community.

Community Cohesion Manager

A new Community Cohesion manager has recently started in Strategy and Performance and has two main areas of interest, Algate East for Business and Community and Mile End for Community initiatives. The CAP requires greater connection to the residents in Mile End, therefore, the CAP officer has introduced himself and update the Community Cohesion Manager of the CAP initiatives, its results and introduced the variety of contacts within Mile End.

The areas of potential synergy lie in the following:

- Aesthetic Improvements to the Mile End Park. This seems to be a potential community activity to put pride of place in Mile End, community members together of varying ages and experiences to work together in Mile End.
- The CAP officer has recently discussed with the Head of Venues and Events about opening up the University to the community and the Community seeing QMUL as a part of them.
- The Ocean Estate is going through a process of gentrification and this is causing a need to create cohesion between long standing residents and the professionals with young families that are having a growing presence in the community. These events can convene a greater variety of residents where the CAP message can be brought.

Workshops for Tower Hamlets shop staff

Sainsbury has agreed to hold the Responsible Retailing Workshop for free for the highlighted licensed premises in Tower Hamlets. A date, time and venue is currently being organised.

Urban Gym

As a long term strategy to enhance the existing successful work, the CAP have been made aware of the Urban Gym based next to the Urban Adventure Base in MEP. The Urban Gym was once open to young people free of charge and was closed due to budget cuts and has been closed for two years. All equipment has been inspected and cleared for use but the ability to have staff to run the gym has not been attainable.

Due to the work with the Youth Council the newly elected Young Mayor and deputy Young Mayor was made aware of this and has acted in line with the CAP and UAB to provide funding for one post on a trial basis to have the gym open one night in the week for young people of Tower Hamlets.

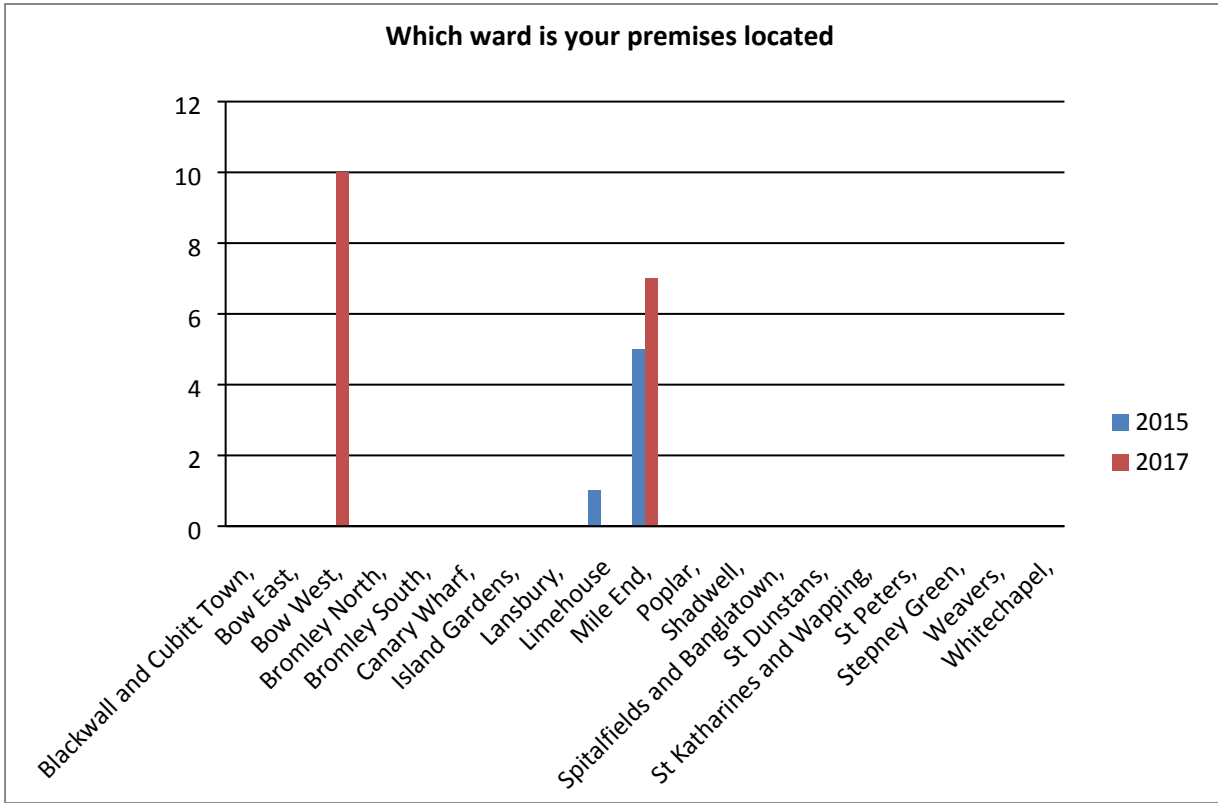
Results and analysis of Retailer Survey 2017

Question 1

Table 2.1

Which ward is your premises located	2015	2017
Blackwall and Cubitt Town,		
Bow East,		
Bow West,		10
Bromley North,		
Bromley South,		
Canary Wharf,		
Island Gardens,		
Lansbury,		
Limehouse	1	
Mile End,	5	7
Poplar,		
Shadwell,		
Spitalfields and Banglatown,		
St Dunstons,		
St Katharines and Wapping,		
St Peters,		
Stepney Green,		
Weavers,		
Whitechapel,		

Graph 2.1



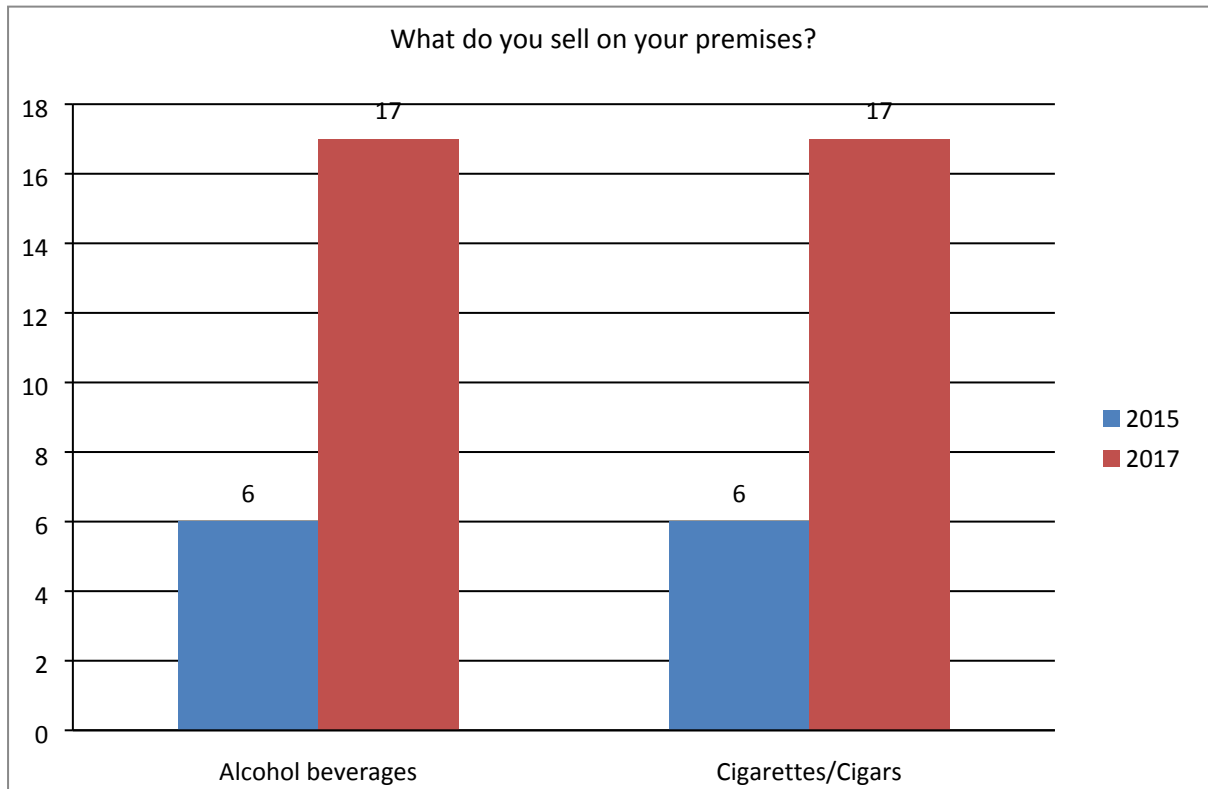
- The number of off licenses has been increased because the initial number of off-licenses was not substantial enough to detect patterns. Therefore, to try and detect if alcohol was being bought outside of the CAP area and brought into the CAP area, the net was cast wider to include off-licenses of the wards surrounding the CAP area.

Question 2

Table 2.2

What do you sell on your premises?	2015	2017
Alcohol beverages	6	17

Graph 2.2



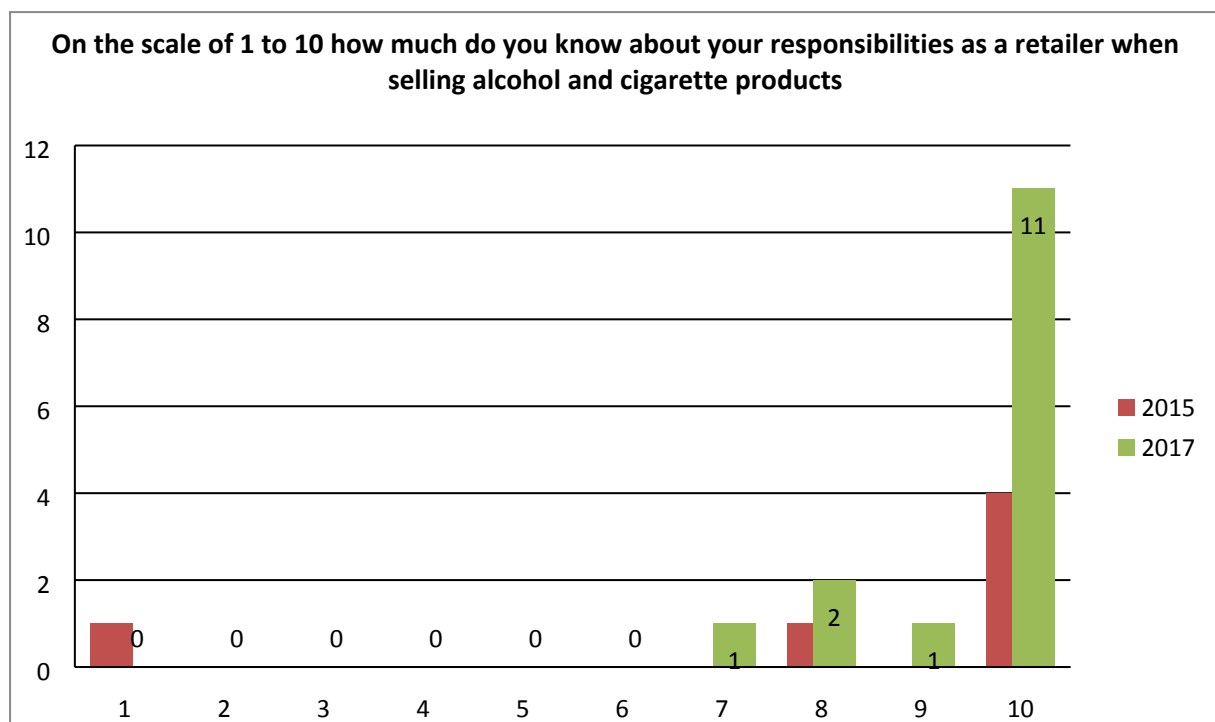
- In both surveys all of the venues included in the retailers survey sold both alcohol and cigarettes.

Question 3.

Table 2.3

On the scale of 1 to 10 how much do you know about your responsibilities as a retailer when selling alcohol and cigarette products? (If you don't know anything about your responsibilities you should circle '1)	2015	2017
1	1	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	1
8	1	2
9	0	1
10	4	11

Table 2.3



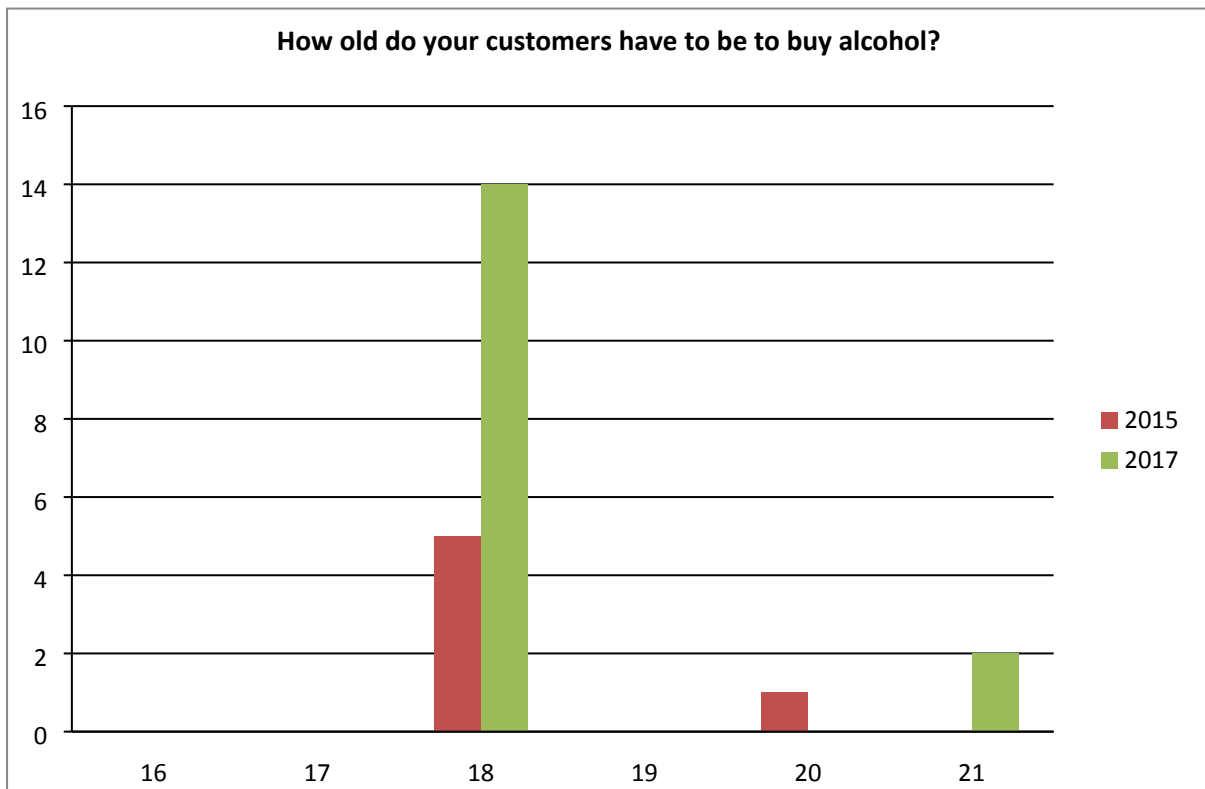
- The 2017 survey indicates that a confidence in knowing the responsibilities as a retailer selling alcohol and cigarettes

Question 4.

Table 2.4

How old do your customers have to be to buy alcohol?	2015	2017
16	0	0
17	0	0
18	5	14
19	0	0
20	1	0
21	0	2

Graph 2.4



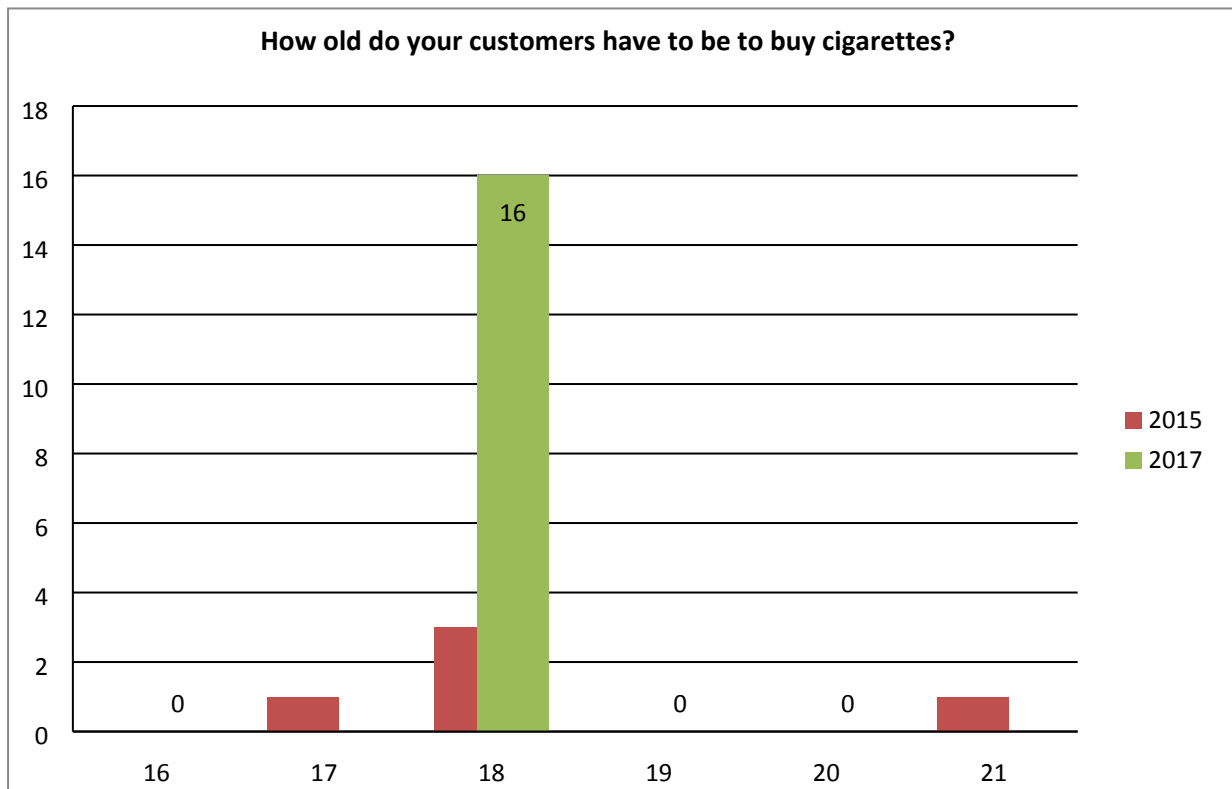
- The graph indicates a stronger number of off licenses knowing that the customers have to be 18 to buy alcohol.
- There is an indication in the 2017 that a couple of off licenses are stricter than the majority of off-licenses.

Question 5

Table 2.5

How old do your customers have to be to buy cigarettes?	2015	2017
16	0	0
17	1	
18	3	16
19	0	0
20	0	0
21	1	

Graph 2.6



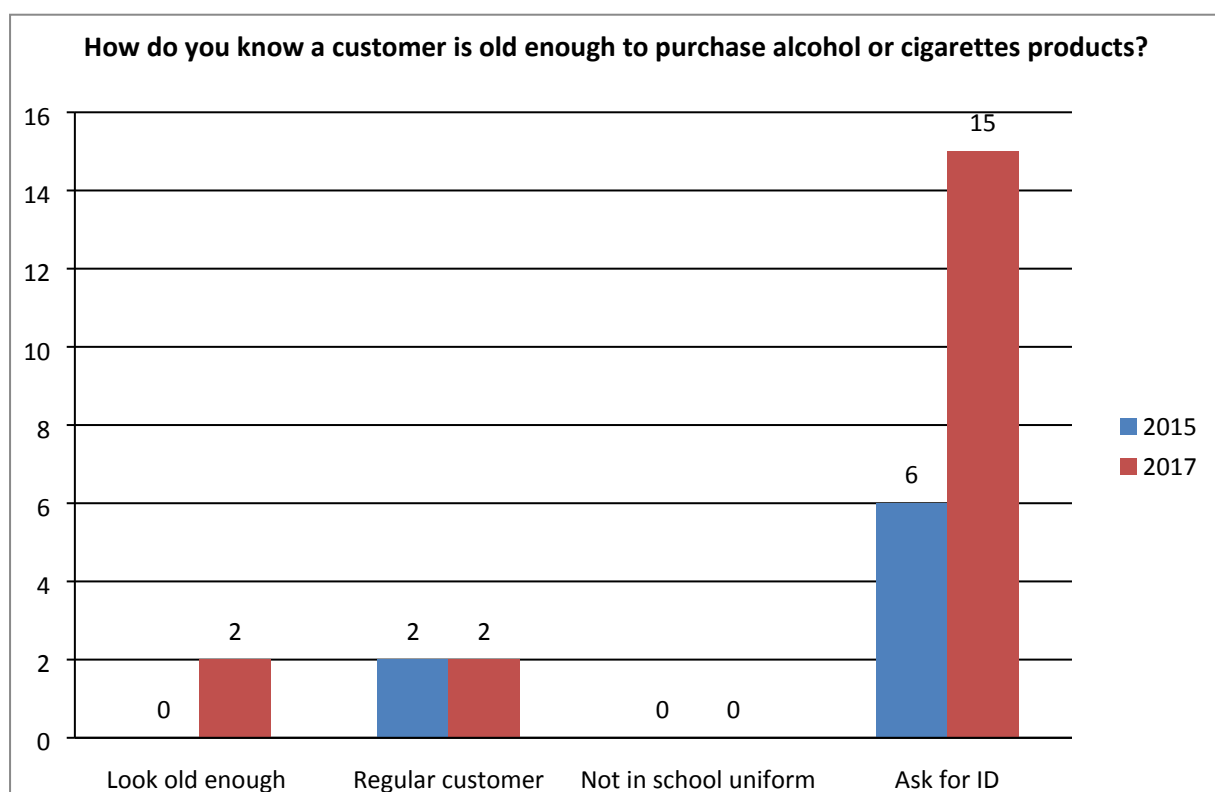
- The graph indicates a stronger number of off licenses knowing that the customers have to be 18 to buy cigarettes.
- There is an indication in the 2017 survey that staffs are more certain of the age to buy cigarettes than alcohol.

Question 6

Table 2.6

How do you know a customer is old enough to purchase alcohol or cigarettes products?	2015	2017
Look old enough	0	2
Regular customer	2	2
Not in school uniform	0	0
Ask for ID	6	15

Graph 2.6



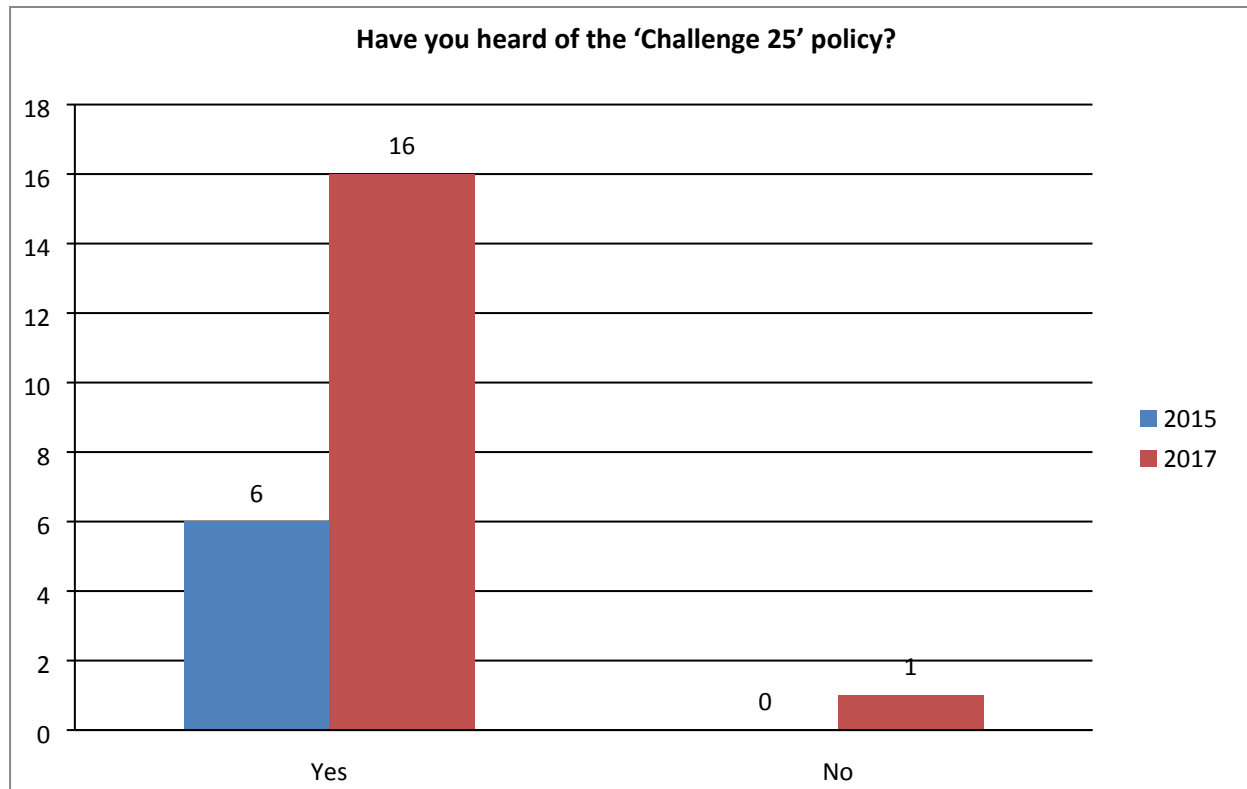
- Graph 2.6 indicates that a majority of off-licenses are aware to ask for ID.
- Both 2015 & 2017 indicate the same number of off licenses also recognise regular customers.
- However, there is an indication that a couple of off licenses depend on visually identifying age which can incorrectly determine age.

Question 7

Table 2.7

Have you heard of the 'Challenge 25' policy?	2015	2017
Yes	6	16
No	0	1

Graph 2.7



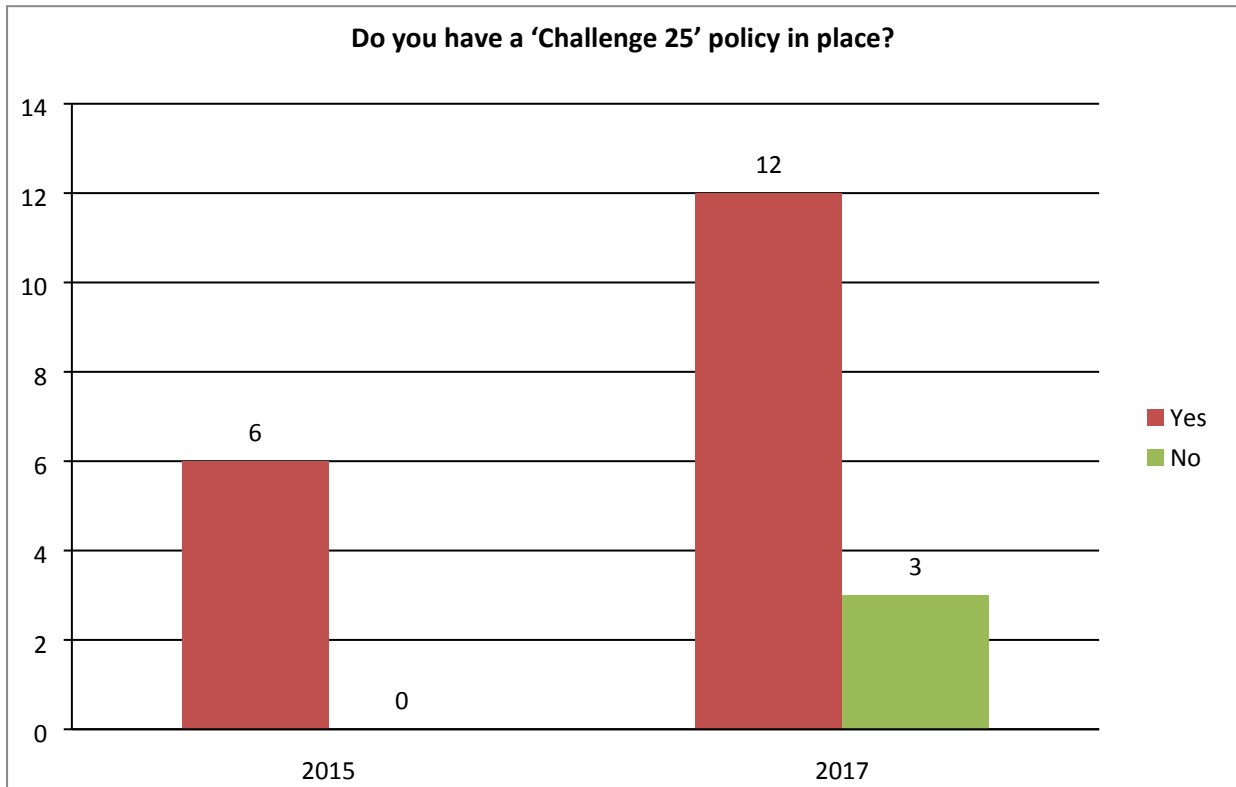
- Graph 2.7 indicates a majority of off-licenses in 2015 and 2017 have heard of 'Challenge 25'.
- It also indicates that an off license can benefit an introduction of the 'Challenge 25 policy'.

Question 8

Table 2.8

Do you have a 'Challenge 25' policy in place?	2015	2017
Yes	6	12
No	0	3

Graph 2.8



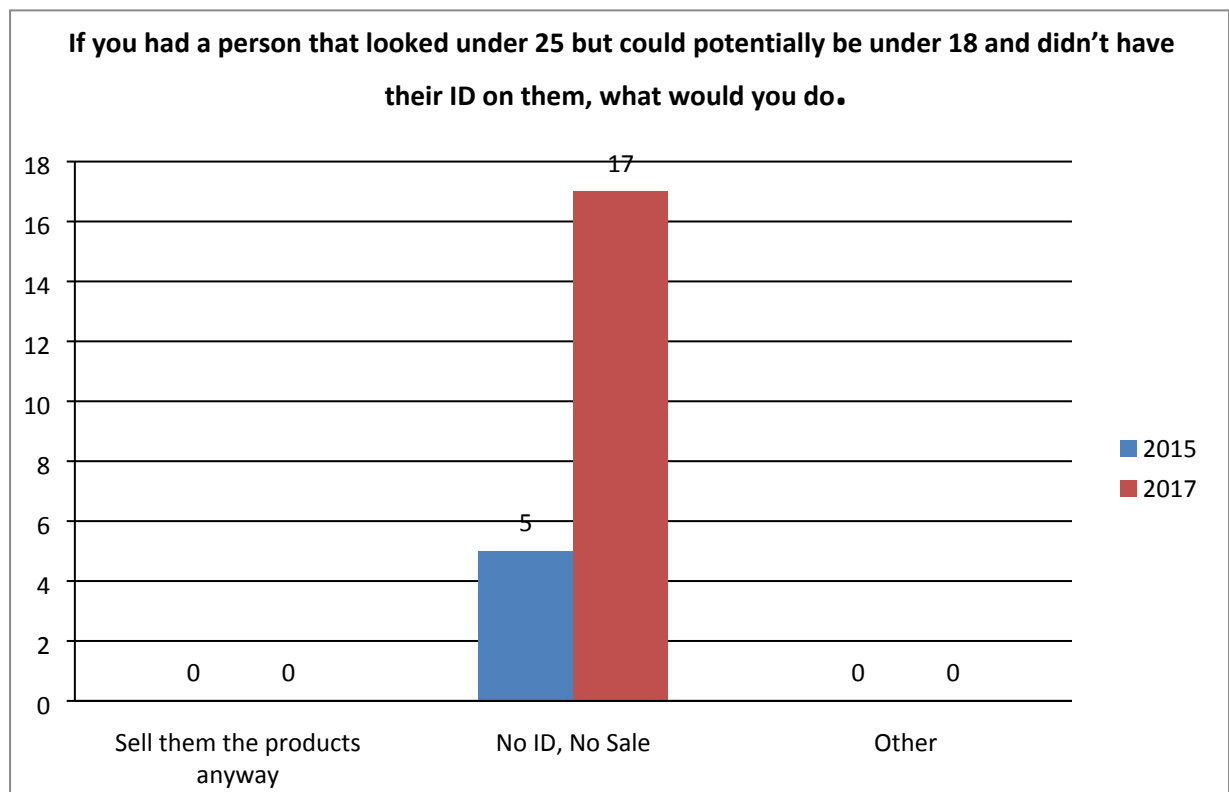
- Graph 2.8 indicates a majority of off-licenses in 2015 and 2017 have 'Challenge 25' policy.
- Due to having a greater number of off-licenses it has been possible to identify 3 off-licenses that do not have a 'Challenge 25' policy.

Question 9

Table 2.9

If you had a person that looked under 25 but could potentially be under 18 and didn't have their ID on them, what would you do if they wanted to purchase alcohol or cigarettes products?	2015	2017
Sell them the products anyway	0	0
No ID, No Sale	5	17
Other	0	0

Graph 2.9



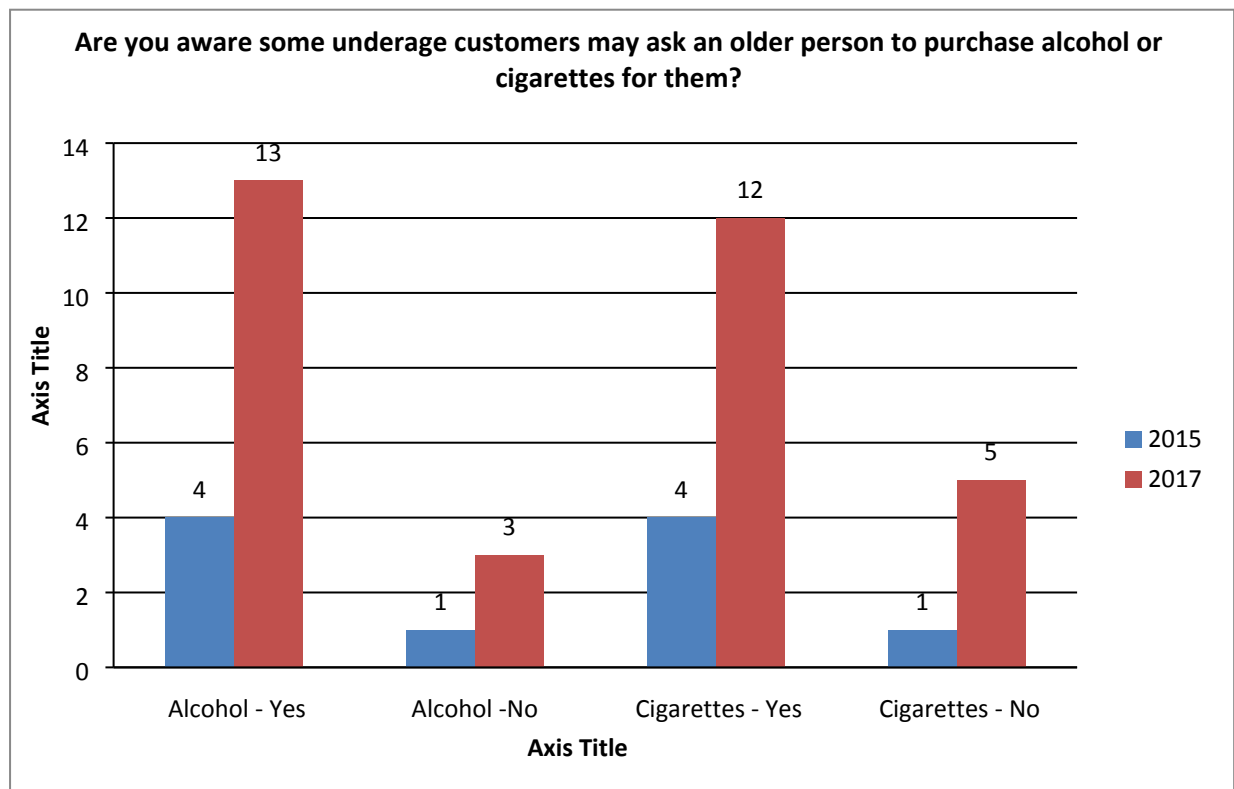
- Graph 2.9 indicates a majority of off-licenses are aware to ask for ID if a person looked under 25 but could potentially be under 18 and to deny sale if no Id is presented.

Question 10

Table 2.10

Are you aware some underage customers may ask an older person to purchase alcohol or cigarettes for them?	2015	2017
Alcohol - Yes	4	13
Alcohol - No	1	3
Cigarettes - Yes	4	12
Cigarettes - No	1	5

Graph 2.10



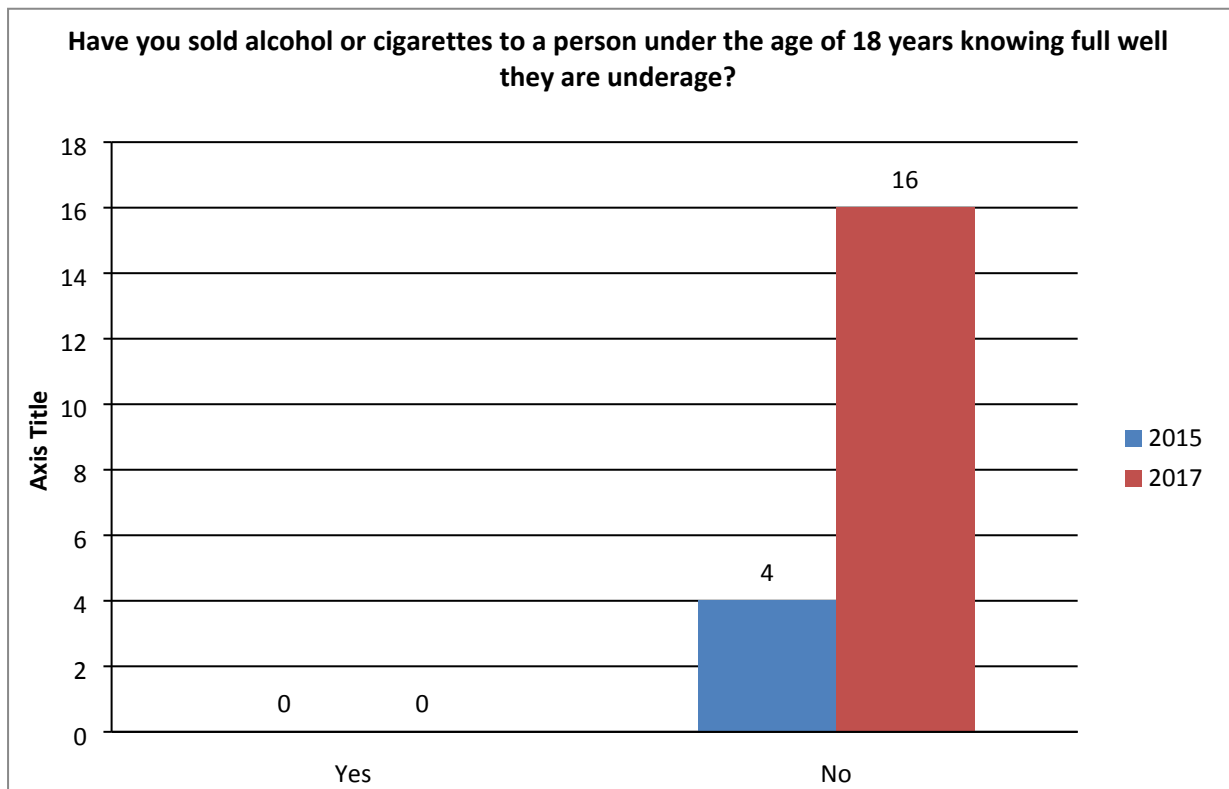
- Graph 2.10 indicates a majority of off-licenses are aware of proxy purchasing for alcohol and cigarettes.
- Although the question for cigarettes and alcohol there is a slight difference in the awareness for proxy buying for cigarettes.

Question 11

Table 2.11

Have you sold alcohol or cigarettes to a person under the age of 18 years knowing full well they are underage?	2015	2017
Yes	0	0
No	4	16

Graph 2.11



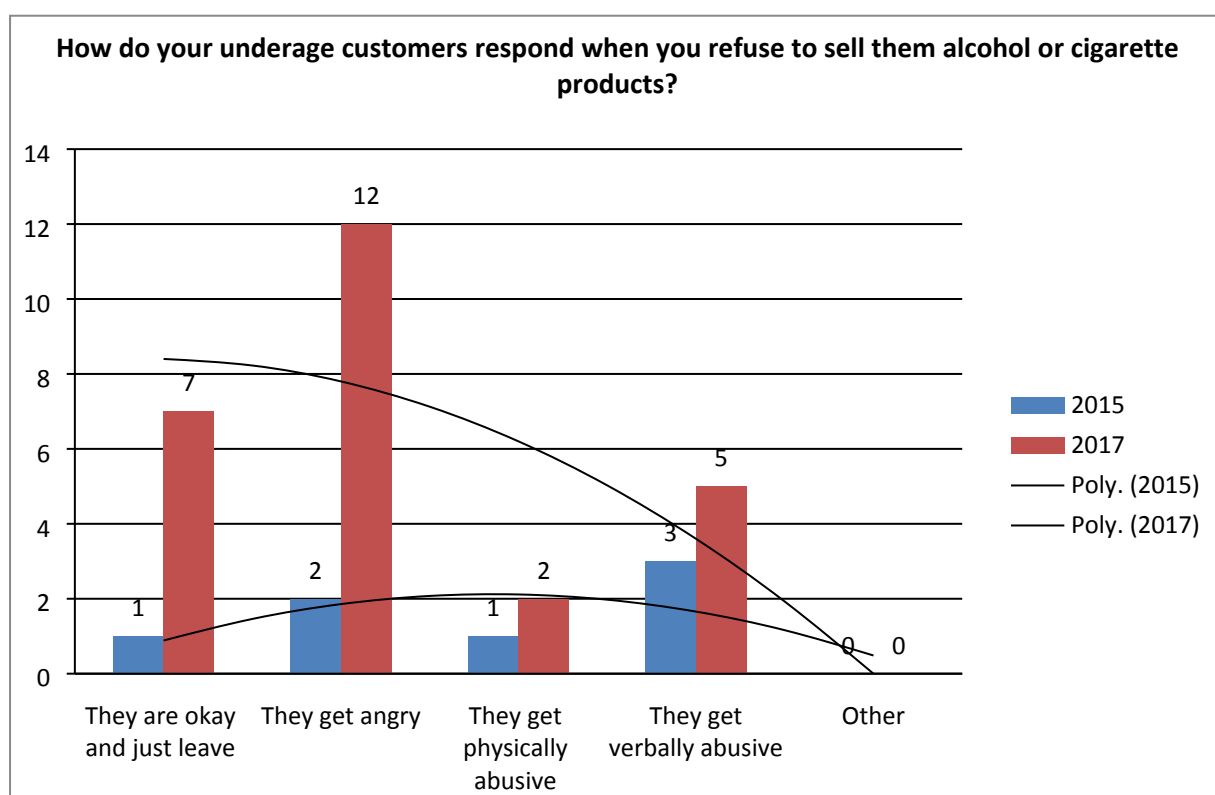
- Graph 2.11 indicates all off-licenses 2015 & 2017 have not sold to young people knowing full well that they were 18.

Question 12

Table 2.12

How do your underage customers respond when you refuse to sell them alcohol or cigarette products?	2015	2017
They are okay and just leave	1	7
They get angry	2	12
They get physically abusive	1	2
They get verbally abusive	3	5
Other	0	0

Graph 2.12



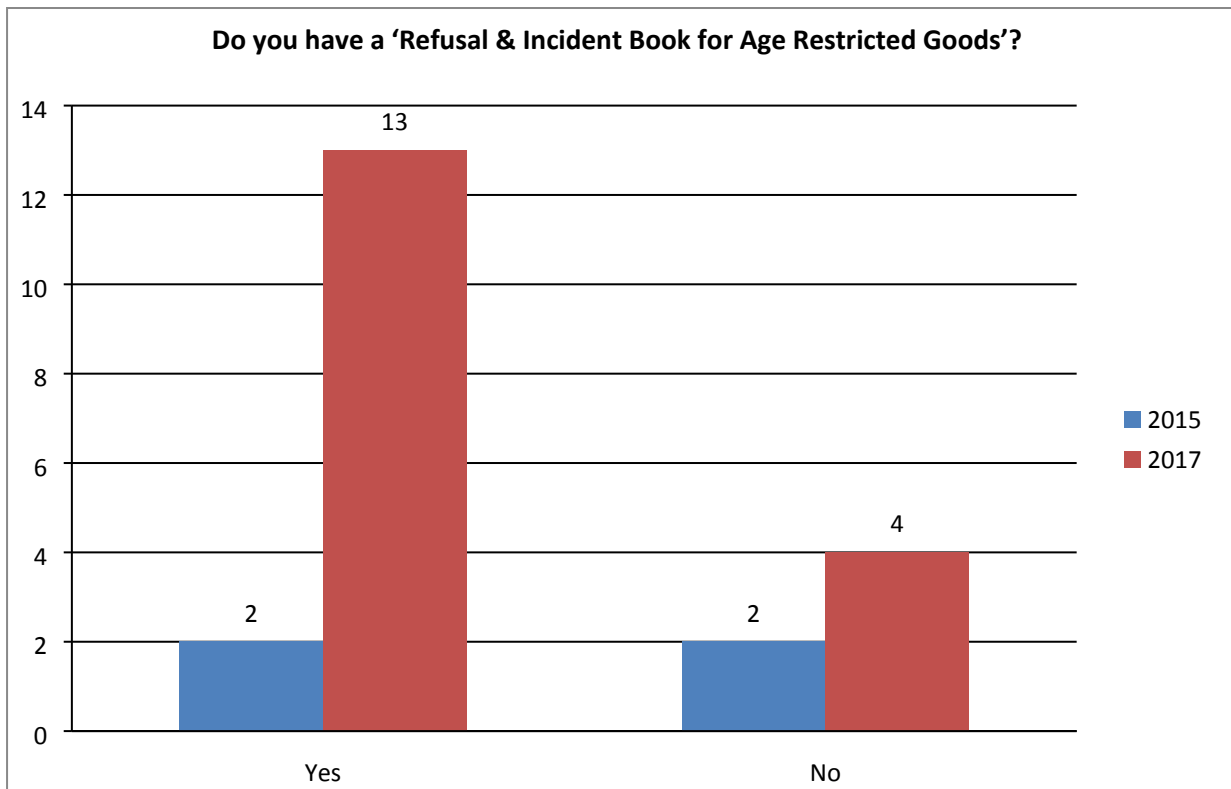
- Graph 2.12 indicates that when an underage customer is refused sale the most common reaction is that they get angry.
- The second highest reaction is that they are okay and just leave.
- It is indicated that abusive reactions are a small but significant reaction.

Question 13

Table 2.13

Do you have a 'Refusal & Incident Book for Age Restricted Goods'?	2015	2017
Yes	2	13
No	2	4

Graph 2.13



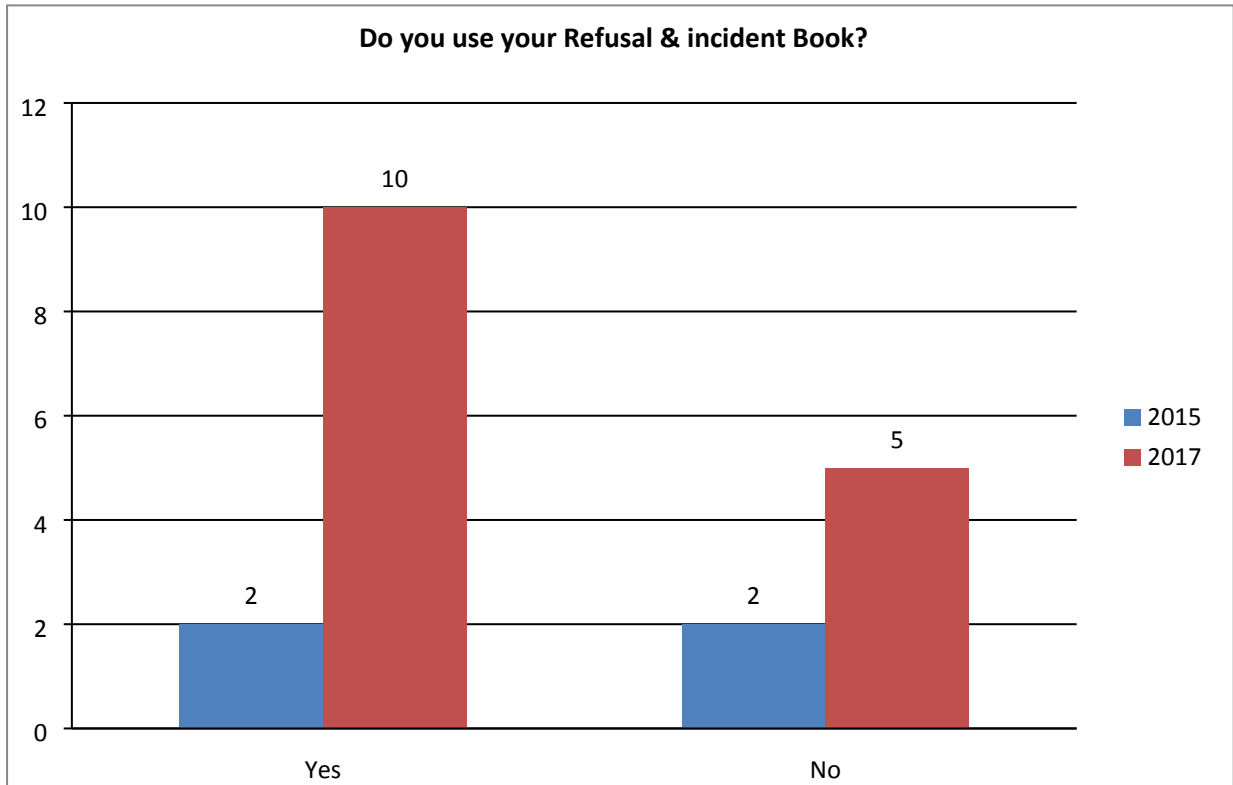
- Graph 2.13 indicates that a greater majority of off-licenses do have a refusal & incident book for age restricted goods.
- It also indicates that 4 venues do not have a refusals book and can benefit having one along with training on how to use it.

Question 14

Table 2.14

Do you use your Refusal & incident Book?	2015	2017
Yes	2	10
No	2	5

Graph 2.14



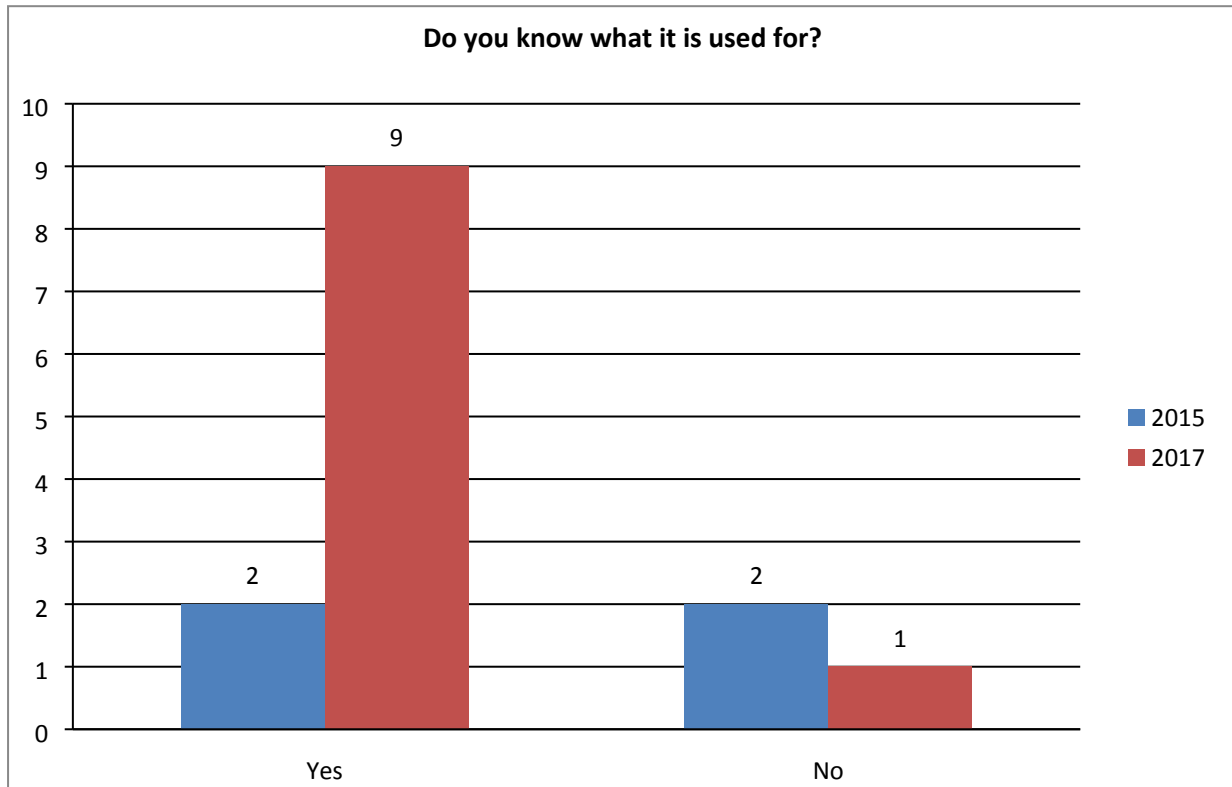
- Graph 2.14 indicates that a greater majority of off-licenses do use their refusal & incident book for age restricted goods.
- Comparing graph 2.13 and 2.14 it indicates that there are off licenses that possesses a refusal book but a lower number of off-licenses actually use the refusals book.

Question 15

Table 2.15

Do you know what it is used for?	2015	2017
Yes	2	9
No	2	1

Graph 2.15



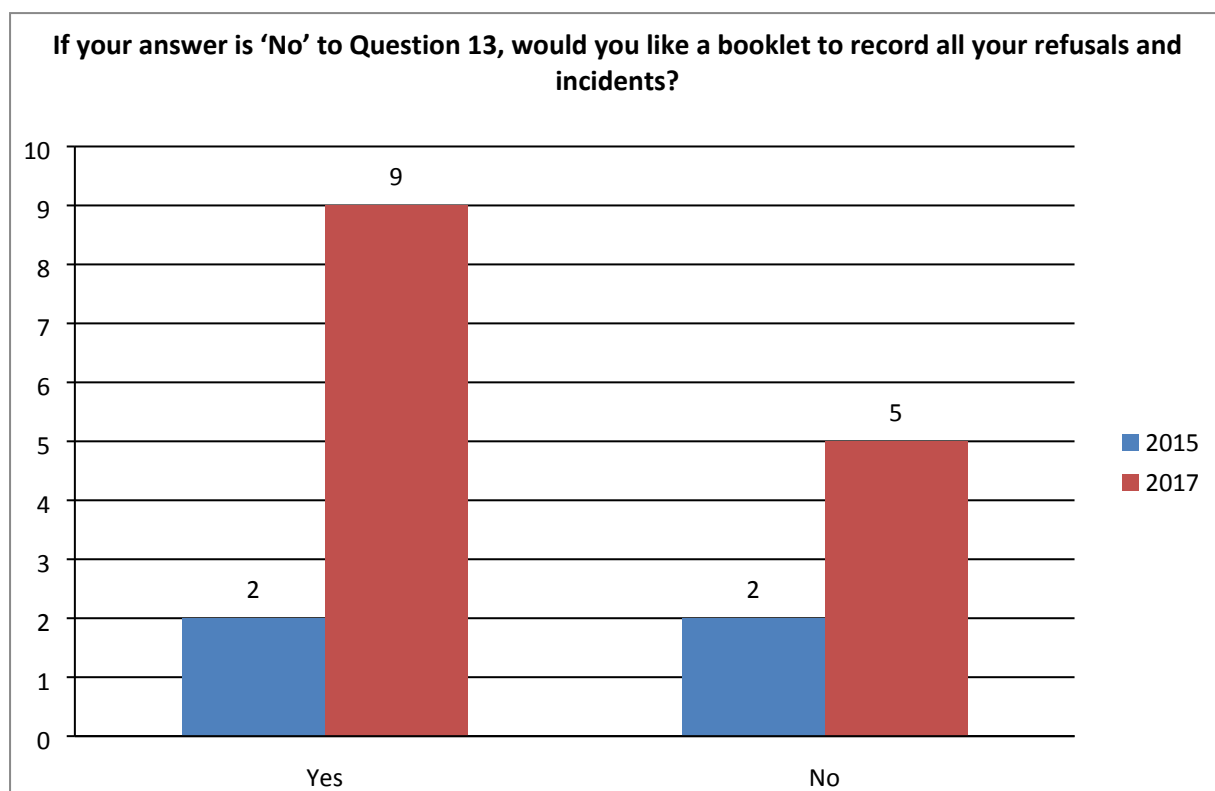
- Graph 2.15 indicates that a greater majority of off-licenses know what a refusal & incident book for age restricted goods is for.
- Comparing graph 2.15, 2.14 and 2.13 it indicates that there are off licenses that possesses a refusal book but a lower number of off-licenses actually use the refusals book and an even lesser number actually know what the book is used for.
- This indicates room to improve knowledge and practice amongst off-license staff.

Question 16

Table 2.16

If your answer is 'No' to Question 13, would you like a booklet to record all your refusals and incidents?	2015	2017
Yes	2	9
No	2	5

Graph 2.16



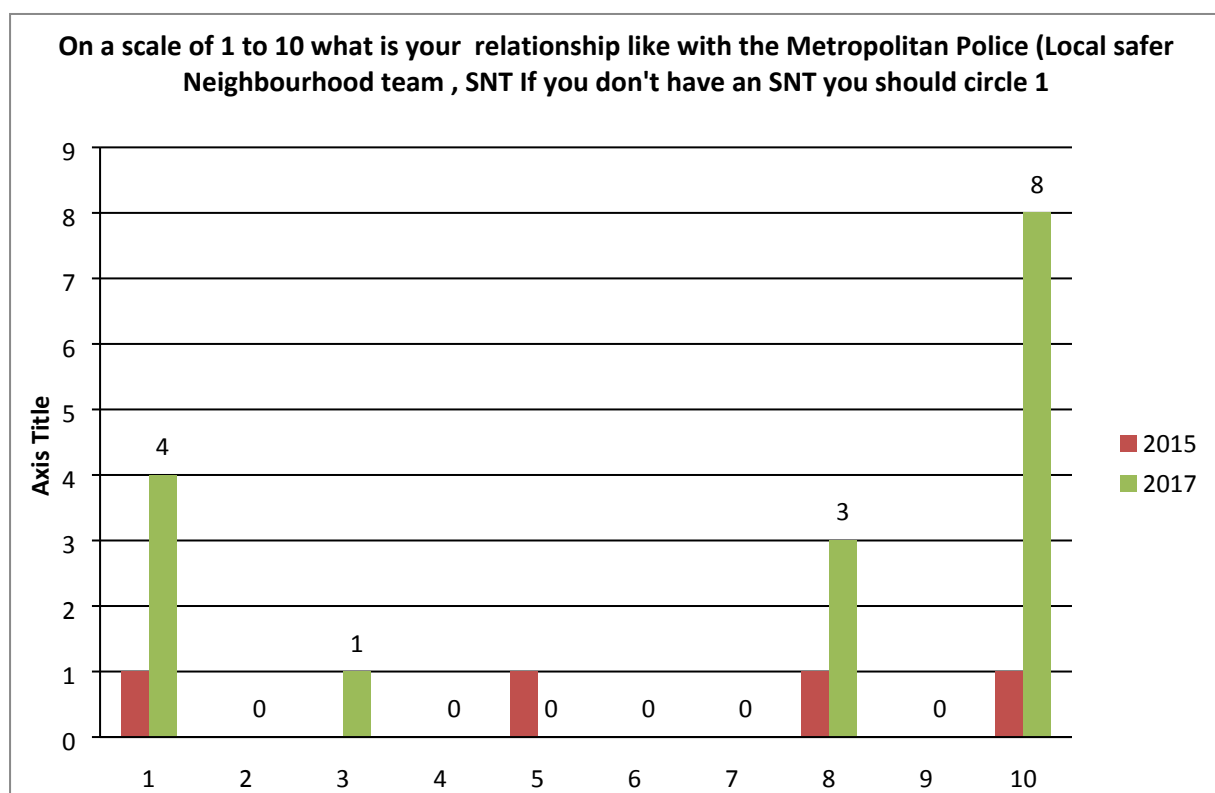
- Graph 2.16 indicates that a greater majority of off-licenses would like a refusal & incident book for age restricted goods is for.
- Comparing graph 2.13 and 2.16 it indicates that only 4 venues claimed that they do not have a refusals book. However, an almost identical number of venues claiming to have a refusals book are requesting to have one.
- This indicates a greater need for training and refusals books for the majority of off-licenses.

Question 17

Table 2.17

On a scale of 1 to 10 what is your relationship like with the Metropolitan Police (Local safer Neighbourhood team , SNT) If you don't have an SNT you should circle 1	2015	2017
1	1	4
2	0	0
3	0	1
4	0	0
5	1	0
6	0	0
7	0	0
8	1	3
9	0	0
10	1	8

Graph 2.17



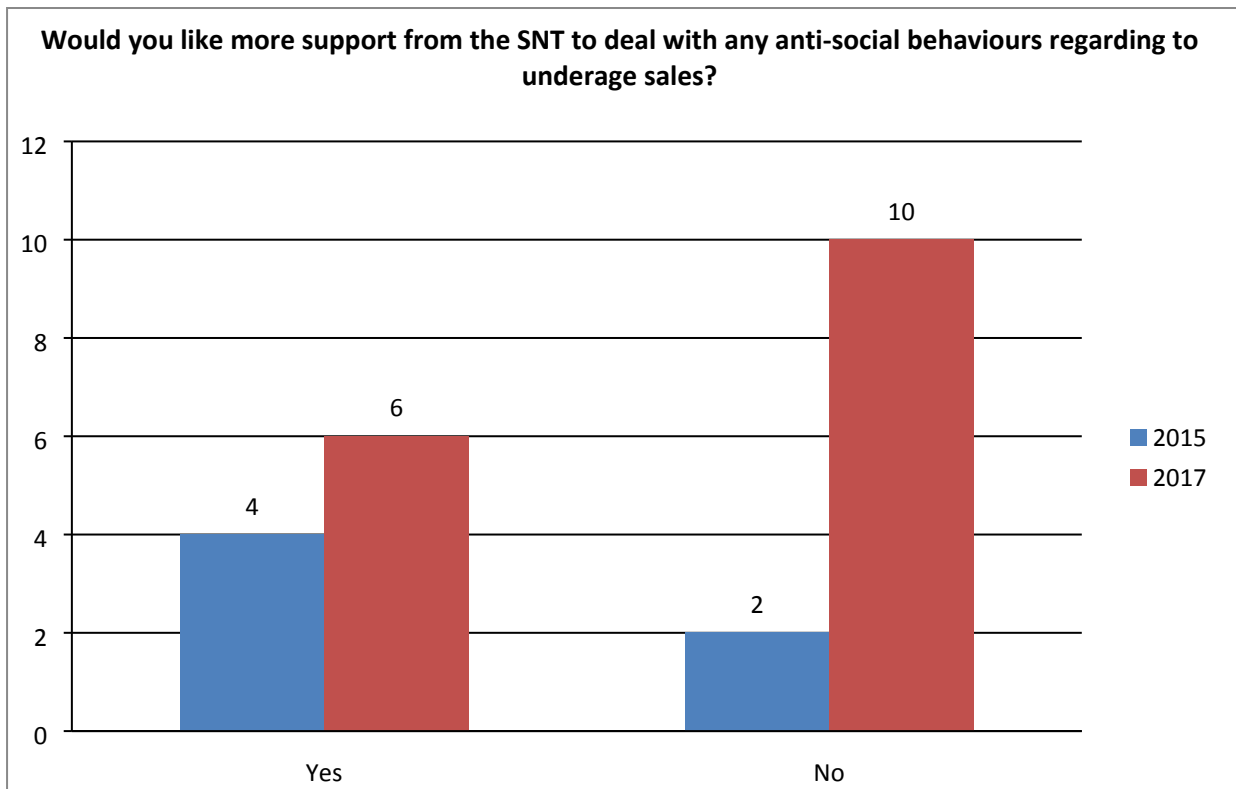
- Graph 2.17 indicates that a greater majority of off-licenses have a strong relationship with local SNT's.
- There is also an indication that small amount of venues do not have a strong relationship with the SNT's.

Question 18

Table 2.18

Would you like more support from the SNT to deal with any anti-social behaviours regarding to underage sales?	2015	2017
Yes	4	6
No	2	10

Graph 2.18



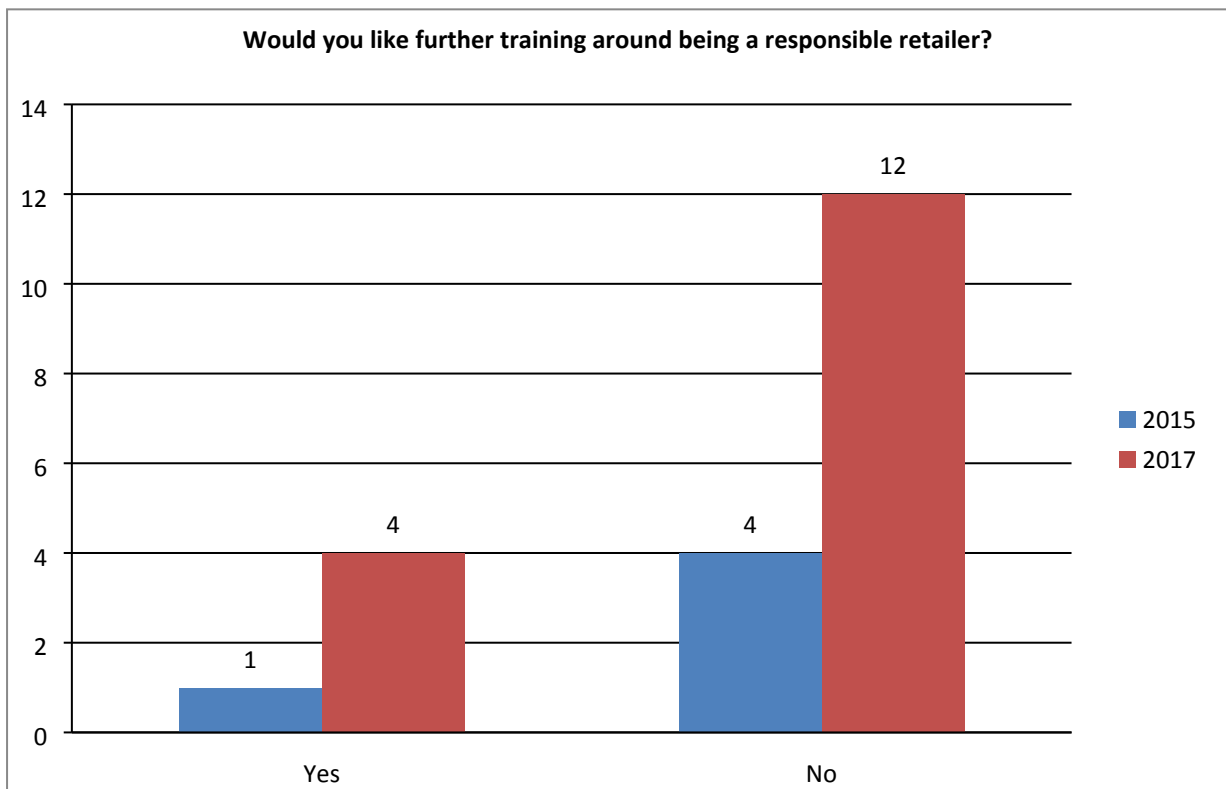
- Graph 2.18 indicates that there are a significant number of venues that would like a better relationship with the SNT's.

Question 2.19

Table 2.19

Would you like further training around being a responsible retailer?	2015	2017
Yes	1	4
No	4	12

Graph 2.19



- Graph 2.19 indicates that a majority of venues do not wish to receive training around being a responsible retailer.

Conclusions of Retailer Survey comparison 2015 and 2017

- Superficially, the numbers of the survey is reassuring.
- When results are compared to each other it indicates a need for training in responsible retailing.
- When taking in consideration the results of the Test Purchase operations it affirms that there is an awareness of responsibilities but the actions are contrary to the information.
- This fact is characteristic for some but not all off licenses. As there are indicators to which venues require training a focus on those venues can be made.
- The large number of the venues that have 'Challenge 25' are due to officer introducing challenge 25 before the Test Purchase operations.
- The number of off-licenses that experience abusive behaviour is combined at 6. The number of venues that can have a better relationship with local SNT's is 5.
- Therefore, a focus on the venues that experience abusive behaviour can have a better relationship with SNT's/
- Comparing graph 2.15, 2.14 and 2.13 it indicates that there are off licenses that possesses a refusal book but a lower number of off-licenses actually use the refusals book and an even lesser number actually know what the book is used for. This indicates room to improve knowledge and practice amongst off-license staff.
- Despite answering questions correctly, there is not a connected and consistent standard from a majority of venues.
- There is a desire to have a better relationship with SNT's but there is a strong desire not to have training.
- Therefore, a method to improve the standards in responsible retailing needs to be close and friendly to not be perceived as 'training'.
- Police can help in this endeavour whilst at the same time building rapport.

Test purchasing has been one of the most progressive strategies in order to improve Off Licenses. This is because Off Licenses have been caught with an offence. However, a majority of venues have not tested positive for selling to underage young people. Therefore, a strategy to help improve the CAP Off-Licenses and the surrounding areas is required in a friendly way.

This can be as simple as regular visits so that the face of the officers and relationship can be built. This does not require a lot of time, just a regular visit. This will allow an opportunity for Off License staff to open up.

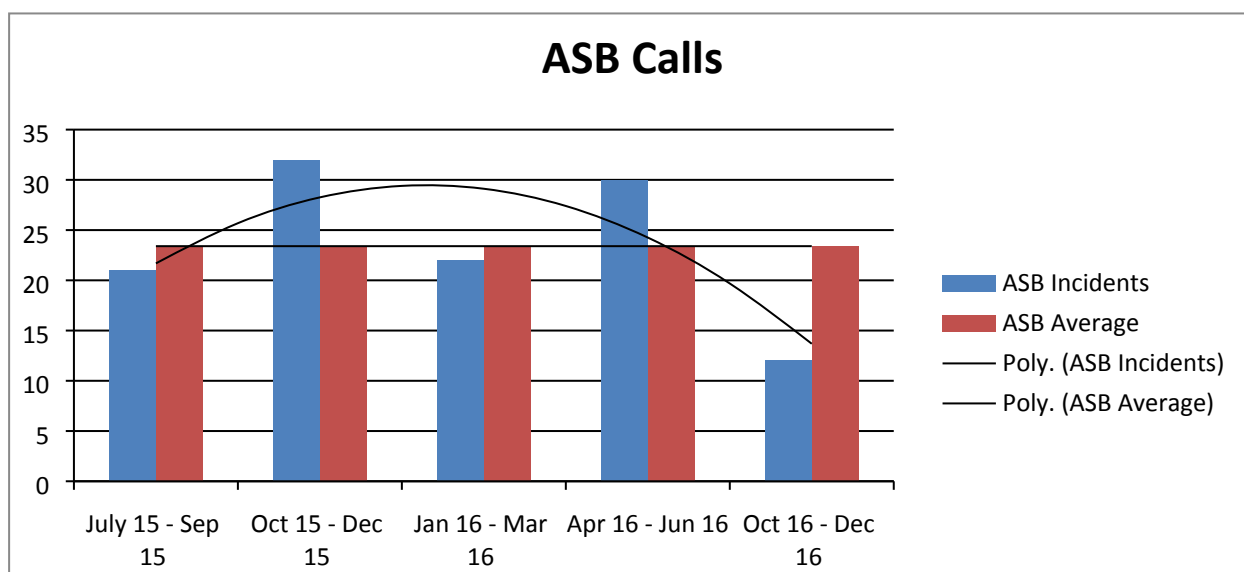
It has been an experience where the staff present will sell alcohol but are unable to answer questions on responsible retailing or on selling to young people. The Licensing procedure is tied to the licensing officer; therefore the pathway in dealing with such an issue can be started. The Licensing procedure can be complemented with other strategies.

ASB calls

Table 3.1

Mile End	July 15 - Sep 15	Oct 15 - Dec 15	Jan 16 - Mar 16	Apr 16 - Jun 16	Oct 16 - Dec 16
ASB Incidents	21	32	22	30	12
ASB Average	23.4	ASB Max	32	ASB Min	12
% Change from ASB average - MAX Oct 15 - Dec 15	36.75%	% Change from ASB average - Min Oct 16 - Dec 16	-48.72%	% Change from ASB Max - Min Oct 16 - Dec 16	-62.50%

Graph 3.1



The figures in table 3.1 and Graph 3.1 show us the alcohol related incidents in Mile End each quarter from July 2015 to Oct 2016.

The final quarter marks a significant drop in the incidents reported compared to previous quarters and compared to the average number of incidents.

Figure demonstrates illustrates the drop in reported alcohol related incidents. This also illustrates that the number of ASB incidents are below average and the lowest it's been since July 2015 survey.

Image 4.1

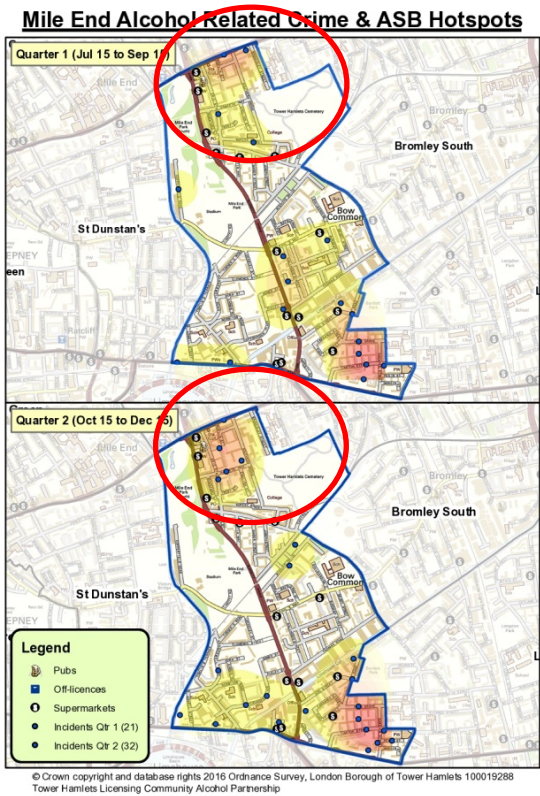


Image 4.2

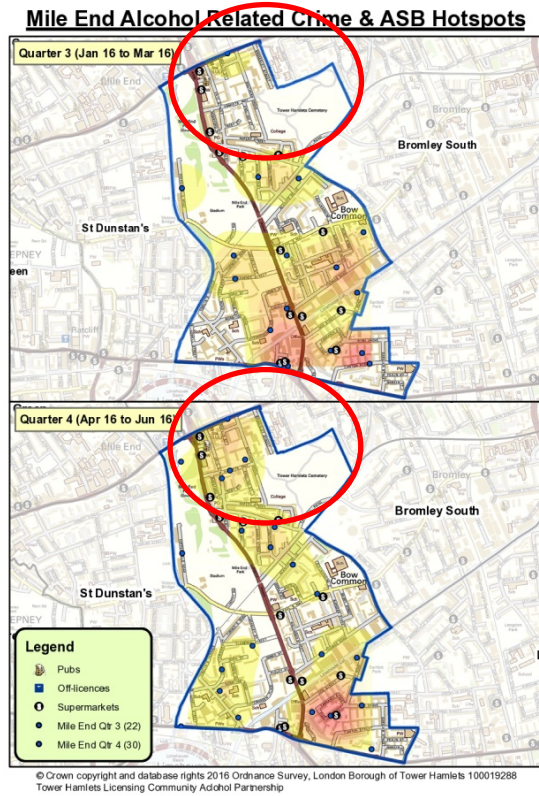
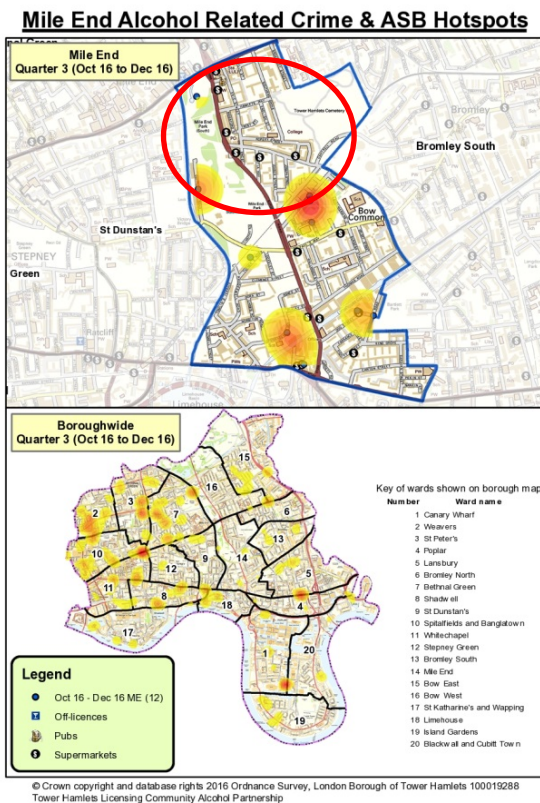


Image 4.3



Images 4.1 to 4.3 highlight the area that the CAP and RRT have focused their efforts.

We can see the top part of the Burdett road has a constant presence of ASB. This end is where the ASB bus was placed. In further stages the Youth club in the ELT that is based in the same section of road.

From the maps it can be seen that the ASB calls had dropped in the key area where the work with RRT taken place.

What went well

CAP officer does not directly handle multiple projects at the same time but instigates and finds services and resources to combine to make a multi-faceted programme. Many projects took off the ground and some never saw completion. The elements that grew successful growth shared the following elements.

Capable managers

The CAP manages multiple projects and throughout the year it has witnessed project not reach its full potential due to varying factors but having a capable manager that can lead a team through a project helped to drive the project within Mile End. Teamed with another capable manager in the East London Tabernacle it set the scene to allow the young people of Tower Hamlets to engage with the provisions without being intimidated by them.

Another Tower Hamlets department, Sports Development was able to bring in Celtic and co-ordinate Mile End Leisure centre to use their astro-turf pitch on a weekly basis.

Local Help

In order to break the wall between local young people it took the help of a local resident that had challenged them and got to know them. By meeting a local resident that had taken on the responsibility to find some provision for the young people it allowed word to spread around faster, trust to be established faster and curiosity to grow by the cohort.

Team work

With capable managers and local help, this allowed greater scope for the CAP officer that possessed a different skillset to acquire potential solutions to the problem. For example, finding the permits that allowed the RRT van onto the hotspot on Burdett Road and gaining the aid of Sports Development to bring in football.

In the field of Test Purchasing, members of the Youth Council and Trading Standards worked very well in order bring about significant results.

Improve public perception on alcohol related issues

One of the most thankless jobs to have had has to be from the young people who gave their Saturdays to work the corner of Mile End Road and Burdett Road. Having young people work on a very public site to make the Park look better did contribute to the perception of the Park and the young people of the local area.

Running compliancy tests in Mile End and the surrounding wards was witnessed by many people inside the shop or off licence. To see alcohol being sold and a Tower Hamlets worker enter to caution the Shopkeeper off non-compliancy and a friendly warning helped to boost the relationship with the licensing officer, the venues and the witnesses of the work. Although this cannot be measured, it is an active part of the partnership that allowed it to possess a friendly and active rapport.

What could have been better

Schools

Developing a relationship with local schools has been a common issue with all Tower Hamlets departments. Despite the offer of many free services having the school participate in free training, free workshops on alcohol, it has been a constant struggle to get the best and free workshops in schools. For example, the CAP was approached for alcohol awareness by St Pauls Way Academy however; it was limited only to year 9 and to 10 mins of assembly time. When asked if the assembly could be expanded to other years, it was indicated that it was not possible. Despite this, it is an improvement from last year where the CAP officer was invited to present at an assembly of a local school, the officer attended but not called up to present making it an improper use of time.

With the new indications of the 2017 survey St Paul's Way Trust is required in the Community alcohol partnership as it and its students plays a fundamental role in the Youth ASB in the surrounding area.

Residents Associations

Although there are ASB officers and housing officers it has become evident that the relationship of residents and the resident's association can be improved in terms of communication and problem solving. One of the week points of the 2015 Survey has been the resident's survey and although the presence of resident's associations has been greater at the tail end of the project, the actual responsiveness and communication from residents still prove difficult to achieve.

This may not be a fault of the resident's associations as all resident's associations suffer the same symptoms. This is a greater issue for the CAP area and perhaps the borough. The CAP is a very sensitive and quick moving project. Therefore, access directly to residents is required to take better data and act on those results.

Internal departments

Creating synergy between some internal departments has proven difficult. In retrospect having made positive relationships and negative one, it has been a matter of the right fit to the project as opposed to the right department. Theoretically, the right department can be highlighted as the best agent to address certain matters but the internal workings of that department may not prove to have the capacity or scope to fit the needs of the Community Alcohol Partnership Model. The only way to discover the correct fit is to continue approaching departments at each turn to discover if a fit or synergy can be created.

Education

Recent student survey revealed 41% of students felt they did not have any lessons or even part of a lesson regarding the consumption of alcohol. Based on when alcohol education sessions are taught throughout the year, this may reflect on the results. However overall, it would suggest more education is required in schools to ensure a higher percentage of students are at a minimum receiving part of a lesson around the harmful effects of excessive alcohol consumption.

Conclusion

Mile End CAP Future

The CAP has been a driving force and whilst its partners are still committed to Mile End, the current strategies can continue whilst another CAP area can be set up for another area. The CAP has set up and successfully tackled its tailored targets for each of the areas with benefits to the community as a whole.

Its ability to tailor its approach with local partners as resources allows a fluid and fast moving strategy within its own framework. Its tailored approach based on figures procured on the ground has helped to break down silo working and bridge the gaps that prevent communities from solving the issues together. It has the capability to be applied more effectively with greater support from Resident Associations, Residents, Councillors, council services and schools.

As the CAP initially fit well into Mile End as the number of interventions to address alcohol related issues were low in comparison to other parts of the borough. Also, the local SNT's needed a non-uniformed intervention to engage with the responsible cohorts. It is for this reason that there is a need to help to maintain its current programmes in order to help improve resident engagement and participation of young people.

A new CAP area can be sought out and opened whilst the Mile End interventions can be maintained until the end of the financial year 17-18 where the partners can review their participation and according to their fiscal projections. Maintenance of current interventions is presently sustainable perhaps with the exceptions of Test Purchases as the area of coverage becomes greater with a new CAP area. The TP success has relied on its adaptive operational execution; the moving from weekend days during the school holidays to term time weekday evenings. Therefore, if a partner was to take on the CAP targets of TP's it is a requirement to operate in it the same fashion with the ability to adapt.

A decision is required on the future of the CAP in Mile End as the current indications point towards drugs as a primary ASB issue with alcohol being either secondary or tertiary. This decision will be made by the Head of Environmental Services and Trading Standards in conjunction of the local SNT's and CAP partners with final adjudication reserved to the Head of Service.

Glossary

ABV = Alcohol by volume

APP = Authority Public Protection

ASB = Anti-Social Behaviour

BME = Black and Minority Ethnic

CAP = Community Alcohol Partnership

DPS = Designated Premises Supervisor

GLA = Greater London Authority

GCSE = General Certificate of Secondary Education

MET = Metropolitan Police

MEP = Mile End Park

NEET = Not in employment, education or training

RASG = Retail of Alcohol Standards Group

RRT = Rapid Response Team

PHE = Public Health England

STEP= Support to Employment Programme

TH= Tower Hamlets

THEO = Tower Hamlets Enforcement Officers

TP = Test purchasing

YP = Young People (Under the age of 18)

Appendix 1 Residents Questionnaire

Community Alcohol Partnership Tower Hamlets in Partnership with
Resident's Survey 2017

Name (Optional): _____

Please circle the answer that applies to you.

1. Which ward are you from? *(Drop down menu please)*

Mile End,
 Stepney Green,
 Bow West,
 St Dunstan's
 Shadwell,

2. What block/ street do you live on?

3. **What is your age?** Below 18 18 to 30 31 to 40 41 to 55 55+

4. **How safe do you feel on the streets in your neighbourhood?**

Very safe	Fairly safe	Slightly unsafe	Very unsafe	No view
-----------	-------------	-----------------	-------------	---------

5. Is there a problem with ASB in your area?

YES NO

6. If you answered YES, please state the ASB problem.

7. **Do you have a public drinking problem around your residential area?**

YES NO Don't know

8. **The people you have seen drinking alcohol around your residential area (if any), are they often.....**

- | | | | | |
|----|------------------------|----------|------------------------|-----|
| a. | Female | Male | Mixed male and females | N/A |
| b. | Alone | In pairs | In groups | N/A |
| c. | Underage
(Under 18) | Adults | Mixed ages | N/A |

9. **Of what ethnicity do you believe the people you have seen drinking alcohol are from?**

(Please circle 1 that applies to you)

- | | | | |
|--------------------------------|-------------------------|-------|------------------------|
| White - | British | Irish | Other white background |
| Mixed- | White & Black Caribbean | | white & Black African |
| | White & Asian | | Other Mixed Groups |
| Asian or Asian British- | Indian | | Pakistani |
| Bangladeshi | Other Asian Background | | |
| Black or Black British- | Caribbean African | | Other black background |
| Other ethnic groups- | Chinese | | Other Ethnic Group |
| Other- | Not Stated | | N/A |

10. **The people who are seen drinking alcohol (if any), where are they often gathered?**

(Circle more than 1 if more applies to you)

- | | | |
|----------------------|--------------------------------|----------------------|
| Outside their home | Communal stair wells/hall ways | Communal local parks |
| Outside off licenses | On the streets | Other _____ |
| N/A | | |

11. **How frequent do you see alcohol being drank around your residential area (if any)?**

- | | | |
|---------------|----------|--------------------------|
| a. Very often | Often | Not very often |
| b. Weekday | Weekends | Both weekday and weekend |

12. **How often do the people drinking alcohol cause anti- social behaviours?**

Tower Hamlets CAP Evaluation 2017

Very Often Often Not very often Never

13. **Please describe the anti-social behaviours caused by people drinking around your residential area?**
(Circle more than 1 if more applies to you)

Noise (screaming/yelling) Violence Crime

Smoking Drug use Littering of alcoholic containers

other: _____ None

14. **If you have experienced some form of anti-social behaviour around your residential area, please indicate on the scale of 1 to 10 how safe do you feel around your residential area?** (if you feel completely unsafe you should circle '1')

1 2 3 4 5 6 7 8 9 10

15. **What do you think could be done to reduce the anti-social behaviours around public drinking?**

16. **When was the last time you saw a Police officer or PCSO?**

1-7 Days	1-2 weeks	3-4 weeks	1-3 months	4-6 months	7+ months	never
----------	-----------	-----------	------------	------------	-----------	-------

17. **What do you think the police should/could do to tackle this issue? Please state below.**

18. **Any other comments?**

Thank you for taking your time out to fill out this survey. If you have any further questions regarding the content of this survey please don't hesitate to contact me on email vincent.fajilagmago@towerhamlets.gov.uk or telephone on 0207 364 2286

Thank you !

Appendix 2 Retailer Survey

Name of Premises: _____ **Contact number:**

Address of Premises:

Name of Person in charge: _____ **Position of**

Interviewee: _____

Please circle the answer that applies to you.

1. **Which ward is your premise located?**

Blackwall and Cubitt Town,	Bow East,	Bow West, Weavers,
Bromley North,	Bromley South,	Canary Wharf,
Island Gardens,	Lansbury,	Limehouse

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Mile End,
Spitalfields and Banglatown,
St Peters,

Poplar,
St Dunstans,
Stepney Green,

Shadwell,
St Katharines and Wapping,
Whitechapel,

2. **What do you sell on your premises?** Alcohol beverages Cigarettes/Cigars Nitrous Oxide

3. **What is your alcohol licensed trading hours?**

4. **On the scale of 1 to 10 how much do you know about your responsibilities as a retailer when selling alcohol and cigarette products? (If you don't know anything about your responsibilities you should circle '1')**

1 2 3 4 5 6 7 8 9 10

5. **How old do your customers have to be to buy alcohol?** 16 17 18 19 20
21

6. **How old do your customers have to be to buy cigarettes?** 16 17 18 19 20
21

7. **How old do your customers have to be to buy nitrous oxide?** 16 17 18 19 20
21

8. **How do you know a customer is old enough to purchase alcohol or cigarettes products?**

Look old enough Regular customer Not in school uniform Ask for ID

9. **Have you heard of the 'Challenge 25' policy?** YES NO

10. **Do you have a 'Challenge 25' policy in place?** YES NO

11. **If you had a person that looked under 25 but could potentially be under 18 and didn't have their ID on them, what would you do if they wanted to purchase alcohol or cigarettes products?**

Sell them the products anyway No ID, No Sale

Other _____

12. **Do you get underage people trying to purchase** 1. Alcohol YES NO

2. Cigarettes YES NO

3. Nitrous Oxide YES NO

13. **Have you sold alcohol or cigarettes to a person under the age of 18 years knowing full well they are underage?** YES NO

a. **If your answer is 'YES', please explain why?** _____

14. How do your underage customers respond when you refuse to sell them alcohol or cigarette products?

They are okay and just leave They get angry They get physically abusive
They get verbally abusive
Other _____

15. Are you aware some underage customers may ask an older person to purchase alcohol or cigarettes for them? YES NO

16. Do you still sell alcohol or cigarettes to customers knowing they are buying it for someone under the age of 18? YES NO

a. If your answer is 'YES', please explain why? _____

17. Do you have a 'Refusal & Incident Book for Age Restricted Goods'? YES NO
a. Do you use your Refusal & incident Book? (please show evidence) YES NO
b. Do you know what it is used for? YES NO

18. If your answer is 'No' to Question 13, would you like a booklet to record all your refusals and incidents? YES NO

19. On the scale of 1 to 10 what is your relationship like with the Metropolitan Police (local safer neighbourhood team (SNT)? (If you don't have anything relationship with SNT, you should circle '1')

1 2 3 4 5 6 7 8 9 10

20. Would you like more support from the SNT to deal with any anti-social behaviours regarding to underage sales? YES NO

21. What kind of extra support would you like (if any) from your local SNT? _____

22. Would you like further training around being a responsible retailer? YES NO

23. Any other comments?

Thank you!

List of Stakeholders

Andy Mossop	Youth Centre Manager, East London Tabernacle	a.mossop@eltbaptistchurch.org
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TOWER HAMLETS

Mile End
Community Alcohol Partnership (CAP)
Sustainability plan
2017



With the success of engaging the youth cohort over the past 12 months a decision has been made to maintain the services allow the young people to find a pathway into work, education or training. Following the same strategy the Mile End CAP use education, enforcement and engagement provide continuity and allow younger people to utilise the same services.

Engagement

- Maintain ELT for Monday sessions
- Continue with RRT
- Develop a summer and winter plan
- Follow up funding opportunities to strengthen ELT
- Sports Development to continue Football with Celtic
- Open Youth Gym
- ELT & EEH to galvanise Junior youth Group aged 13+ to strengthen community activities.

Enforcement

- Test Purchasing

Education

- Responsible Retailing

Engagement

Hamlets Way

1.0 **Maintain ELT for Monday sessions**

1.1 ELT has had a history of having a youth club on the Monday evenings and it is funded by the Church Community. Andy Mossop Youth Coordinator has agreed to the continuation of the Monday session at the East London Tabernacle being available to our cohort.

1.2 The cohort is in their late teens and after they come of age they will naturally drop out. Therefore, the officer recommends a summer plan with opportunities for employment and a strategy to incorporate younger people into regular activities.

2.0 **Continue with RRT**

2.1 Rapid Response along with ELT has been fundamental to the success in Mile End. After discussion with Rapid Response officer, RRT will continue in Mile End until September. The CAP officer recommends RRT to stay until the End of December due to the need to strengthen ELT enabling them to handle Monday sessions without RRT.

2.2 RRT officer believes that with the state within Youth service and RRT there will be a summer problem with young people across the borough and agrees with the CAP officer that a summer plan is required not just for the cohort but available for the surrounding area led by RRT to engage young people within the Mile End, St Dunstan's, Bromley South and Stepney Area. The CAP with the help of its partners will strengthen with opportunities for young people.

2.3 Due to the recent acid attacks on Burdett road a need has arisen to learn about how much the cohort of Hamlet's way and find a positive strategy to address this. With the RRT need to enter the realm of social media a 'Gogglebox' youtube broadcast has been discussed. This aspect shows a relevant clip on Youtube and the young people shall give their opinion with input from the RRT workers to find a positive pathway and opinion on the issue.

3.0 **Develop a Summer and Winter Plan**

3.1 The RRT are placing themselves in a position to best cover Mile End and the surrounding areas in order to meet any issues over the summer. The CAP shall seek out amongst its partner's potential positive interventions and employment opportunities.

3.2 Winter plan requires focus on junior group.

4.0 **Follow up funding opportunities to strengthen ELT**

4.1 Before the snap election was called CAP presented an opportunity to ELT to be funded. ELT applied in hope that a youth worker could strengthen the Monday sessions if RRT would have to eventually leave. Due to the elections the funding process was halted but now with the results we look to chase after the bid results and find more funding to help ELT become more self-sustainable without RRT.

5.0 **Sports Development to continue Football with Celtic FC**

5.1 Sports development has agreed to provide the Hamlet's Way group with weekly sessions of Football at Mile End Leisure Centre 7-a-side pitch with Celtic FC for the remainder of the financial year.

6.0 **Open Youth Gym**

- 6.1 The UAB has a Gym, originally for young people, which have been closed for the previous 2 years. The Young Mayor of Tower Hamlets and the Deputy Young Mayor has deemed making the gym available to young people as the first project of the Young Mayor. The gym will be open from July for one day a week as part of a trial with the aim to open the gym five days a week (funding permitting).
- 7.0 ELT & EEH to galvanise Junior youth Group aged 13+ to strengthen community activities.**
- 7.1 Currently, East End Homes, together with ELT, run a junior youth on Tuesdays at Southern Grove. As mentioned in paragraph 1.2 the ELT session requires some form of continuity and community. There has to be a way for young people to take advantage of the sessions currently being run and this requires a focus on 13+ young people.
- 7.2 Discussions shall take place with ELT, EEH and RRT as a part of the CAP strategy in Mile to galvanise this area.

Enforcement

8.0 Test Purchasing

- 8.1 Test purchasing shall continue starting with TP's on the Friday at Lovebox.
- 8.2 The relationship between the Police Cadets and Trading Standards are improving with the Police Cadets agreeing to work with Trading Standards leading TP's with Trading Standards set targets.
- 8.3 Police Cadets will also run their own TP's with information sharing of results.
- 8.4 The CAP will work with Trading Standards as partners with the Youth Council to complete CAP targets for CAP areas and Trading Standards targets for alcohol, knives and tobacco.
- 8.5 A secondary round of TP's for CAP venues is a part of the CAP strategy. This is to measure consistency and shall be maintained as a part of this year's targets.

Education

9.0 Responsible Retailing

- 9.1 Responsible Retailing training has been aimed at all Off Licenses within the CAP area. It has been taken up by those who have volunteered for training, those who have failed compliancy tests and agreed to take the training. It has also been offered to those venues that have failed Test purchases. This shall start from August 2017 and shall roll out throughout the year.

TOWER HAMLETS

Best Bar None (BBN)

Evaluation

2017



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Acknowledgements

Tower Hamlets introduced the Best Bar None scheme in 2014 with the help, support, and guidance from our many stakeholders. I wish to thank various services for their contribution to this project, Metropolitan Police Licensing Police, Public Health, Drug and Alcohol Action Team and the Team at Best Bar None

I am particularly grateful for the assistance given by the Canary Wharf Group whose support in the scheme allowed many other venues to take part.

Also grateful for the assistance given by The Old Truman Brewery whose support and media profile also helped to boost the scheme within the Borough.

I am particularly thankful and appreciative for the teamwork given to the scheme by the Health & Safety and Licensing Team for their combined ability to be committed in their support and co-operation without reserve or hesitation.

Special acknowledgement goes to Natalie Thompson of the Health and Safety Team for her diligent commitment to the scheme and for completing the most assessments.

Finally I would like to show my appreciation to Mr David Tolley Head of Environmental Health and Trading Standard and Tom Lewis Health & Safety and Licensing Team Leader. Thank you for the opportunity, support, and guidance throughout this project.

Best Bar None

The Best Bar None (BBN) Award seeks to raise standards within premises that are licensed for on sales of alcohol. Applicants wishing to achieve the award are required to demonstrate to assessors that they are above the minimum standard for compliance with Licensing and Health and Safety legislation, and are at least broadly compliant with Food Safety legislation.

BBN also provides practical methods that uphold the four licensing objectives and aid in the prevention of alcohol related ASB. The sustained improvement and management of the venues across the Borough therefore encourages an environment where public nuisance is not tolerated. The system of assessment and awards is highly sought after by businesses and premises will be allocated into certain categories according to their overall score. Premises with outstanding and highest scores are acknowledged as the best in their respective categories during an award ceremony.

Aims and Objectives

The Best Bar None scheme had focused primarily around the Brick Lane which consists of the most Alcohol related Crime and ASB in Tower Hamlets. The main bars from the first two year agreed to take part but at the same time did not understand the benefit of the scheme if it was to be held on such a small scale.

In general, the Bars all wish the scheme to have an effect on their business income. It was very difficult to explain that the primary reason to take part was to improve management of their premises. This is not seen as an attractive quality of the scheme especially with the relationship between licensing and licensee being very guarded.

There is a need to gain incentive for businesses to take part for reasons that could appeal to their income and status.

Another need to make the scheme more popular had arisen. This meant to seek a strong amount of venues outside of the Brick Lane area and outreach to Bars in other parts of the borough with a concentration on alcohol licensed premises.

Project Summary

This year the BBN scheme been successful in gaining the support of both Canary Wharf and the Truman Brewery who have agreed to be partners to help boost promotion and recognition of the scheme.

BBN Terms and Conditions were introduced this year which gave clear rules for applicants wishing to apply to enter the award. This led to re-rating requests to improve low Food Hygiene Rating Scheme (FHRS) Scores. This has allowed the Borough's Best Bar None to improve relationships between other Teams within Environmental Health and Trading Standards and assist venues in improving food hygiene as well as giving them opportunities for greater training opportunities. It has also led to partnership working and promotion of the Food for Health Award.

Best Bar None has also been added to the proposed Town Centre Strategy to enhance its visibility. A common issue for the Town Centre Team and Best Bar None is the touting which has now become a long running issue in Brick Lane. To assist with this Best Bar None has for the first time offered Restaurants who are licensed to sell alcohol to apply for this award. 13 restaurants have applied and this should raise standards of compliance within these premises and assist in reducing touting within Brick Lane.

The 2017 Best Bar None scheme accomplished the following:

1. A total of 40 venues applied to the Best Bar None scheme for 2017 this is a 78% rise in applications to the scheme.
2. 17 venues were awarded the National Standard in Tower Hamlets. This is an increase of 89% from the previous year of venues awarded Best Bar None Status.
3. The addition of the Terms & Conditions helped to raise standards for venues to enter the scheme and insured that compliant venues took part.
4. Trophies and Titles added a friendly competitive element and prestige to the scheme.
5. Gaining supporting partners in the scheme in the form of Canary Wharf and The Old Truman Brewery added to the Best Bar None brand.
6. The support of the Town centres team allows the scheme to gain greater visibility.
7. Every venue benefitted from the help provided within the Best Bar None assessment process.

Laws and Regulations

Laws and regulations have been put in place to help alcohol licensed premise to uphold the 4 licensing objectives.

Under the Licensing Act 2003, sales of alcohol on licenced and off- licensed premises have an obligation under the ACT to prevent any sales of alcohol to children.

A set of objectives under The Licensing Act 2003 was developed which local authorities need to take into account when carrying out its functions. ¹

1. The prevention of crime and disorder,
2. Public safety,
3. Prevention of public nuisance, and
4. The protection of children from harm

The Best Bar None is the tool to help and support Licensed Premises run their venues in practical ways to prevent or uphold the objectives.

This is a voluntary scheme but achieves maximum benefits in participation that promotes an improvement in standards and friendly industry competition.

Action Plan

Incentive

Improve relationship with venues

Meet & Greet: To introduce officer and scheme on a personal one to one basis and establish a rapport and develop interest highlighting co-operation and excellence without pressure.

Improve Brand

Target recognisable and popular venues to sign up to the scheme: Building a list of the most popular venues taking part will imply a strong and popular brand.

Improve area covered within borough

Other areas: Target venues away from Brick Lane with high concentration of bars and restaurants, such as Canary Wharf & St Katherine's dock.

Support

Partners: Seek new partners to support scheme, advertise logo and make venues aware of partners.

Awareness

Platforms: Broadcast on many platforms was required to increase appeal.

Results

Incentive

Improve relationship with venues

Meet & Greet: To introduce officer and scheme on a personal one to one basis and establish a rapport and develop interest highlighting co-operation and excellence without pressure.

A total of 40 venues applied to the Best Bar None scheme for 2017 leading to 17 venues being awarded the National Standard in Tower Hamlets. This is an increase of 78% in applications to the scheme.

Table 1.1

BBN	2015	2016	2017
Applications	8	22	40
Awarded	8	9	17

Graph 1.1.

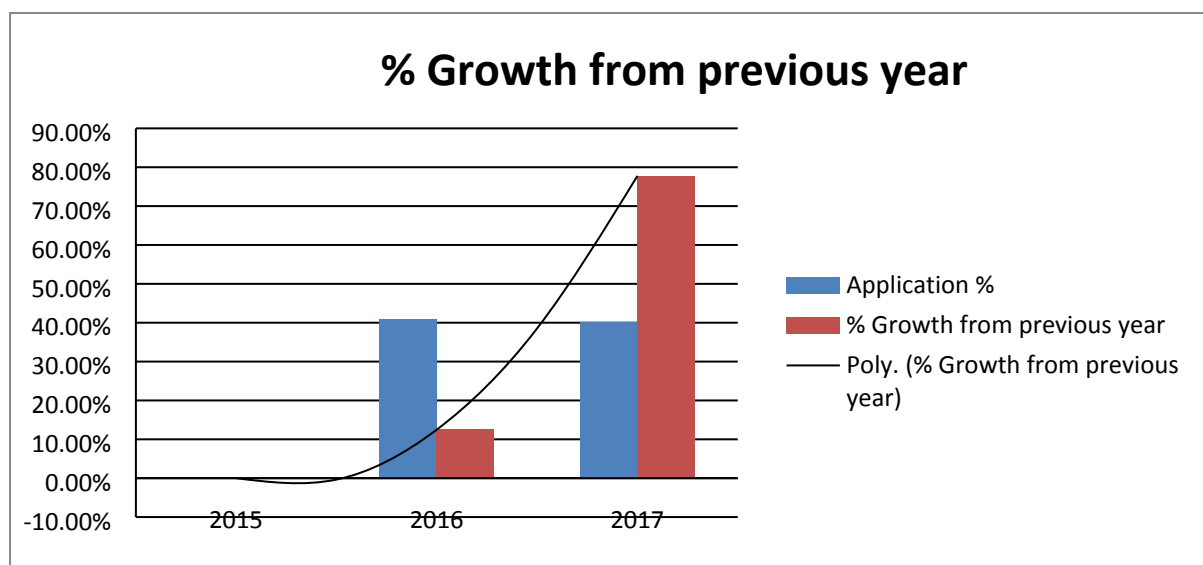


Table 1.2

BBN	2015	2016	2017
Application %	0.00%	40.91%	40.00%
% Growth from previous year	0.00%	12.50%	77.78%

Improve Brand

Target recognisable and popular venues to sign up to the scheme: Building a list of the most popular venues taking part will imply a strong and popular brand.

Iconic and popular venues were targeted along with cornerstone venues of the community such as local pubs that were not a part of a chain or group but a favourite within the community.

Table 1.3

Boisdale Canary Wharf	Horn of Plenty
Café 1001	London Cocktail Club
Casa Blue	Manjal Indian Restaurant
East London Liquor Company	QMUL Drapers Bar & Kitchen
QMUL Griff Inn Bar and Kitchen	The Redchurch
The Big Chill Bar	The Ten Bells
The Coborn	The Tower Hotel - The Lawn
The Henry Addington	The Tower Hotel - Xi Bar
The White Hart	

Improve area covered within borough

Other areas: Target venues away from Brick Lane with high concentration of bars and restaurants, such as Canary Wharf & St Katherine's dock.

Canary Wharf opened the estate to the Best Bar None scheme. This was the first approach for the scheme to the estate and initial support was granted. St Katherine's Dock venues applied to the scheme opening up the St Katherine's dock area. An application from Crossharbour introduced the scheme to the Isle of Dogs.

Support

Partners: Seek new partners to support scheme, advertise logo and make venues aware of partners.

CANARY WHARF

GROUP PLC

Image 1.1

As Landlords for retail businesses the CWG were very interested in the scheme to help improve the safety of the community on the estate, to improve the running of the licensed premises and acknowledge the work of their existing retail premises.

Having the added logo helped licensed premise accept the scheme easier however, it was the venues from outside Canary Wharf that it impressed. This indicates that Canary Wharf has an influence on businesses in the other parts of the borough as an exclusive site that supports the BBN scheme.



Image 1.2

The Old Truman Brewery is a brand that owns land where some bars are located and is the biggest area in Brick Lane that is connected to the nightlife reputation of Brick Lane from the 80s and 90s. The business development officer chairs the Brick Lane pubwatch which the surrounding businesses attend. Aligning with the Truman brewery was a logical next step to strengthen the Best Bar None appeal.

Awareness

Website

The Tower Hamlets website in the previous 2 years was utilised to announce the existence of the Best Bar None scheme. The revealed that there was greater potential to galvanise traffic to the website but also increase aware and make the application process easier.

Social Media

The Twitter account of Tower Hamlets was greater accessed on behalf of Licensing. This allowed community and industry awareness to grow online.

Partners

With the Met Police and the new addition of the CWG and The Truman Brewery as partners in the BBN scheme gave the scheme the ability to broadcast through their channels. This allowed access to mailing lists and twitter channels to broadcast the same message increasing awareness further.

Meet and greet

Despite the wonders of modern technology, the best and most successful method of adding venues to the scheme has been the personal face to face approach. This helped answer immediate questions from the managers and set the person at ease.

Awards

Table 2.1

Venue	Award	Award	Award
Boisdale Canary Wharf	Accredited	Crown of Canary Wharf Best restaurant	Best of the Best Restaurant 2017
Café 1001	Accredited		
Casa Blue	Accredited		
East London Liquor Company	Accredited		
Horn of Plenty	Accredited		
London Cocktail Club	Accredited	Community Award	
Manjal Indian Restaurant	Accredited	Best of the Rest Tower Hamlets. Best Restaurant	
QMUL Drapers Bar & Kitchen	Accredited	Best Newcomer	
QMUL Griff Inn Bar and Kitchen	Accredited	Best Newcomer	
The Big Chill Bar	Accredited	Best of Brick Lane. Best Bar	Best of the Best Bar 2017

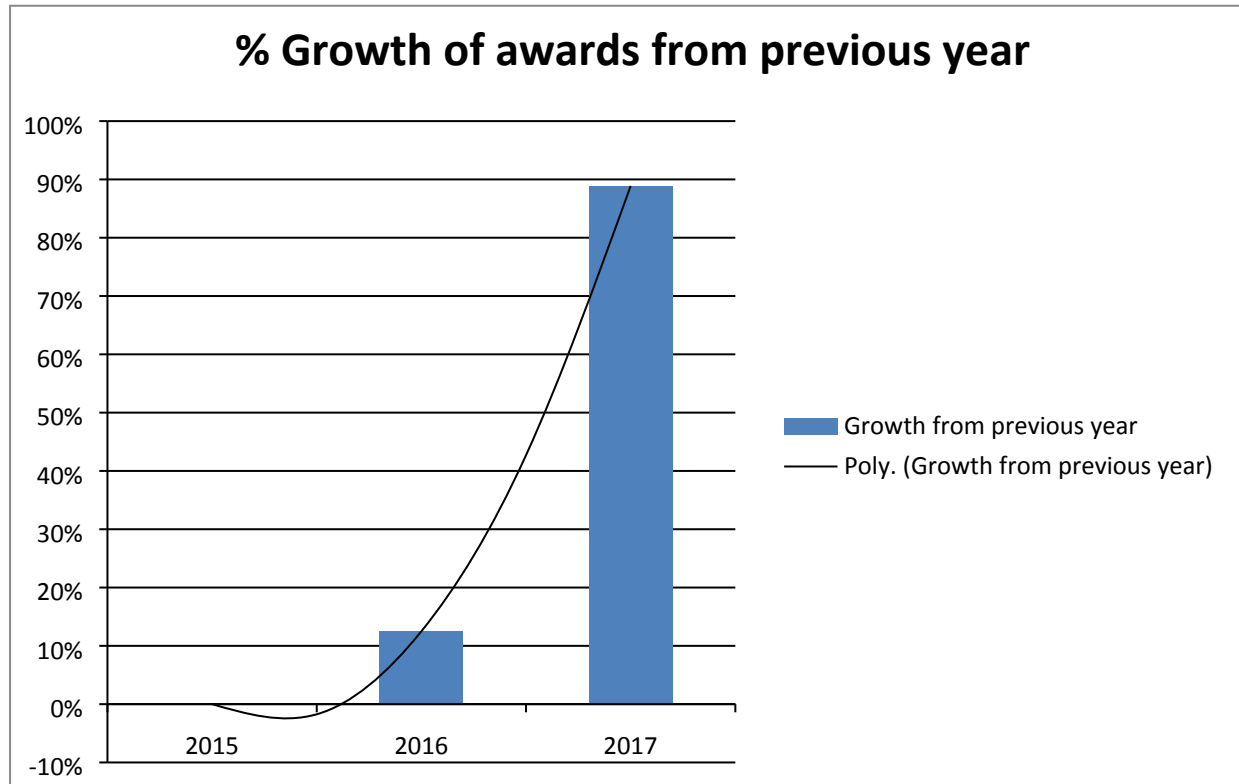
Tower Hamlets BBN Evaluation 2017

The Coborn	Accredited		
The Henry Addington	Accredited	Crown of Canary Wharf Best Bar	
The Redchurch	Accredited		
The Ten Bells	Accredited		
The Tower Hotel	Accredited	Best of the Rest Tower Hamlets. Best Bar	
The White Hart	Accredited	Most Improved Bar	

Table 2.1

BBN	2015	2016	2017
Awarded	8	9	17
% Growth from previous year	0%	13%	89%

Graph 2.1



2016



Image 2.1

2017



Image 2.2

2016



Image 2.3

2017



Image 2.4

2017



Image 2.5

2017



Image 2.6

Next Steps

In 2015, the Project Officer will focus on gathering new ASB intelligence and data across all wards in the borough. Wards that highlight high levels of ASB will be considered to set up Tower Hamlets second CAP. Local services will be contacted to be part of a steering group and objectives will be set and managed by the Project Lead Officer.

Comms improvement

A strategic plan of a year to help gain better awareness for all industry premises in Tower Hamlets is required. The number of alcohol licensed premises open past 12am is reaches past 100 venues. Therefore, there is great potential for the scheme to reach greater numbers.

Better relationships with partners

Seeking active partners can help improve the strength of the BBN brand but more importantly help cope with greater numbers. For example, the cost of an award ceremony for larger numbers of participants requires greater specialist venues which, in turn, add greater financial pressure upon the council. Partners that can contribute to such costs can help justify a spend to the public and demonstrate a unifying agenda of efforts to lower alcohol related crime and asb and rewarding venues who take active part in that.

Better prizes

The reward in taking part in the Best Bar None scheme is ultimately possessing a venue that has reached a national standard equipped to deal with most potential incidents and preventing many others.

The addition and a title and trophy has boosted the appeal to many venues. To continue to improve on this, prizes for the team or individual who sat the assessment and improved the venue can be rewarded. To adhere to the perception of not rewarding through alcohol or the alcohol industry, the prizes would need to be from a neutral source to add to the prestige of the Award.

Strict assessment cut off

Assessments for the 2017 scheme went in as far as February for the March ceremony. This was due to being generous with the time for venues to improve and meet the minimum criteria. This had an effect on the lead up time to the ceremony and its press release and campaign.

Workshops

The dropout rate of applications to assessments was high in numbers but was consistent in percentage drop out of around 60%. This was due to varying factors.

- Managers not very keen to take part in the scheme.
- Criteria being very intimidating.
- Not enough time to complete changes for managers of businesses where they take on a majority of the work and are time pressured.

Due to high demand workshops on the assessment criteria are being provided to help participants through the criteria.

All venues for the workshops are current Best Bar None members who have been accredited to National Standard and have kindly agreed to host the workshop for free.

- 22nd May 9:30am** Tower Hotel, St Katharine's Way, London, E1W 1LD
- 23rd May 9:30am** Boisdale Canary Wharf, Cabot Place, Canary Wharf, London , E14 4QT
- 24th May 14:00pm** The Ten Bells, 84 Commercial St, Spitalfields, London E1 6LY
- 31st May 14:00pm** The Big Chill Bar, Dray Walk, Brick Ln, London E1 6QL

Glossary

ASB = Anti-Social Behaviour

BBN = Best Bar None

CWG = Canary Wharf Group

MET = Metropolitan Police

TH= Tower Hamlets

YP = Young Person

Appendix 1 Application form

BEST BAR NONE Tower Hamlets

Application Form

Please click the type of premises you are applying for:

Pub Bar Club Restaurant

Premises Name:
Premises Address:
Postcode:

Name of applicant/ Manager:
Telephone Number:
Email Address:
Premises Licence Holder's Name (If different from DPS)
Area Managers Name:
Address:
Postcode:
Telephone Number:
Email Address:

Please return application form to:

Vincent Fajilagmago ,Licensing and Health & Safety Team, London Borough of Tower Hamlets, Mulberry Place, 5 Clove Crescent, London E14 1BY.

Note:

- Assessments take place from the start of May to the end of November.
- Terms and conditions apply

**NO fee is involved in this application.*

**Once we have received your application we will be in touch to arrange an appointment.*

**For further information please contact email Licensing and Safety Team: 0207 364 5008 email:*

Licensing@towerhamlets.gov.uk

Appendix 2 Terms & Conditions

Best Bar None Terms and Conditions of Entry 2016

1. The London Borough of Tower Hamlets ("LBTH") reserves the right to amend the judging criteria/terms and conditions if deemed necessary but will remain within the spirit of the published criteria terms & conditions.
2. The Assessors' visit is designed to verify the details on the application form and to carry out an inspection based on pre-set criteria. Applicants must make themselves and their premises available for inspection on the date agreed with the Assessors.
3. The first part of a Best Bar None ("BBN") assessment is the assumption operators are aware of and working within; the times, licensable activities and conditions of the premises licence for the premises. If the assessor is not satisfied of this, the remainder of the assessment will not take place.

4. The assessors of the awards cannot accept responsibility for the validity of claims made by applicants, although care will be taken to verify details provided.
5. 'Awarded' means the Premises is deemed to have satisfied the minimum standards laid down by the Best Bar None Scheme ("Scheme") and can display the award in the premises, being the subject of the award.
6. Application forms must be completed and returned to the :
Licensing Team
Environmental Health & Trading Standards
John Onslow House
1 Ewart Place
London
E3 5EQ

Or scanned and emailed to Licensing@towerhamlets.gov.uk
7. When received, applications will be reviewed for any existing management issues, i.e. prosecutions, simple cautions, police warnings, premises licence reviews etc. This also includes ongoing complaints (of any nature) relating to the operation of the premises. The LBTH reserves the right to decline or put on hold applications where concerns are not deemed resolved.
8. All entries must hold a Food Hygiene Rating Scheme (FHRS) score of 3 or above at time of entry; those entries with a score of 2 or lower will be invited to improve their score before assessment or disqualified.
9. The application form and all supporting material will become the property of LBTH and cannot be returned to applicants.
10. All material submitted will be kept and treated in compliance with Data Protection Legislation.
11. Award winning premises does not grant immunity from prosecution for any offences, or a review of their premises licence, and is no guarantee of the safety of the premises.
12. Comments made by the assessors or independent panel (whether in the shortlisting or the final judging, or otherwise) are confidential and will not be released by the organizers, subject to the following rules.

The result of the competition will be kept confidential until the Awards Dinner and any attempt to ascertain the result beforehand may result in the disqualification of the relevant entry.

Publicity

1. By signing or submitting an entry, all applicants agree to participate in awards-related publicity.
2. Only the details of those applicants which are long listed/shortlisted will be made public.
3. LBTH reserve the right to use recordings, film, and photographs taken at the shortlisting and the Awards Dinner and to use any non-confidential material supplied by applicants for promotional purposes.
4. Applicants who are selected as finalists may be asked at a later stage to prepare / produce further details or information to promote the Awards.

Terminology

1. The “Assessor(s)” means any representative appointed by the London Borough of Tower Hamlets to carry out assessments under the Scheme.
2. “Premises” means any premises seeking an award under the Best Bar None Scheme in the area covered by the London Borough of Tower Hamlets.

Appendix 4 Assessment Criteria

Section A - Prevention of Crime & Disorder		Points	
E1	Must provide evidence of regular security reviews (written evidence required).		
E2	Must provide evidence of a procedure in place to ensure that anyone carrying out the role of a door supervisor is licensed by the SIA or subject to a Licence Dispensation Notice, i.e. register of door supervisors on duty.		
E3	Describe your policy on searching patrons.		
E4	Must have an incident book and record each incident.		
E5	Venue must have Employers / Public Liability Insurance.		
E6	Must ensure that any security company employed by the venue has adequate insurance cover.		
D7	The data captured on a digital CCTV system is retained request from the police at all times during operational for a period of 31 days and is readily available on request from the police at all times during operational hours.		
D8	There is a responsible person who is able to provide that data to the police upon request.		
D9	Mapping system used to identify hot spots within the premises.		
D10	All Staff are easily identified, e.g. use		

Tower Hamlets BBN Evaluation 2017

D11	Can demonstrate that information of persons ejected / barred e.g. door log / online scheme, is shared with all staff.		
D12	Where door staff are not required at licensed premises, venue management and staff are trained in counter terrorism. (Bonus points for evidence)		
D13	Staff are aware of their duty of care for vulnerable people who are suffering adversely from alcohol or drug consumption and know what they should do. (Bonus points for evidence)		
D14	Door company registered as an SIA Approved Contractor.		
B15	Evidence of security briefings.		
B16	Any additional security measures in place (e.g. metal detectors, door arches, ID scanners, breathalysers, panic buttons etc).		
B17	Door staff attend regular security / licencing meetings.		
E18	Describe policy to prevent and deal with drunkenness.		
E19	Must provide evidence of compliance to the mandatory code in relation to drinks promotions and availability of smaller measures.		
D20	Takes practical steps to discourage drink driving.		
D21	Consider the impact of drinks promotions e.g. risk assessment. (Bonus points for evidence)		
B22	Uses info / leaflets / publicity to inform employees about behaviours associated with alcohol /customers and drunkenness (e.g. drink spiking, sexually transmitted diseases etc).		
B23	Has clear alcohol unit content information available to customers.		
B24	Displays Drinkaware or similar materials such as unit information, "Why let good times go bad?" point of sale materials etc.		
B25	Information is available to customers about alcohol advice services.		
B26	Provides anti drink spiking devices.		
E27	Clear policy regarding safe disposal of drugs.		
E28	Has a proactive approach to preventing drug use including evidence of regular toilet monitoring, controlling flat surfaces etc.		
E29	Must provide evidence of a clear policy on prevention of illegal drug use and supply on the premises.		
B30	Displays customer information with regards to drug misuse.		
E31	Must provide evidence of a lost property recording system or locked box / cupboard.		
D32	Private areas are kept locked and secured when premises are open.		
D33	Has a clear anti-theft policy. (Bonus points for evidence)		
B34	Have additional anti-theft measures in place (e.g. bag hooks, mirrors etc).		
E35	Must provide evidence of policies in place for preventing and dealing with disorder, weapons, managing conflict and recording incidents. (Bonus points for evidence)		

D36	Clear procedures are in place for determination and preservation of crime scene and witness details until police arrive. (Bonus points evidence of annual review)		
B37	Are aware of additional initiatives such as street marshalling, night angels, street pastors etc.		
Section B - Public Safety			
E38	Undertakes full building check prior to opening to the public and prior to closing for security threats, drugs and lost property.		
E39	Manages external areas effectively (e.g. drinking, smoking, noise, litter etc).		
E40	Must provide evidence of a written accident recording system.		
E41	Can demonstrate how they manage capacity, including outside areas.		
D42	Has one first aider with access to an adequate first aid kit on duty at all times.		
B43	Provides a first aid room / quiet area to assist injured persons.		
B44	Uses comfort factor to manage capacity, e.g. venue capacity is 200, and policy is 160.		
E45	Must provide evidence of a procedure for building evacuation in the event of an emergency.		
D46	Effective queue management to deal with potential disorder when entering premises.		
B47	Conducts regular evacuation training exercises for fire, bomb scares etc.		
D48	Notifies the police / other agencies of any special events.		
D49	Consults with neighbourhood businesses / residents prior to event taking place.		
D50	Undertakes a formal risk assessment prior to an event and puts appropriate measures in place. (Bonus points for written evidence)		
E51	Must provide evidence of an effective glass collection policy inside and outside, including perimeter checks.		
E52	Must provide evidence of effective spillage and broken glass policy.		
D53	All bottle skips or bins in public areas within the vicinity of the premises to be secured / locked.		
D54	Has measures in place to prevent patrons leaving the premises with glasses / bottles.		
D55	Uses alternative to glass for special events or drinks that are taken outside where risk assessed.		
B56	Voluntarily makes use of polycarbonate, i.e. not a licence condition		
E57	Must provide evidence of a written fire safety risk assessment which has been completed or reviewed in the last twelve months.		
E58	Must have an adequate fire detection warning system in place.		
E59	Fire exits must be free from obstruction and well lit at all times.		
E60	Must provide evidence that all fire safety checks are documented.		

E61	Must provide evidence of fire equipment being inspected / serviced annually.		
E62	Must provide evidence of annual fire evacuation training exercises. (Bonus points awarded for extra training sessions)		
D63	Provides / displays information to customers with regard to accessing taxis and public transport.		
B64	Provides active assistance to customers by providing a free taxi phone service.		
B65	Provides a safe waiting area for customers to wait for taxis or other transportation.		
Section C – Prevention of Public Nuisance			
E66	Can provide evidence of a risk assessment for ‘noise’ at work.		
E67	Can describe close down and dispersal policy.		
E68	Must provide evidence of a noise nuisance policy.		
D69	Glass disposal is carried out with thought to surrounding neighbours.		
D70	Is a member of ‘Pubwatch’ or other recognised partnership / crime prevention groups.(Bonus points for evidence)		
B71	Where appropriate is involved in a suitable community initiative (Schools Project, CDRP, Neighbourhood Watchetc).		
Section D – Protection of Children from Harm			
E72	Must provide evidence of a robust proof of age verification policy and evidence that procedures are followed at all times.		
E73	Must provide evidence of current posters stating that proof of age may be required e.g. Challenge 21. (Bonus points for Challenge 25)		
D74	Clear policies and procedures specific to the protection of children are in place e.g. risk assessments.		
D75	Provides customers with the opportunity to apply for proof of age cards e.g. PASS.		
D76	Actively monitors all areas to prevent age / alcohol related offences.		
Section E – Training			
E77	<p>Must provide evidence of staff training with clear documented policies including records of ongoing refresher training for:</p> <ul style="list-style-type: none"> · Drunkenness · Disorder · Drugs · Crime Prevention · First Aid · Fire and use of fire equipment · Security / Counter Terrorism · Underage Sales / Proxy Sales / Responsible Alcohol Retailing · Conflict Management 		

	D78 Supports and records staff achievements in accredited qualifications		
Section F – General Comments			
	Please use this space to make further (evidenced) comments with regard to this application which may be used as part of the process)		

Appendix 5 Stakeholders

David Tolley	Head of Environmental Services and Trading Standards	David.Tolley@towerhamlets.gov.uk
Vincent Fajilagmago	Licensing Officer, Tower Hamlets CAP lead	Vincent.fajilagmago@towerhamlets.gov.uk
Tom Lewis	Trading Standards Team Leader	Tom.Lewis@Towerhamlets.gov.uk
Jill Goddard	Public Health	Jill.goddard@towerhamlets.gov.uk
Rachael Sadegh	Drug and Alcohol Action Team (DAAT) coordinator	Rachael.sadegh@towerhamlets.gov.uk
Andrew Shrimplin	Retail General Manager, Canary Wharf Group	candice.johnson@canarywharf.com
Steve Paton	The Old Truman Brewery	steve@trumanbrewery.com
PC Mark Perry	Metropolitan Licensing Police	MARK.J.Perry@met.pnn.police.uk

Non-Executive Report of the: Licensing Committee Name 13 September 2017	
Report of: Corporate Director - Governance	Classification: Unrestricted
Update in relation to Prosecutions and Appeals – Quarters 1-4 2016/2017 and Quarter 1 2017/18	

Originating Officer(s)	Agnes Adrien- Team Leader- Enforcement & Litigation
Wards affected	All wards

Summary

- 1.1 At its meeting on 4th June 2013, the Licensing Committee requested that regular reports should be prepared for the Licensing Committee giving details of licensing enforcement activity and specifically as to outcomes of prosecutions and appeals.

- 1.2 This report provides details of completed licensing related prosecutions and appeals for Quarter 1- 4 2016/2017 (April 2016 to March 2017) and Quarter 1- 2017/18 (April to June 2017).

Recommendations:

The Licensing Committee is recommended to:

- 1. Consider and comment upon the information provided in the report.

1. REASONS FOR THE DECISIONS

- 1.1 This report is for the information of the Committee and no specific decisions are required.

2. ALTERNATIVE OPTIONS

- 2.1 N/A

3. DETAILS OF REPORT

- 3.1 The London Borough of Tower Hamlets is a Licensing Authority and amongst its functions it is required to ensure compliance with conditions imposed on Premises Licences; take action against unlicensed premises; and act as a respondent on Appeals against decisions of the Licensing Sub-committee in respect of applications that come before it.

3.2 Where the Licensing Authority takes enforcement action to ensure compliance with conditions etc. then it does so in accordance with the Council's Enforcement Policy. The Enforcement Policy provides that the Council's approach to enforcement is founded on firm but fair regulation, around the principles of:

- raising awareness of the law and its requirements
- proportionality in applying the law and securing compliance
- consistency of approach
- transparency about the actions of the Council and its officers
- targeting of enforcement action.

3.3 Further, as a Licensing Authority the Council has a duty under section 4 of the Licensing Act 2003 to carry out its Licensing functions with a view to promoting the Licensing Objectives and in carrying out such functions must also have regard to its own statement of licensing policy and the Licensing Guidance issued pursuant to section 182 of the Licensing Act 2003.

Prosecutions

3.4 During Quarter 1, 2016/2017, no prosecutions were concluded. In Quarters 2 to 4, three (3) prosecutions were concluded as follows:

No	Offences	Outcome
1	Shampan Restaurant Limited and Rukeya HAQUE 79 Brick Lane, London E1 Breach Section 136(1), S137(1) and S138(1) Licencing act 2003. Exposing and supplying alcohol for sale without a licence.	26.5.2016 Quarter 2 Fine Company: £2,000.00, Director £400.00 Victim Surcharge : Company: £120.00 Director: £20.00 Costs -Company: £1,637.50, Director £800.00
2	QADIR, Munir – Shahwali Ltd at 319 Bethnal Green Road, E2 - Breach of S136(1) Licensing Act 2003 Sale of alcohol outside of permitted hours	18.10.2016 Quarter 3 Fine £1500 (£750 per offence) Victim Surcharge £75 Costs £900
3	Star Grill -131a Roman Rd – Failure to keep a copy of the Licence at the premises failure to display a summary of the premises licence and failure to produce a copy of the Licence. Additionally, selling hot food outside of the licencing hours	30.3.2017 Quarter 4 Proceedings withdrawn on review of evidence

Appeals

During Quarter 1, 2016/2017, three (3) appeals were concluded.

The outcome of the appeals are set out as follows:

No	Case Details	Outcome
		Quarter 1
1	Straight & Narrow –Appeal against the decision of LBTH licensing sub-committee in respect of the grant of a new premises license.	(25.4.2016) Appeal withdrawn by Applicant one day before contested hearing. Costs awarded £3500.
2	5B Urban Bar – (26.4.2016) A review of the premises licence triggered by the Police.	Appellant withdrew appeal. Consent Order . New closure times agreed for Thursday/Friday. No drinks sold within the premises to be consumed outside the front of the premises and a noise limiter to be fitted to the musical amplification system. Drinks which are sold off sale must be in a sealed container. An incident report book to be kept and to record all incidents of ASB
3	Niyazi Kaya Kivre Food Centre - 497 Cambridge Heath Rd (29.6.2016)– Application for a new premises licence	Appellant withdrew appeal . Consent Order agreed with new conditions. Permitted to sell alcohol between 8am – 12 midnight. No alcoholic goods to be purchased or taken from persons calling to the shop, no spirits to be purchased in a resealed box, without checking to ensure that it is legal to sell. Any caller to the shop attempting to sell to be reported to trading Standards. A stock control system to be introduced with an ultra-violet light to be made available to check the UK stamp duty on spirits as soon as practicable after purchase etc Costs £4,500

During Quarters 2 to 4 2016/17 three (3) Appeals were concluded as follows:

	Case Details	Outcome
1	Sharwama - 84 Brick Lane Appeal against the decision of the Licensing sub-committee in respect of a new premises licence	15.9.2016 Quarter 2 Appeal dismissed. Appellant failed to attend first hearing
2	Shiraz Food & Wine -178 Hackney Rd – A review of the premises licence triggered by the Police.	13.10.2016 Quarter 3 Appellant withdrew appeal. New conditions agreed by Consent Order Permitted to sell alcohol between 8am- 11pmm. Premises Licence holder to ensure all notices prominently displayed , to ensure that people outside the premises disperse quickly, to ensure that training of staff is undertaken and recorded. Premises to install CCTV which records whilst the premises are open etc Costs £1500
3	Metropolis – Appeal against the refusal of a new premises license and refusal against variation of an SEV license.	16.2.2017 Quarter 4 Settled by Consent Order. New Premises licence granted. Capacity increased for premises to 500 people, capacity for smoking area restricted to 40 people and the area for the SEV restricted to the basement, ground and first floor (instead of ground, first and second floors).

Prosecutions

In Quarter 1 2017/18 one (1) prosecution matter was concluded as follows:

M. Asghar T/A Shahi Karahi Restaurant Breach of S57(3) Licensing Act 2003 – failure to display a summary of the premises licence and S136(1) Licensing Act. Selling hot food outside of the licensable hours	1.6.2017 Quarter 1 Fine £200 Costs £912.00 Victim Surcharge £30
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Appeal

For Quarter 1 (April-June) 2017/18, one (1) Appeals was concluded:

Time Out Market Ltd – 106 Commercial Road Appeal against the refusal of a new premises licence	12.6.2017 Quarter 1 Appeal against refusal of new premises license. Appeal withdrawn. No order as to costs
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4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report describes the Council's licensing enforcement activity and the outcomes of prosecutions and appeals for Quarters 1-4 2016/17 and Quarter 1 2017/18.
- 4.2 The revenue realised from the imposition of costs by the court is received by the Council in order to offset the costs incurred in bringing and defending prosecutions. However, it should be noted that costs are at the discretion of the court and full costs recovery orders may not always be made.

5. LEGAL COMMENTS

- 5.1 Any legal implications are addressed in the body of the report.

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 Enforcement action that complies with the five principles expressed in the Council's enforcement policy should help to achieve the objectives of equality and personal responsibility inherent in One Tower Hamlets.
- 6.2 The enforcement policy should enhance Council efforts to align its enforcement action with its overall objectives disclosed in the Community Plan and other key documents such as the local area agreement and the Local Development Framework. For example, one of the key Community Plan themes is A Great Place to Live. Within this theme there are objectives such as reducing graffiti and litter. The enforcement policy makes clear the need to target enforcement action towards such perceived problems. At the same time, the enforcement policy should discourage enforcement action that is inconsistent with the Council's objectives.
- 6.3 The exercise of the Council's various enforcement functions consistent with the enforcement policy and its principles should also help achieve the following key Community Plan themes-
- A Safe and Cohesive Community. This means a safer place where feel safer, get on better together and difference is not seen as a threat but a core strength of the borough.
 - A Great Place to Live. This reflects the aspiration that Tower Hamlets will be a place where people live in quality affordable housing, located in clean and safe neighbourhoods served by well-connected and easy to access services and community facilities.
 - A Prosperous Community. This encompasses the objective that Tower Hamlets will be a place where everyone, regardless of their background and circumstances, has the aspiration and opportunity to achieve their full potential.
- 6.4 An equality analysis was conducted prior to approval of the revised enforcement policy by Cabinet on 3 October 2012. A further equality analysis was done on 16th September 2011 in relation to touting prosecutions. It is

recognised that Enforcement action may lead to indirect discrimination in limited circumstances but prior to taking any proceedings, an assessment as to whether the case meets the two stages in the Code for Crown Prosecutors is undertaken so that there is both a realistic prospect of a conviction and that it is in the public interest to prosecute. Further, proceedings are kept under review once initiated.

7. BEST VALUE (BV) IMPLICATIONS

7.1 There are no specific best value implications arising from this noting report

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

8.1 The enforcement policy seeks to target the Council's enforcement action in accordance with the Community Plan. The Community Plan contains the Council's sustainable community strategy for promoting or improving the economic, social and environmental well-being of Tower Hamlets and contributing to the achievement of sustainable development in the United Kingdom. To the extent that the enforcement policy aligns enforcement action with the Community Plan it will tend to promote sustainable action for a greener environment. [

9. RISK MANAGEMENT IMPLICATIONS

9.1 Enforcement action carries with it a variety of inherent risks, including the potential for allegations of over- or under-enforcement, discrimination, adverse costs orders and damage to the Council's reputation. It is considered that proper adherence to the Council's policies, the Licensing Objectives, the Council's Statement of Licensing Policy and the section 182 guidance will ensure that risks are properly managed. .

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

10.1 One (1) of the four (4) Licensing Objectives is Crime and Disorder and enforcement promotes that Licensing Objective. Enforcement will also play its part in helping to drive down crime and which in turn will reduce fear of crime and ASB levels helping to promote a healthier, happier and more cohesive community. This will have efficiency benefits for adult social care and public health costs by keeping people healthier and more active for longer.

Linked Reports, Appendices and Background Documents

Linked Report

- **None**

Appendices

- **None**

Local Government Act, 1972 Section 100D (As amended)

List of “Background Papers” used in the preparation of this report

- **None**

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