

TOWER HAMLETS

Community Alcohol Partnership (CAP)

Evaluation

2017



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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

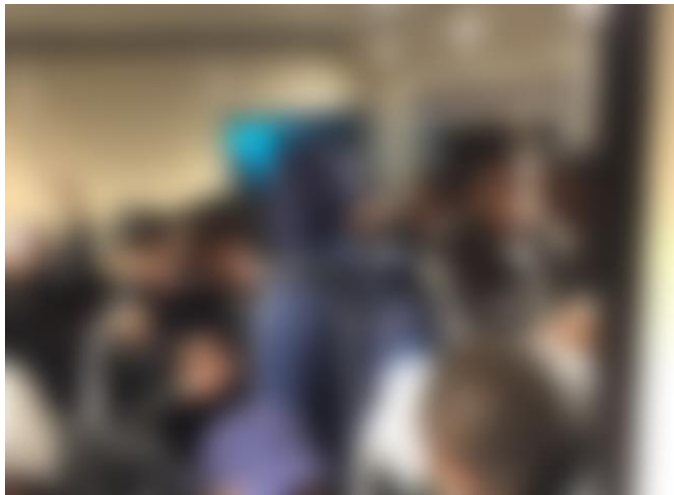


Image 1.3

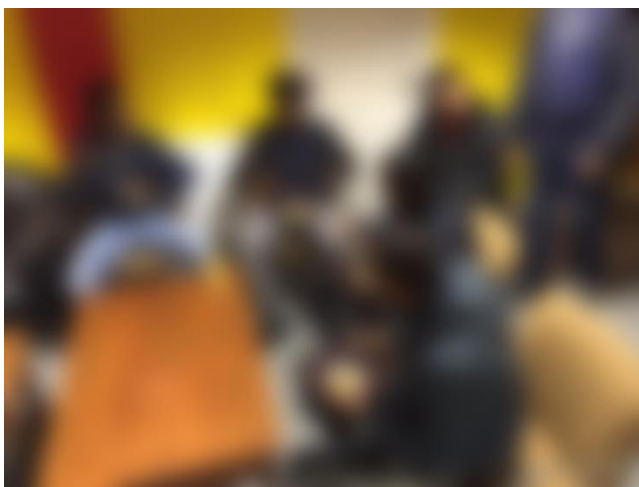


Image 1.4

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.

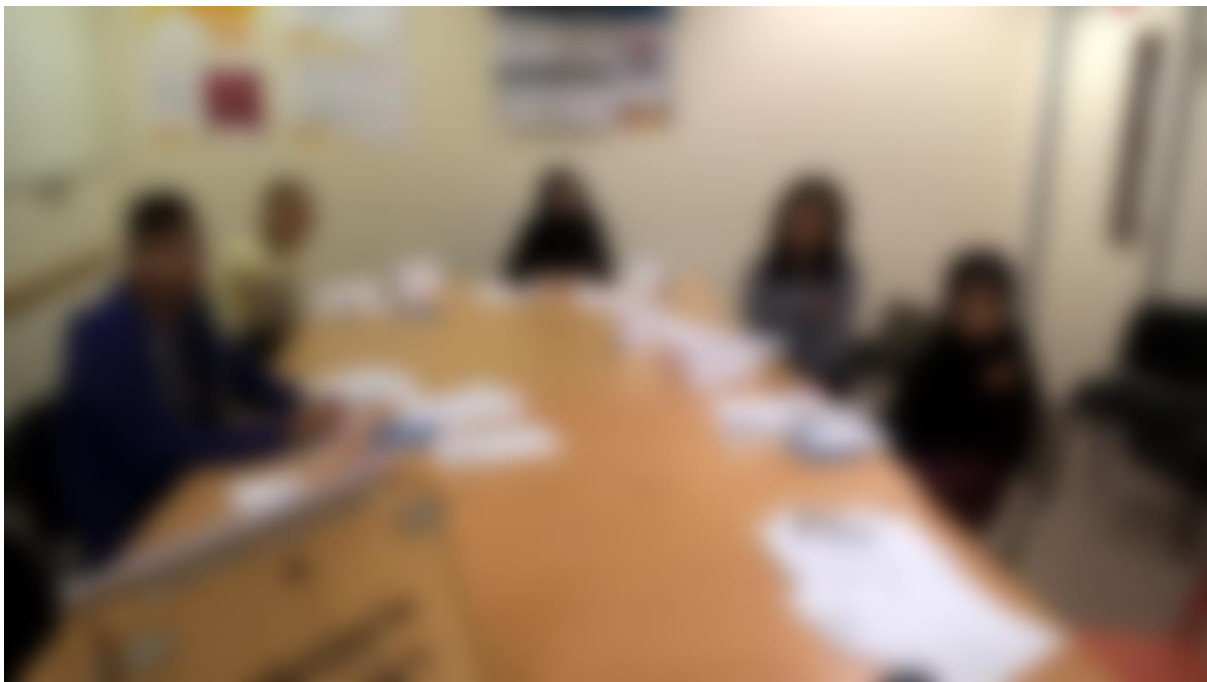


Image 2.1

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

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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.

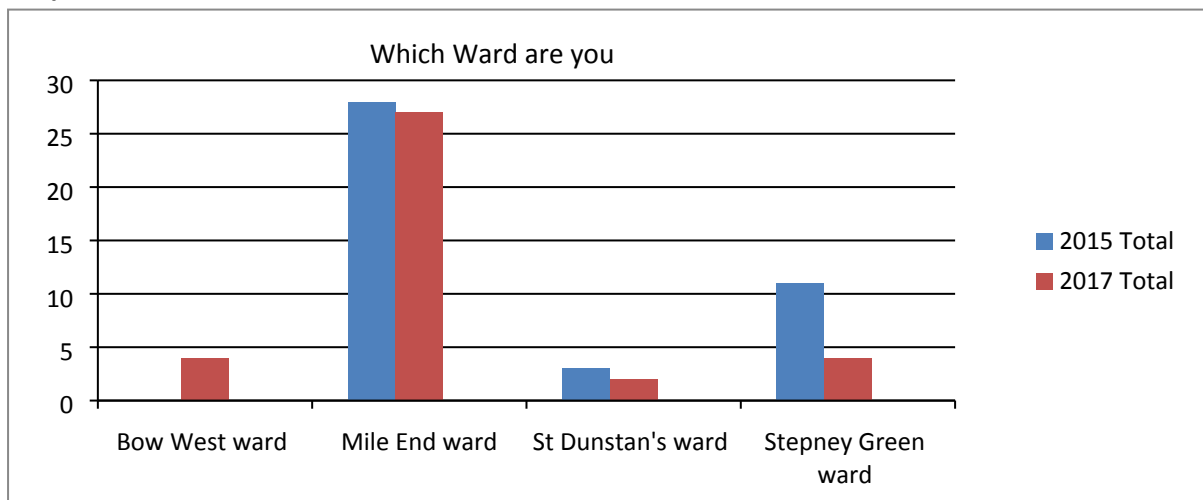
Results and analysis of Residents Survey 2017

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:

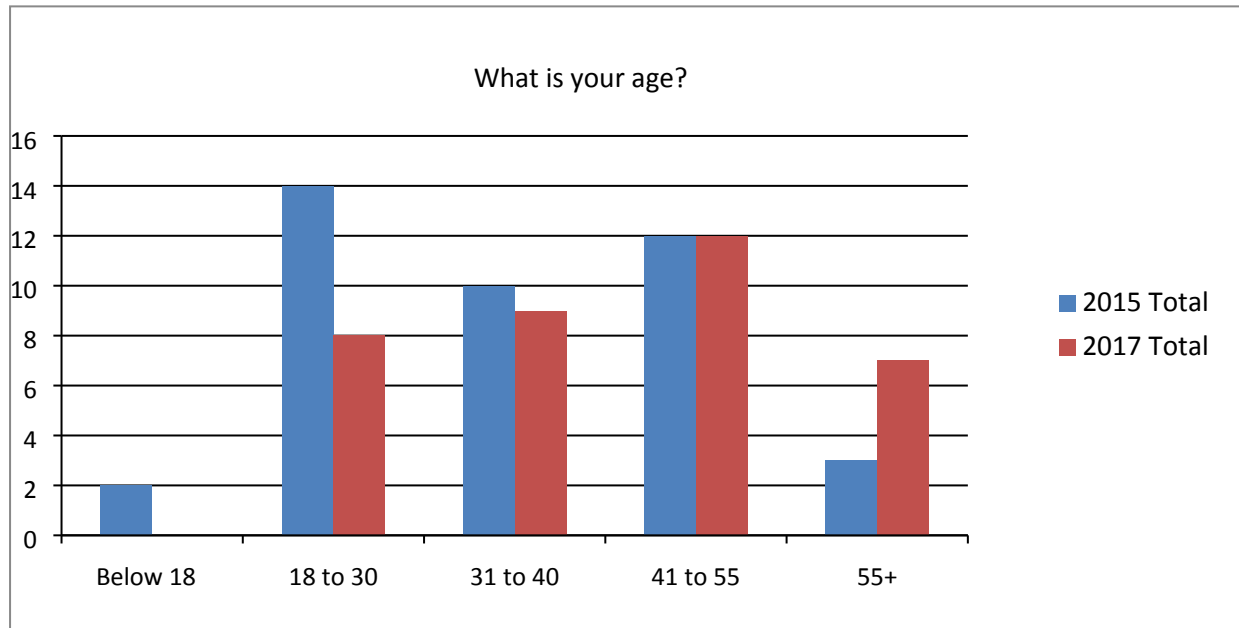
- Online Survey
- Tweets announcing the online survey
- Surveys at Ideas stores
- Surveys on Eric Street
- Leafleting the local estates informing of online survey
- Collaborating on the Tower Hamlets Homes door knocking exercise to inform residents of the online survey.

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



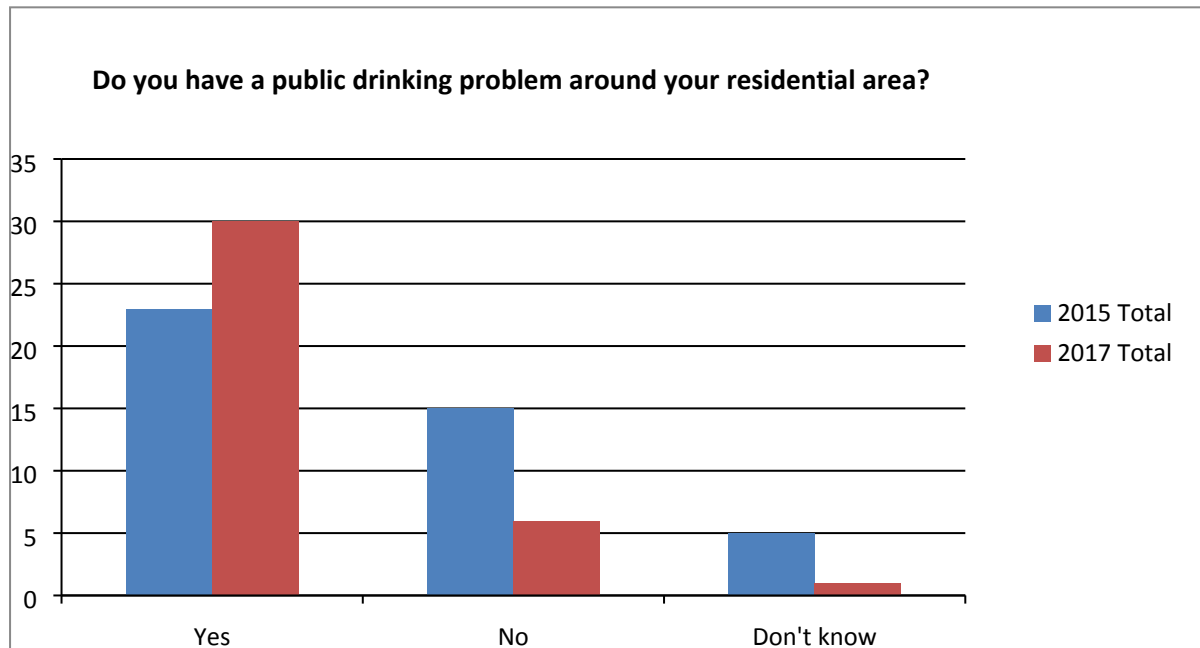
- The figures from the 2015 survey indicate that a younger amount of residents took the survey compared to the 2017 survey. In comparison, greater numbers of residents aged 55+ took the 2017 survey and are better represented.

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



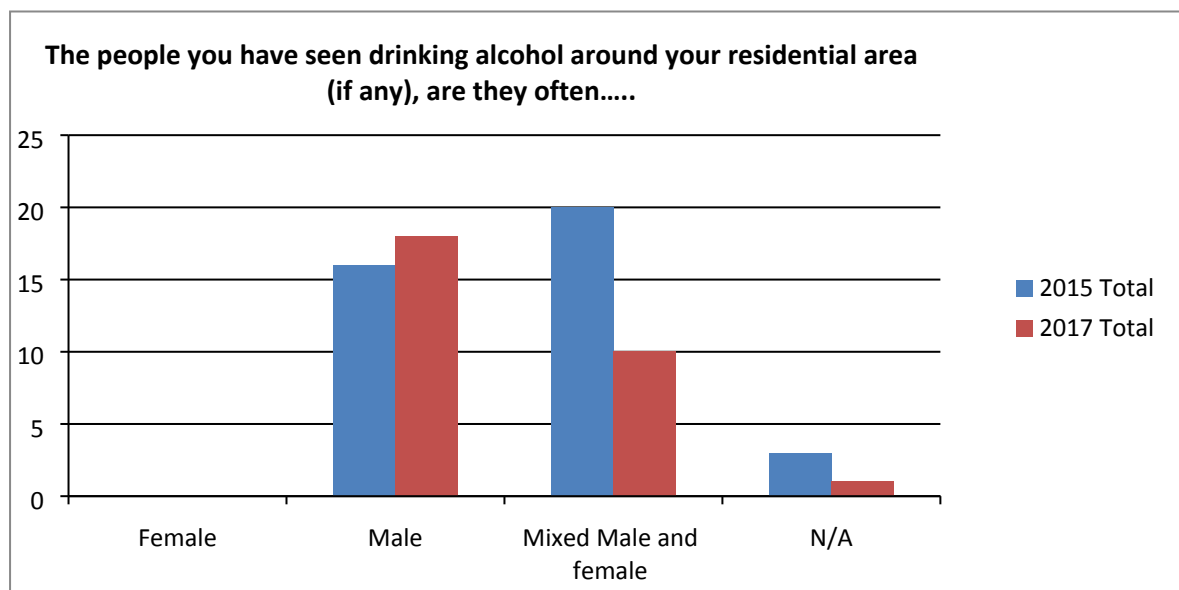
- The figures indicate that there still is a drinking problem in the Mile End area with more people certain of the issue.
- With indications of local alcohol related ASB down according to 101 calls, it is important to determine what change has taken place in ASB activity.

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



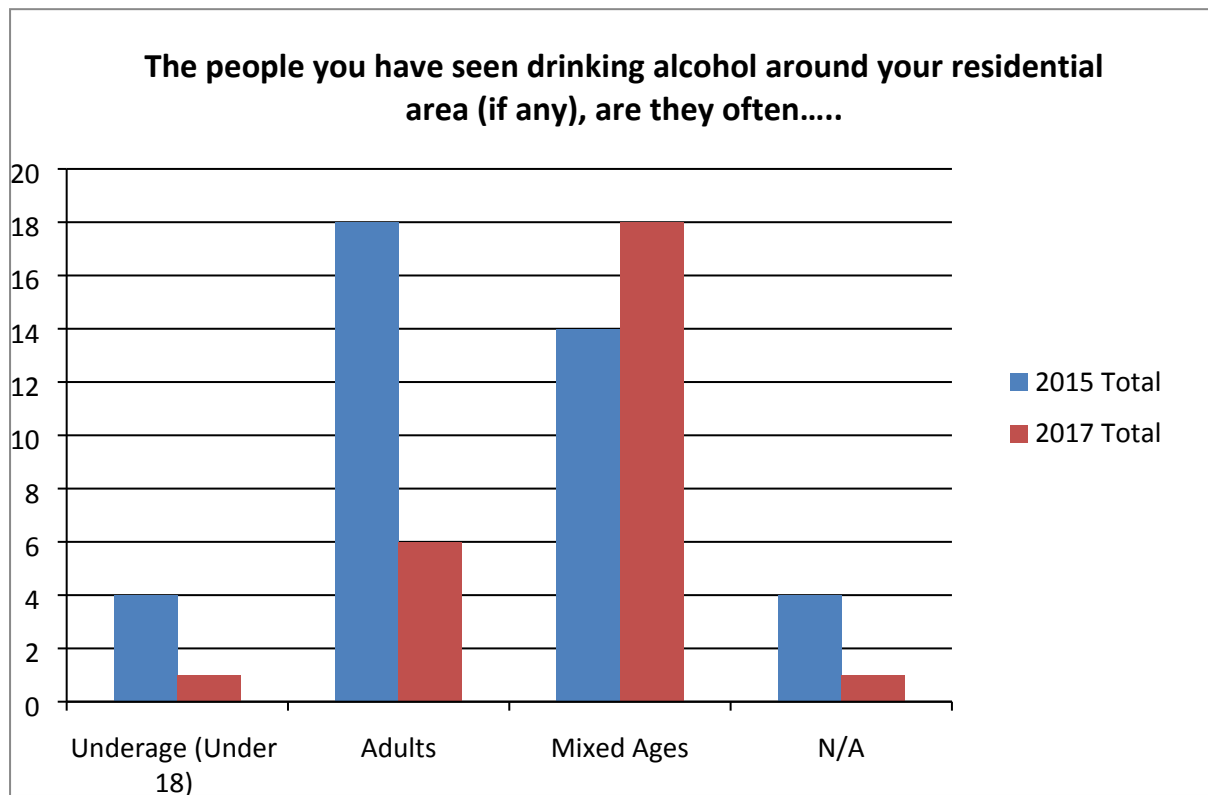
- In 2015 there was a strong indication of mixed genders consuming alcohol publically. The 2017 survey now indicates that it is predominately male only drinking alcohol.

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



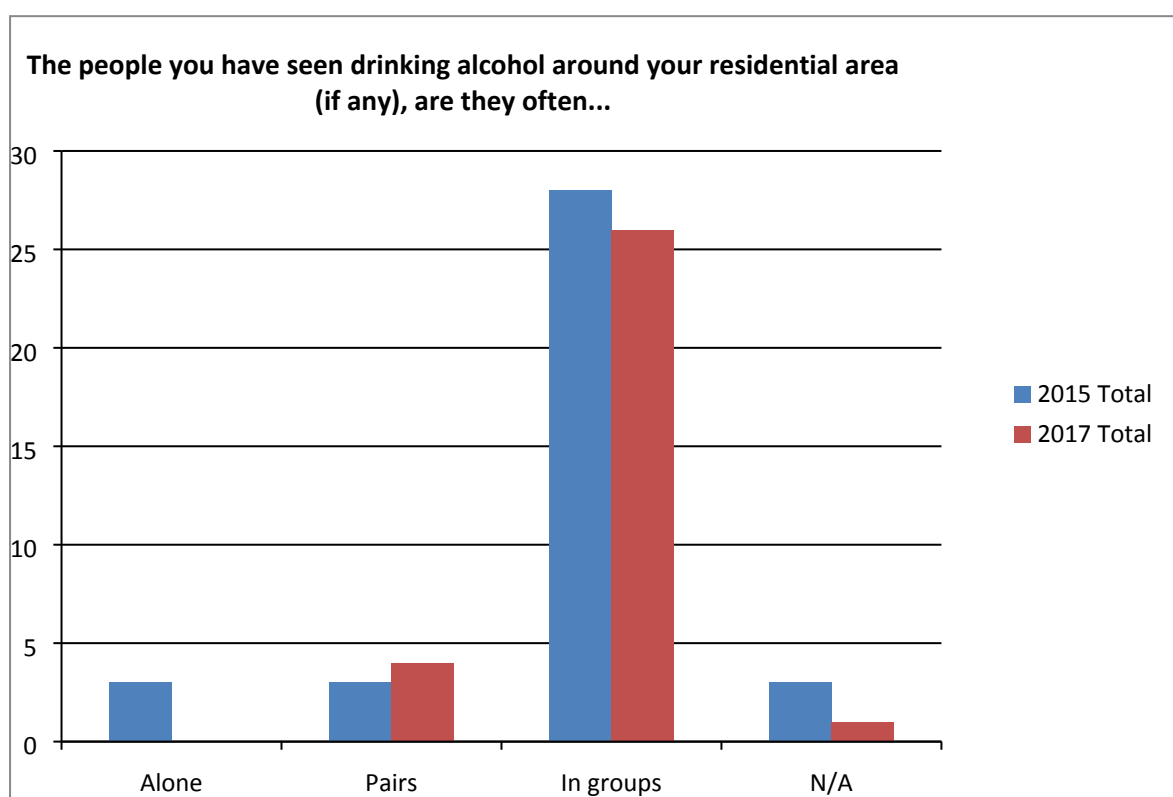
- Both Table 1.5 and graph 1.5 indicate the drop in the types of people drinking

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



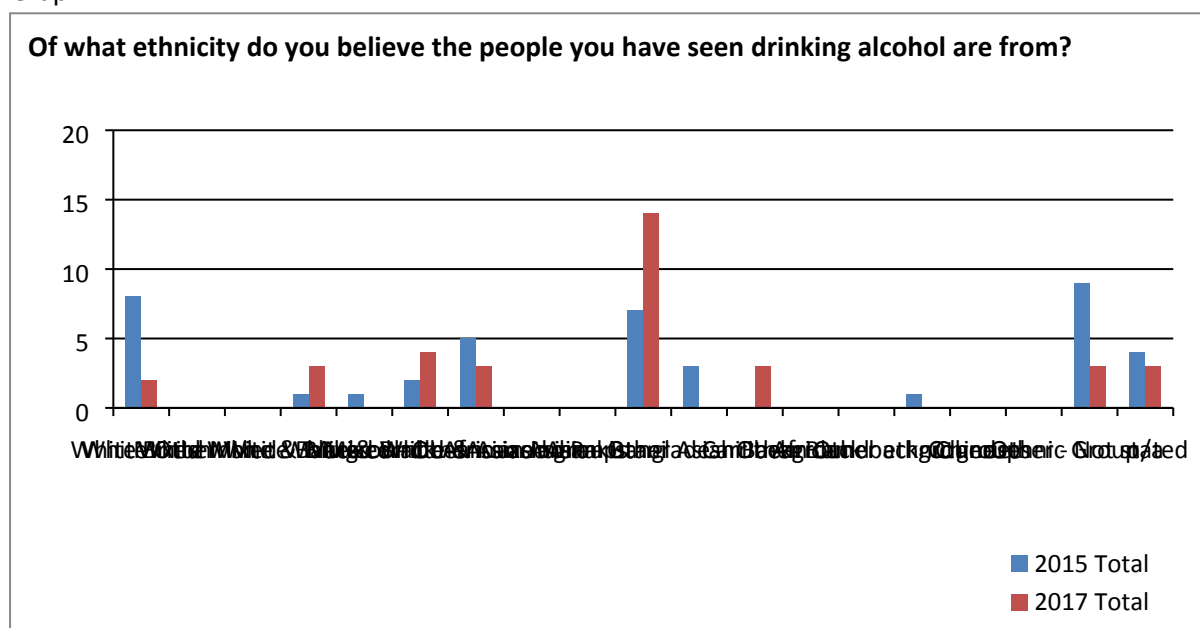
- In both surveys from 2017 and 2015 it is still commonly agreed that there are still groups of people publically drinking alcohol in Mile End.

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



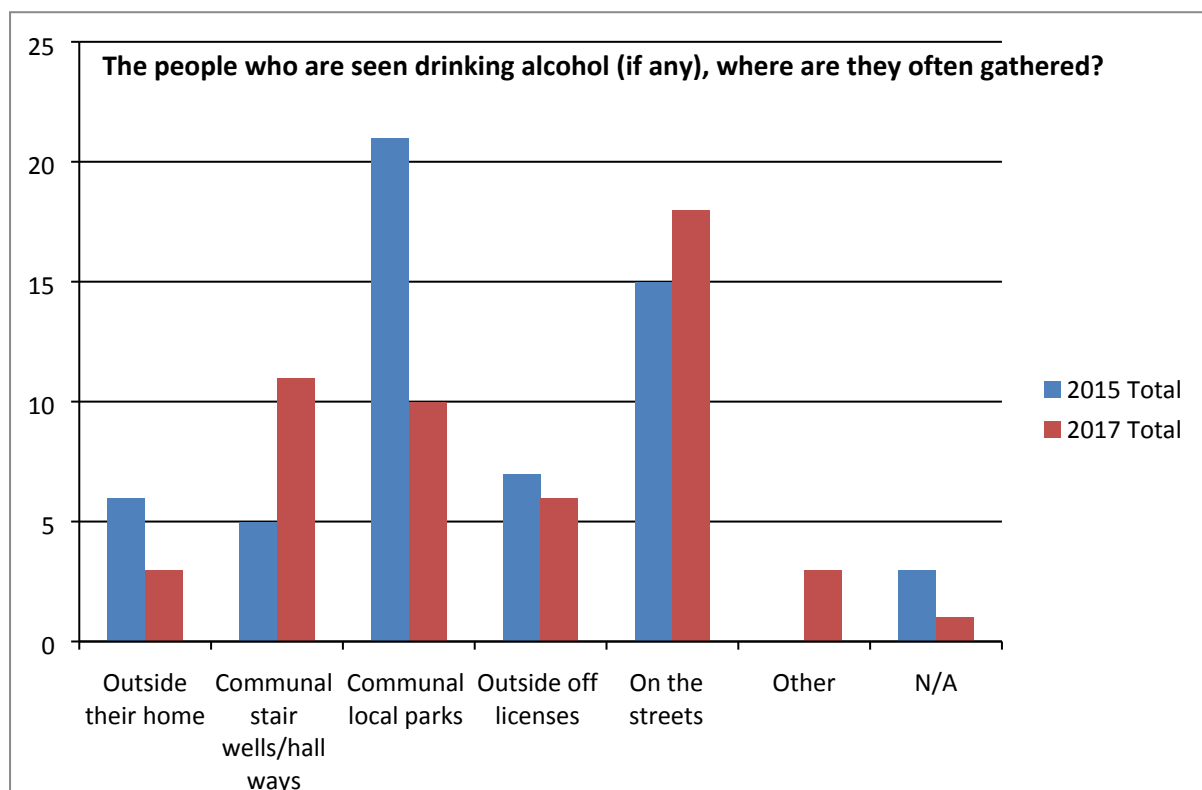
- From the surveys in both 2017 & 2015 the highest indicators have been for Bangladeshi and Somali ethnicities. This is reflective of the local area.

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



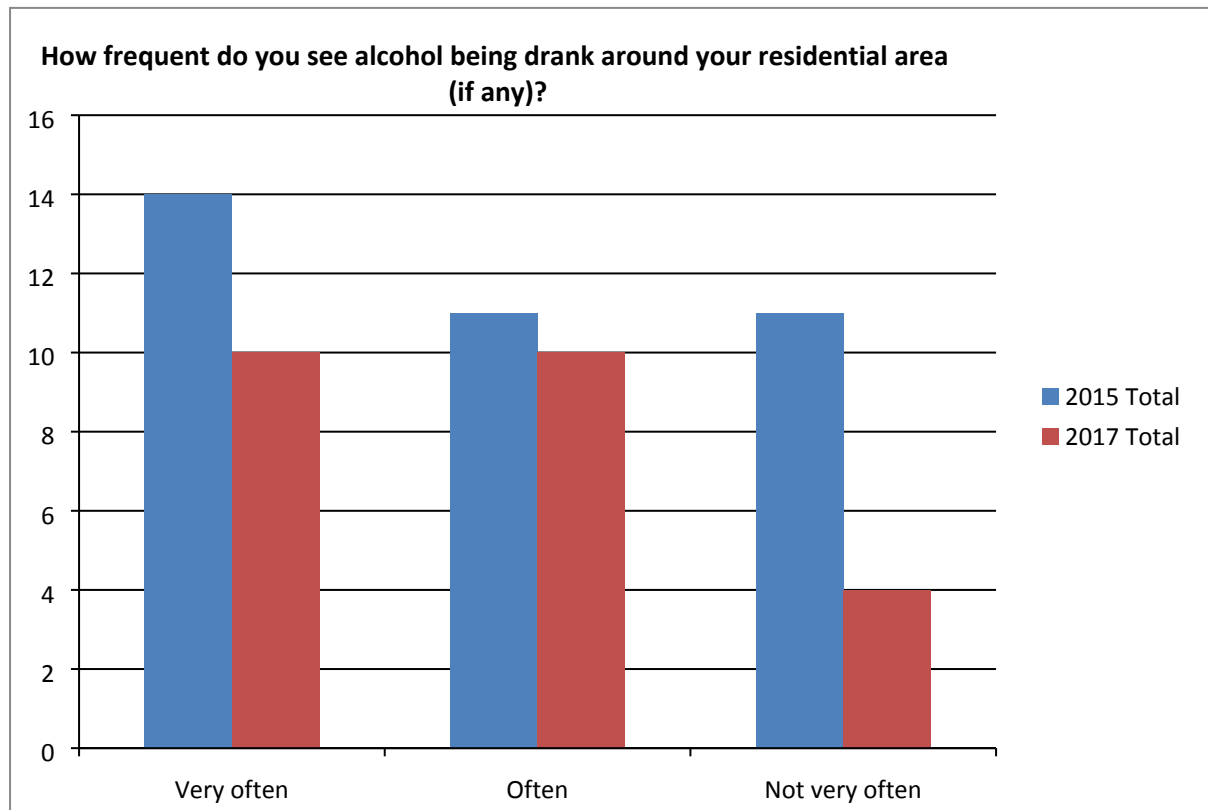
- From the information above we can see the most telling piece of information. In comparison to the 2015 figures, the 2017 report of asb in the park as the location has decreased. This can be contributed to the work on the perception of Mile Park and the interventions provided over the past year. However, 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



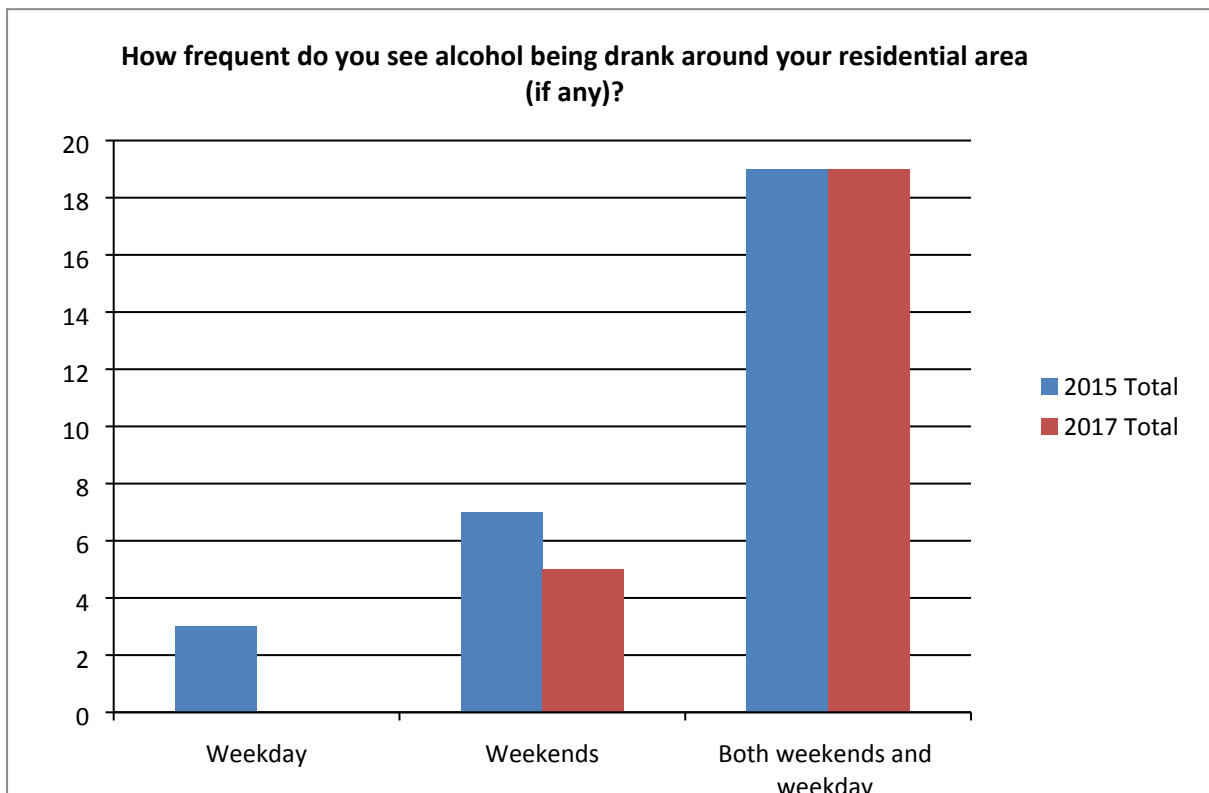
- Despite the confirmed continuance of public drinking in the Mile End area, the frequency of 'Very often' has decreased in comparison to 'Often' and 'Not very often'.

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



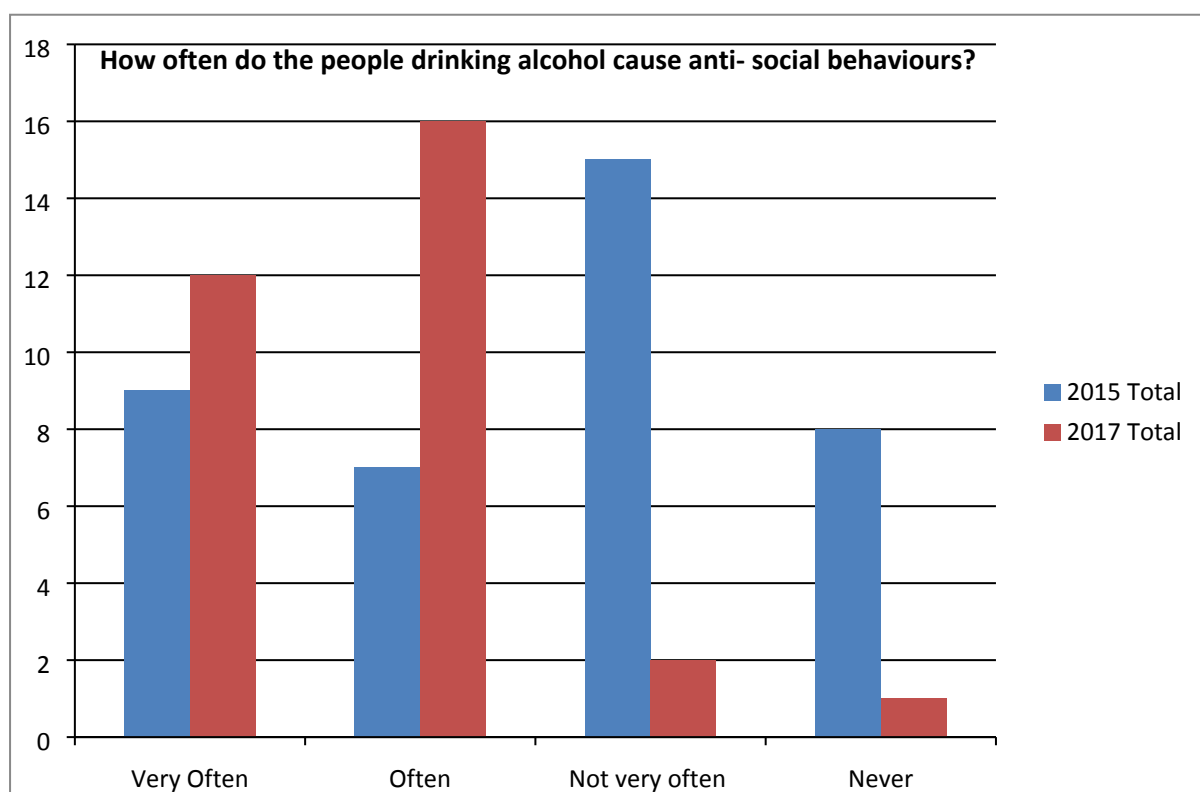
- Despite the previous chart in comparison to the 2015 survey, the 2017 survey still indicates the drinking takes place both in the weekday and weekends.

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



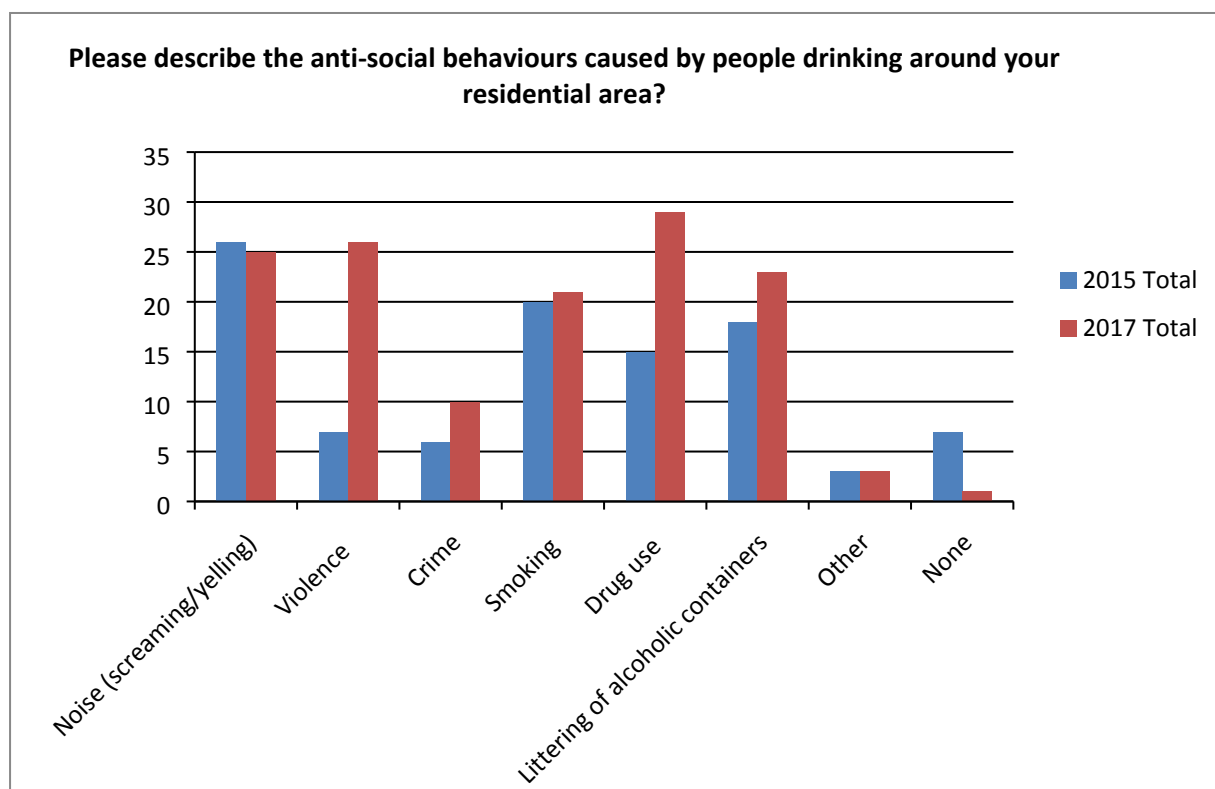
- There is a great shift in how often the public drinking causes ASB. It is high in both categories of 'Very often' and 'Often'. This can be attributed to the public drinking taking place nearer to residential properties and that more adults residents are taking the survey to report this issue.

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



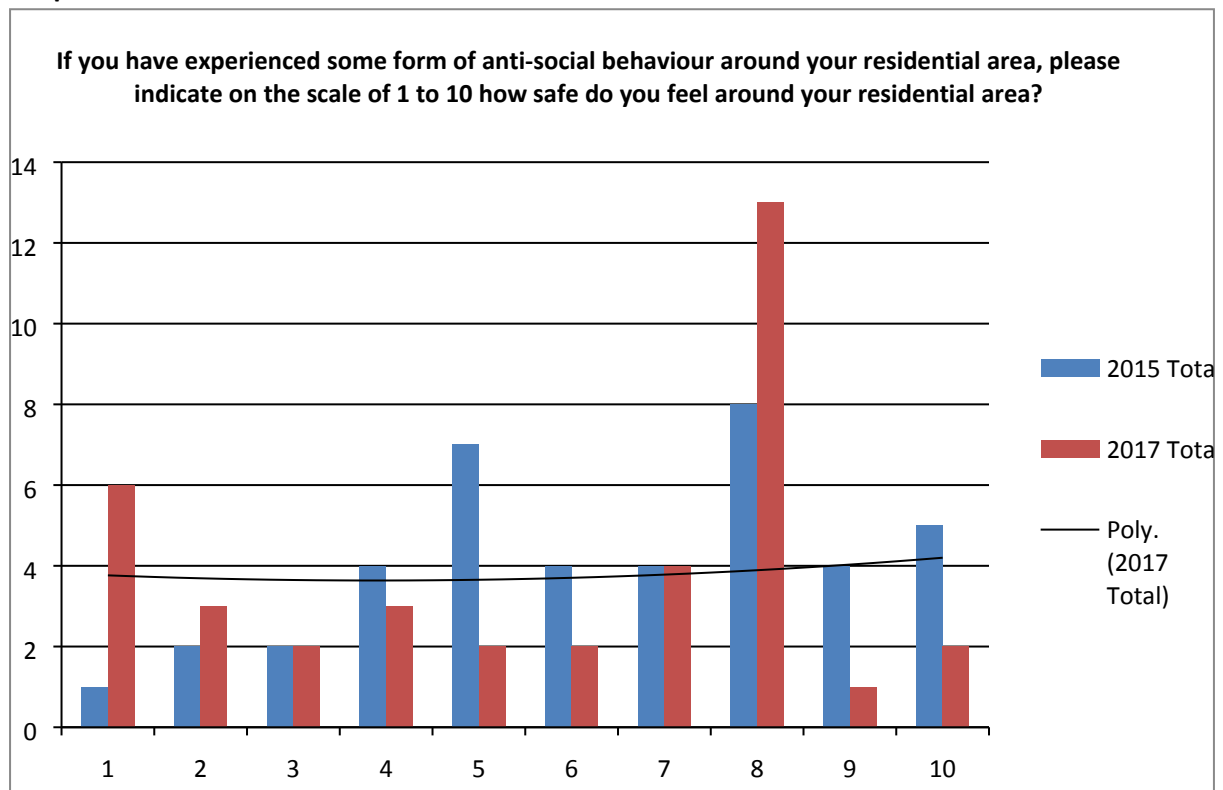
- The above data shows a great rise in asb activities. The clearest indication is the rise in 'Violence' and 'Drug use' followed by littering of alcoholics containers. The previous year the top 3 categories were 'Noise', 'Smoking' and 'Littering of Alcoholic Containers'. The top categories in the 2017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

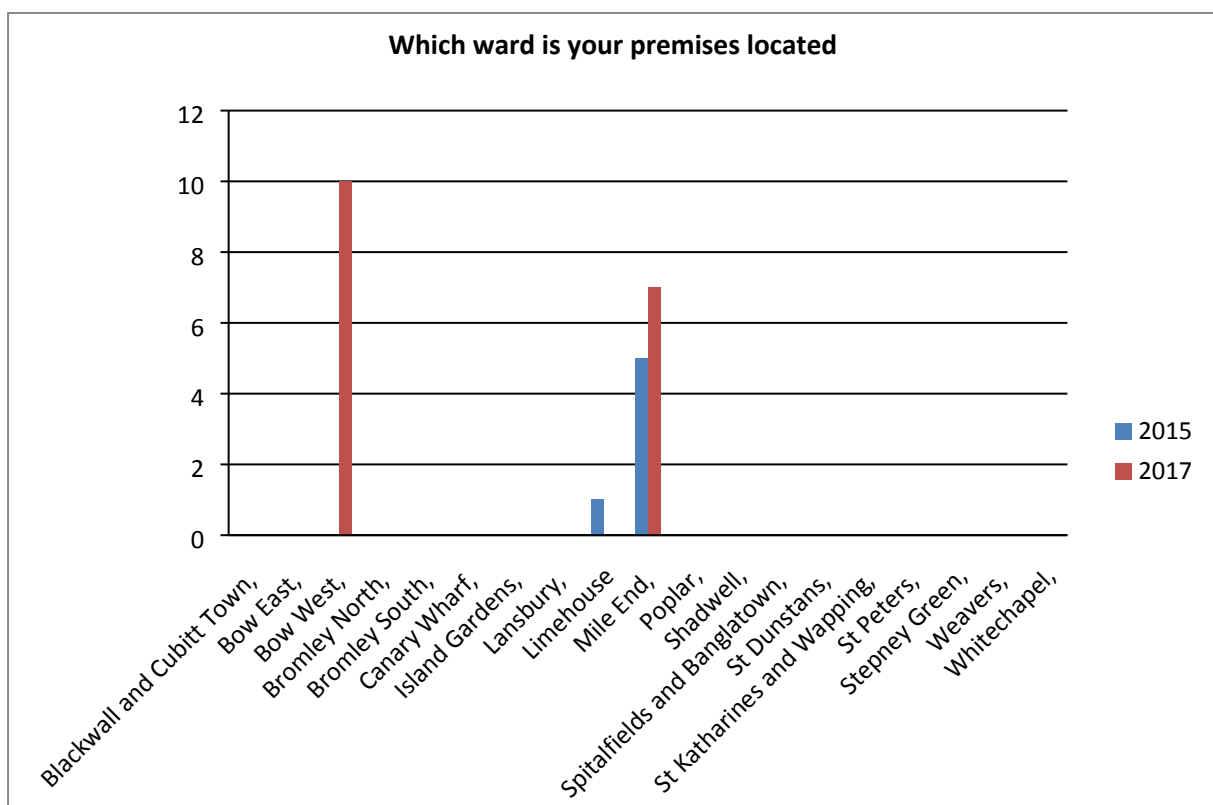
Results and analysis of Retailer Survey 2017

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



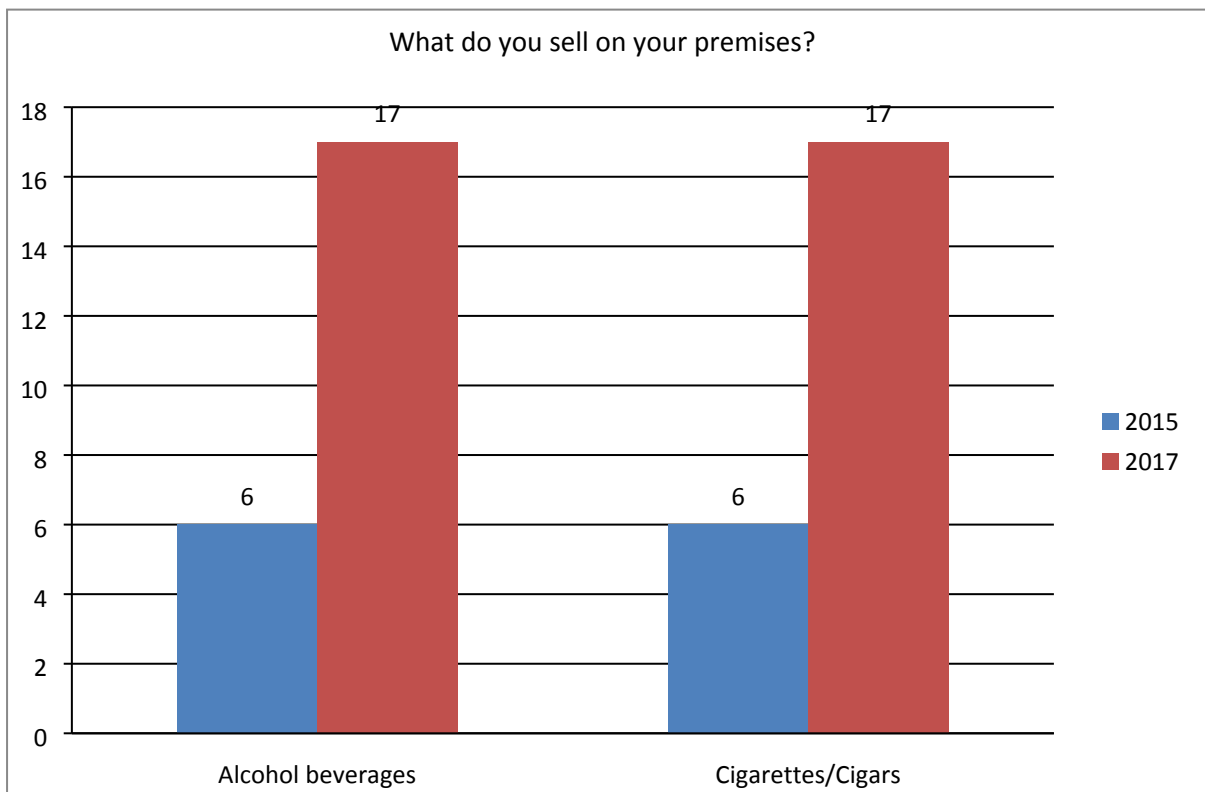
- The number of off licenses has been increased because the initial number of off-licenses was not substantial enough to detect patterns. Therefore, to try and detect if alcohol was being bought outside of the CAP area and brought into the CAP area, the net was cast wider to include off-licenses of the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



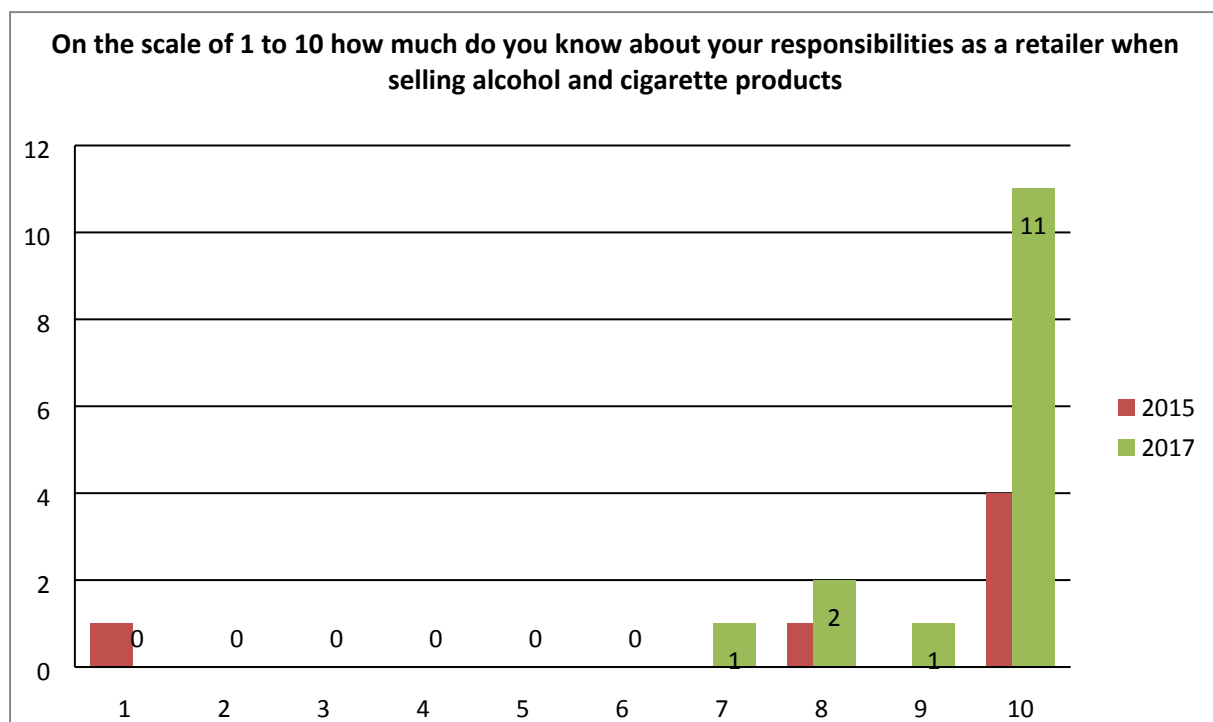
- In both surveys all of the venues included in the retailers survey sold both alcohol and cigarettes.

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



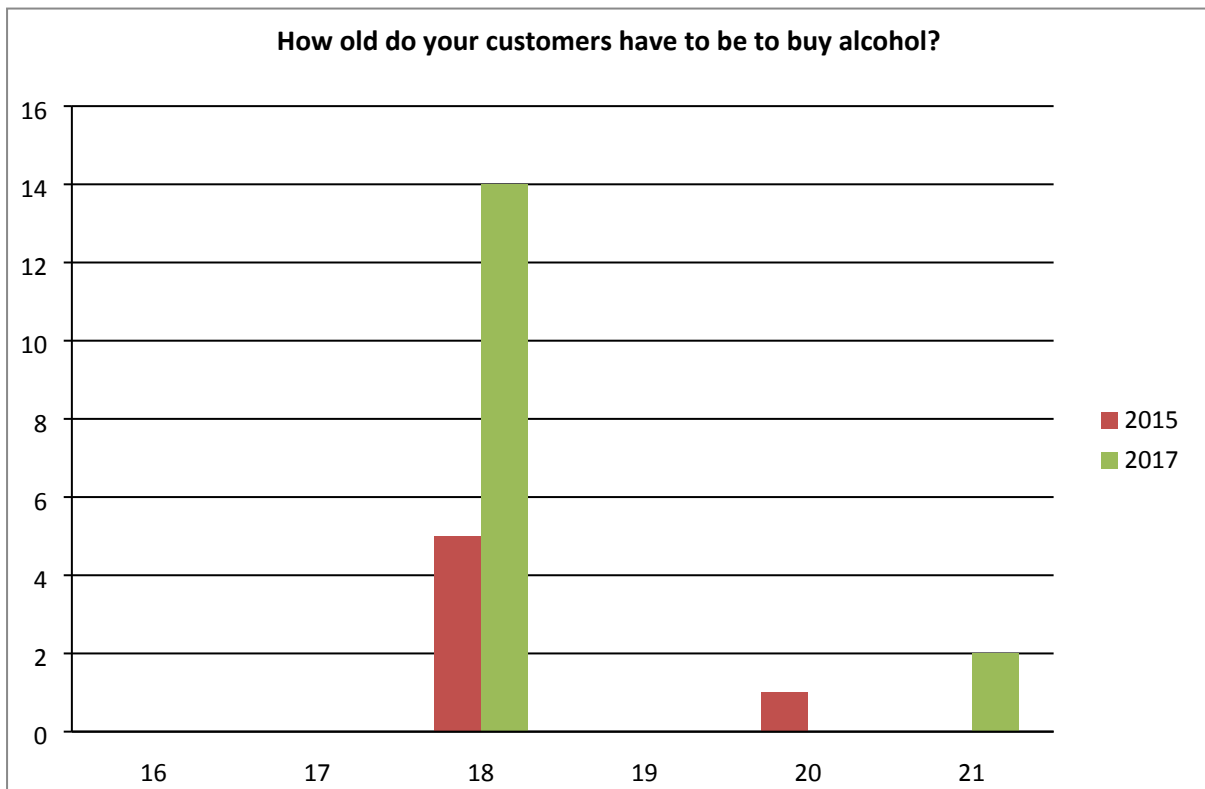
- The 2017 survey indicates that a confidence in knowing the responsibilities as a retailer selling alcohol and cigarettes

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



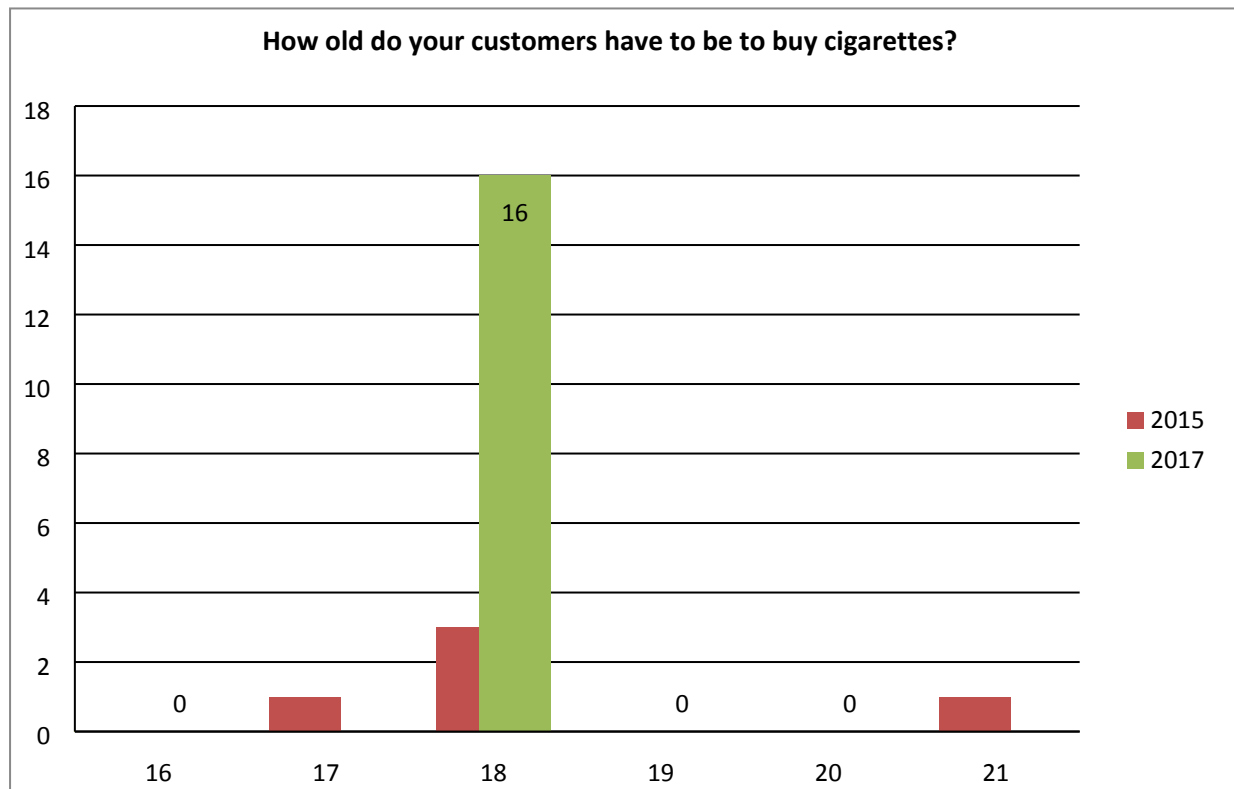
- The graph indicates a stronger number of off licenses knowing that the customers have to be 18 to buy alcohol.
- There is an indication in the 2017 that a couple of off licenses are stricter than the majority of off-licenses.

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



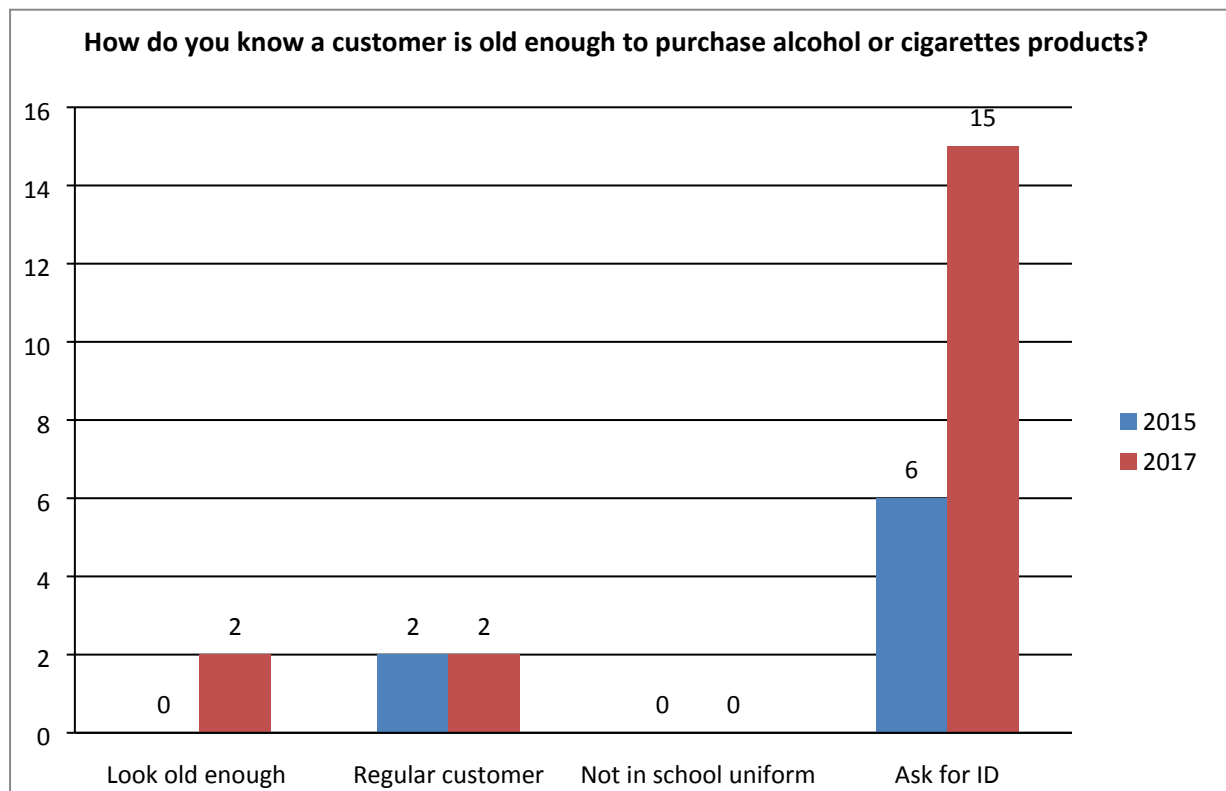
- The graph indicates a stronger number of off licenses knowing that the customers have to be 18 to buy cigarettes.
- There is an indication in the 2017 survey that staffs are more certain of the age to buy cigarettes than alcohol.

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



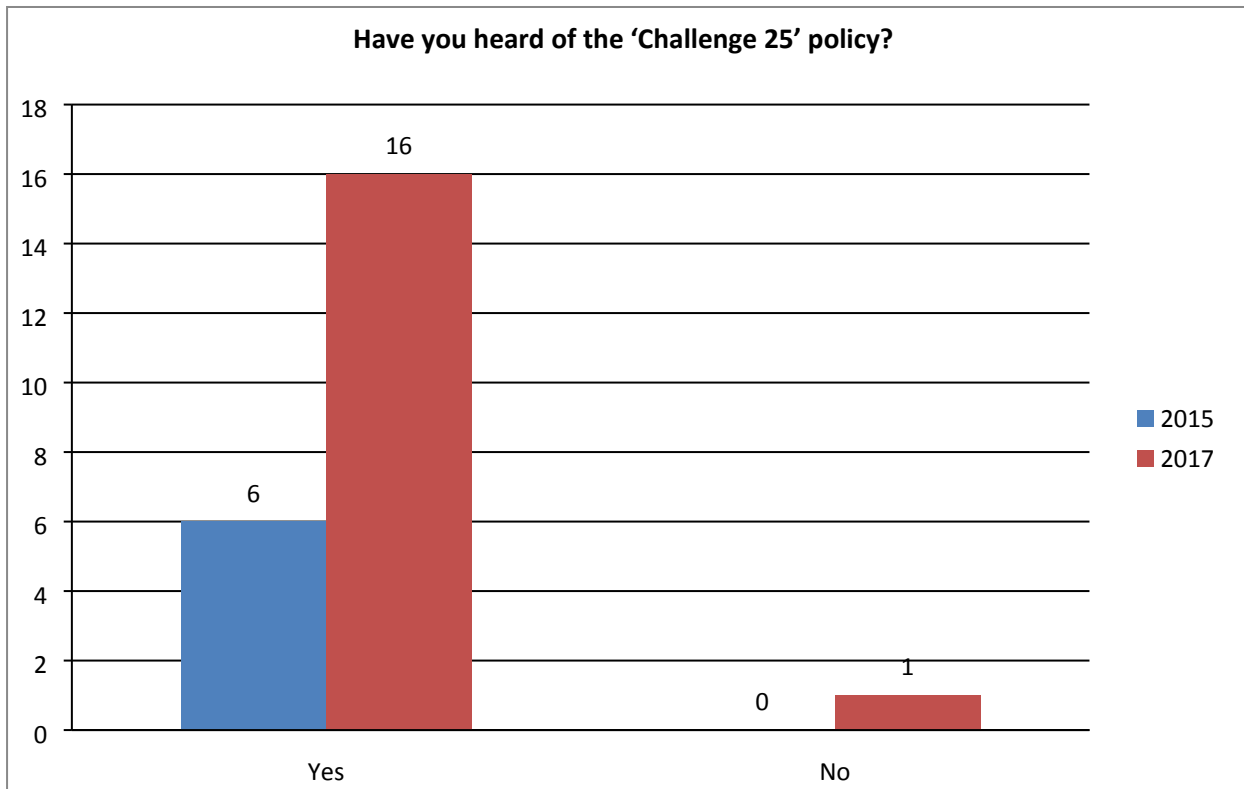
- Graph 2.6 indicates that a majority of off-licenses are aware to ask for ID.
- Both 2015 & 2017 indicate the same number of off licenses also recognise regular customers.
- However, there is an indication that a couple of off licenses depend on visually identifying age which can incorrectly determine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



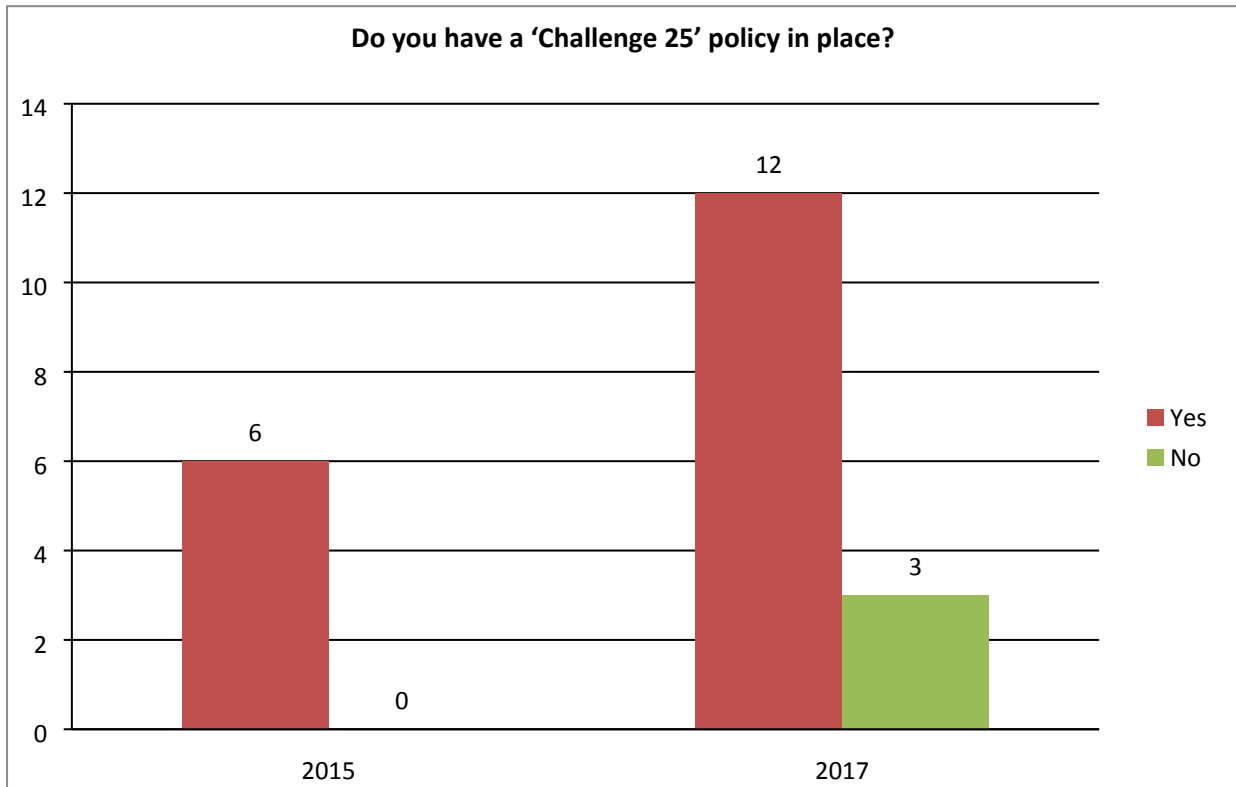
- Graph 2.7 indicates a majority of off-licenses in 2015 and 2017 have heard of 'Challenge 25'.
- It also indicates that an off license can benefit an introduction of the 'Challenge 25 policy'.

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



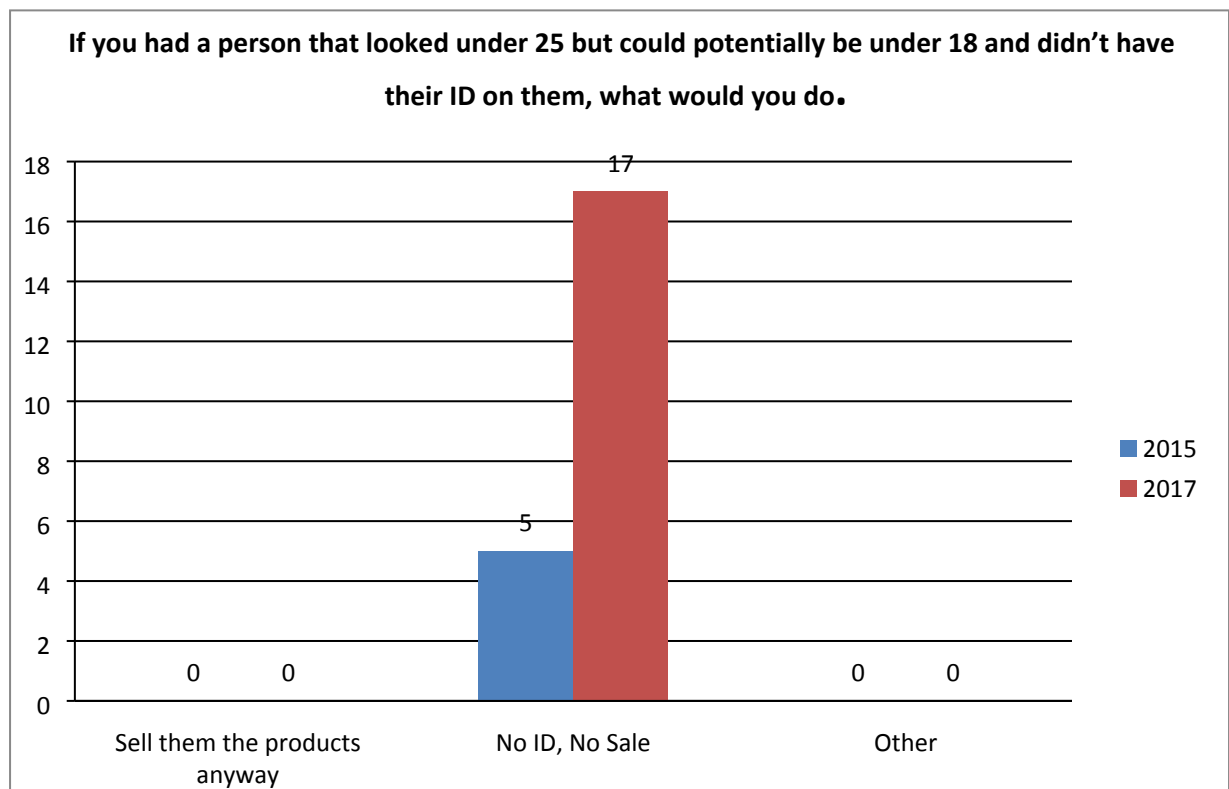
- Graph 2.8 indicates a majority of off-licenses in 2015 and 2017 have 'Challenge 25' policy.
- Due to having a greater number of off-licenses it has been possible to identify 3 off-licenses that do not have a 'Challenge 25' policy.

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



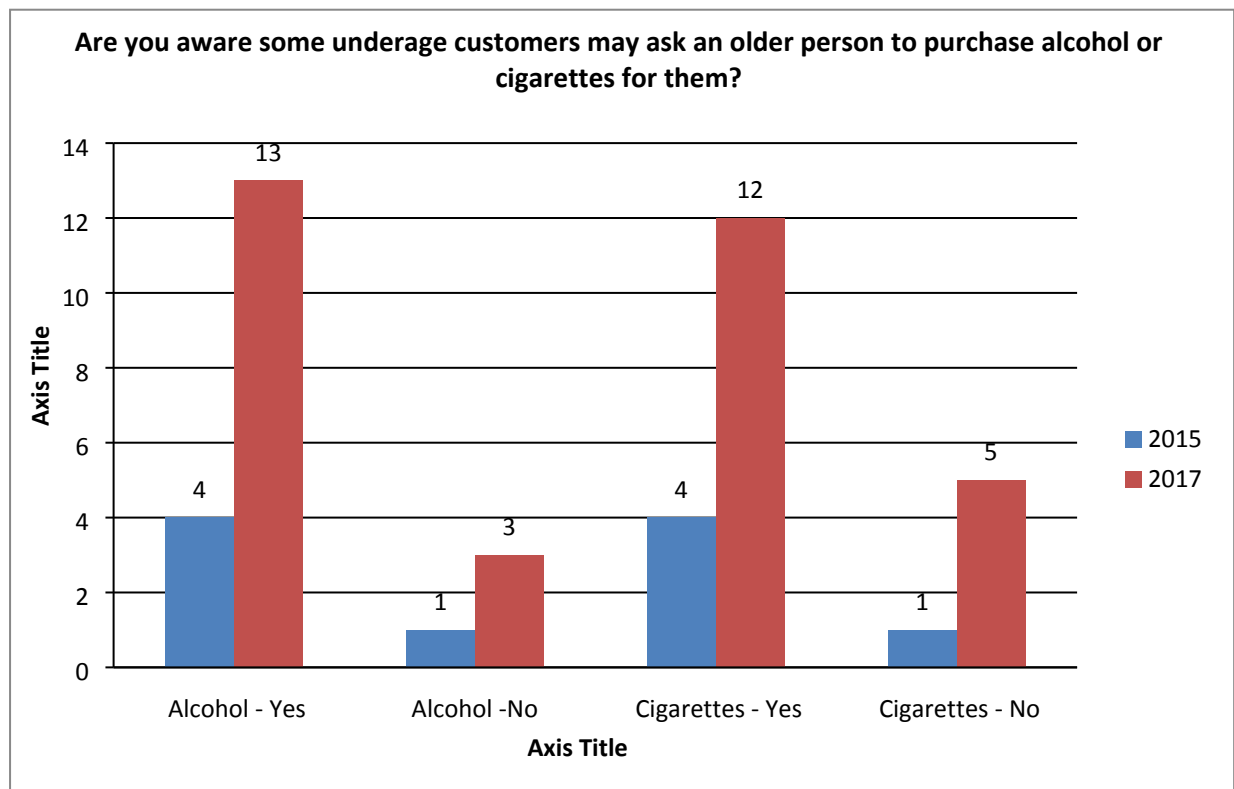
- Graph 2.9 indicates a majority of off-licenses are aware to ask for ID if a person looked under 25 but could potentially be under 18 and to deny sale if no Id is presented.

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



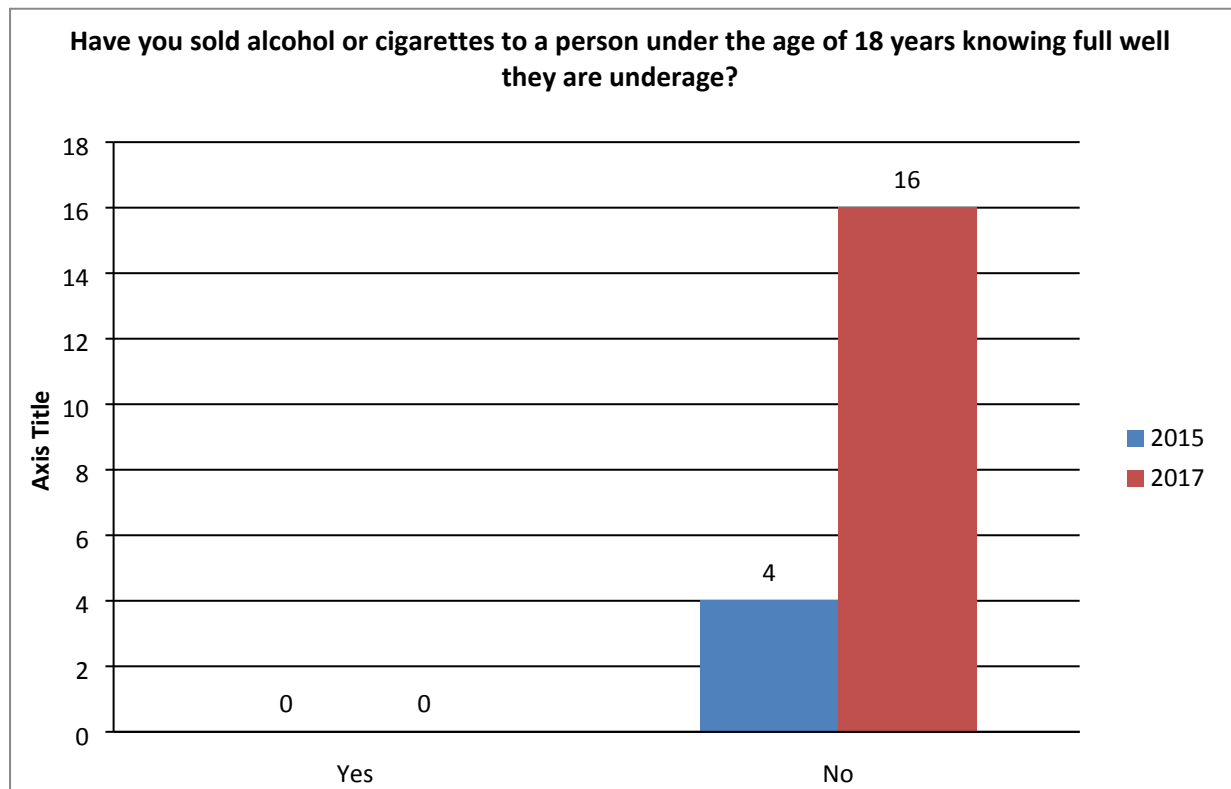
- Graph 2.10 indicates a majority of off-licenses are aware of proxy purchasing for alcohol and cigarettes.
- Although the question for cigarettes and alcohol there is a slight difference in the awareness for proxy buying for cigarettes.

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



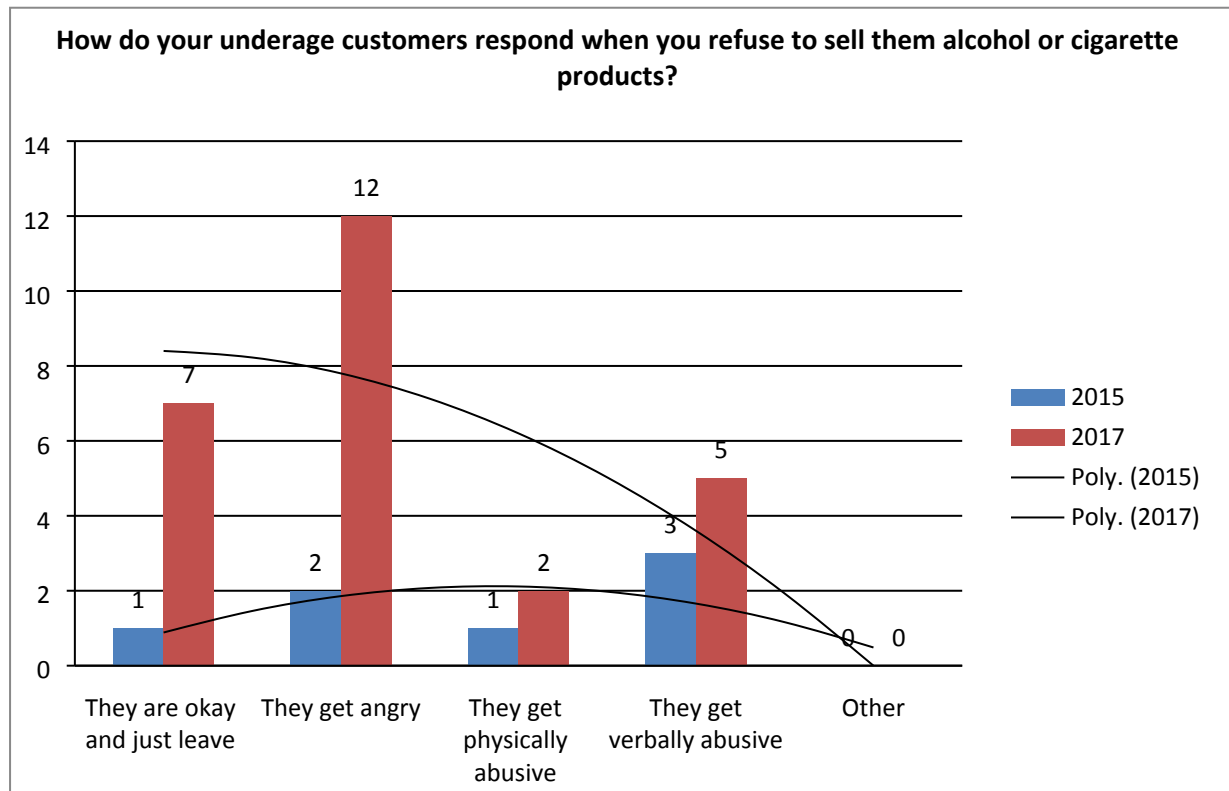
- Graph 2.11 indicates all off-licenses 2015 & 2017 have not sold to young people knowing full well that they were 18.

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



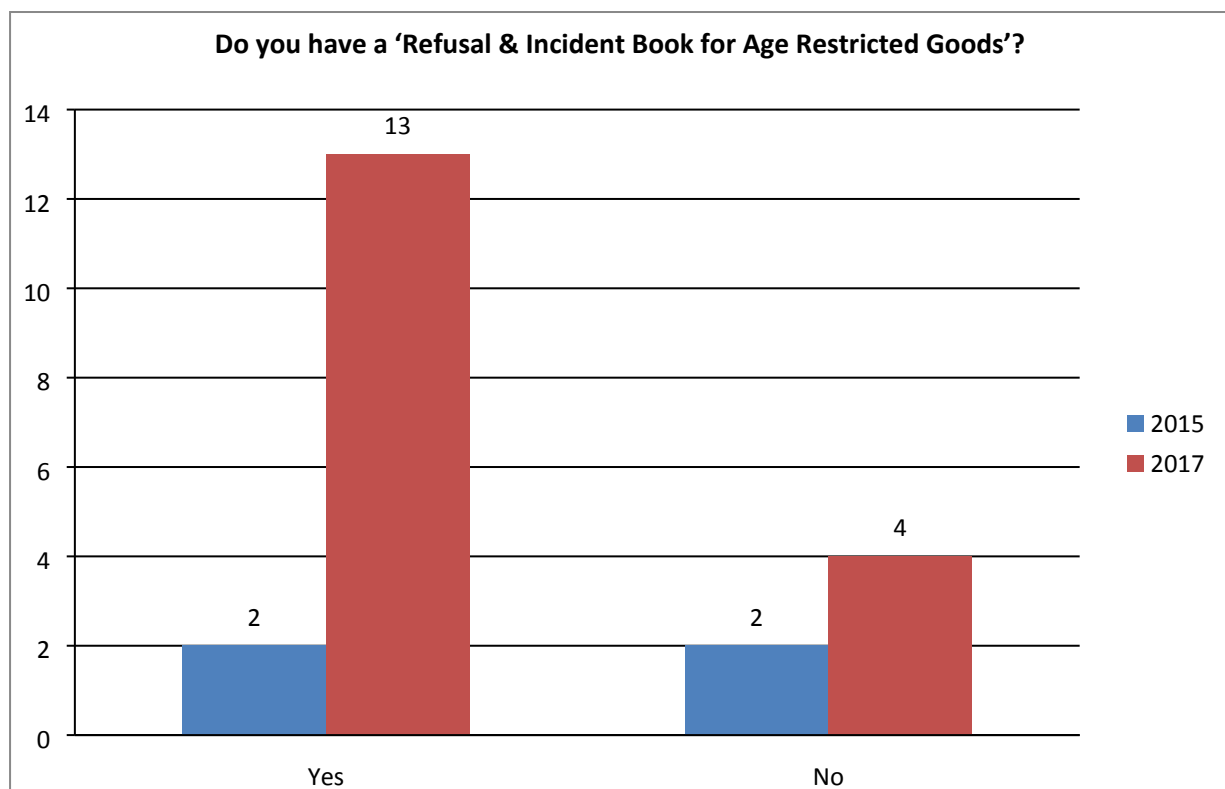
- Graph 2.12 indicates that when an underage customer is refused sale the most common reaction is that they get angry.
- The second highest reaction is that they are okay and just leave.
- It is indicated that abusive reactions are a small but significant reaction.

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



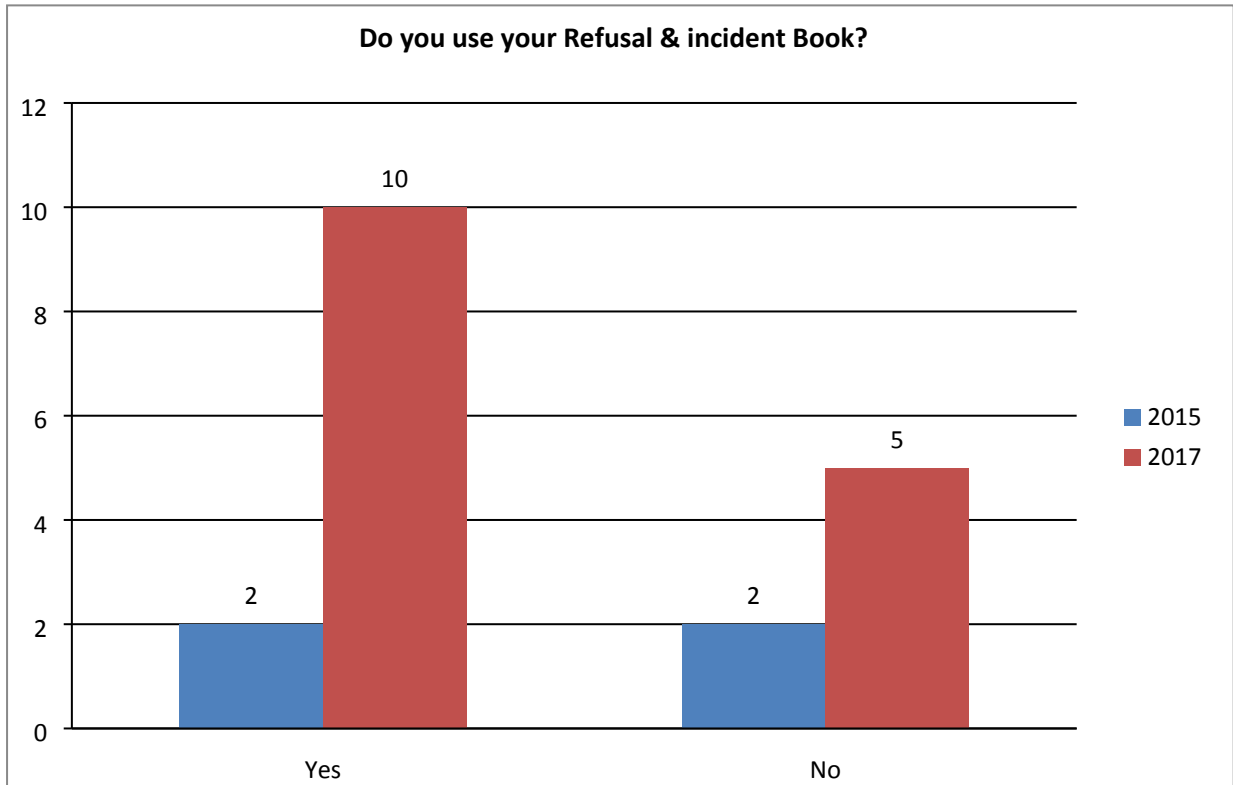
- Graph 2.13 indicates that a greater majority of off-licenses do have a refusal & incident book for age restricted goods.
- It also indicates that 4 venues do not have a refusals book and can benefit having one along with training on how to use it.

Question 14

Table 2.14

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

Graph 2.14



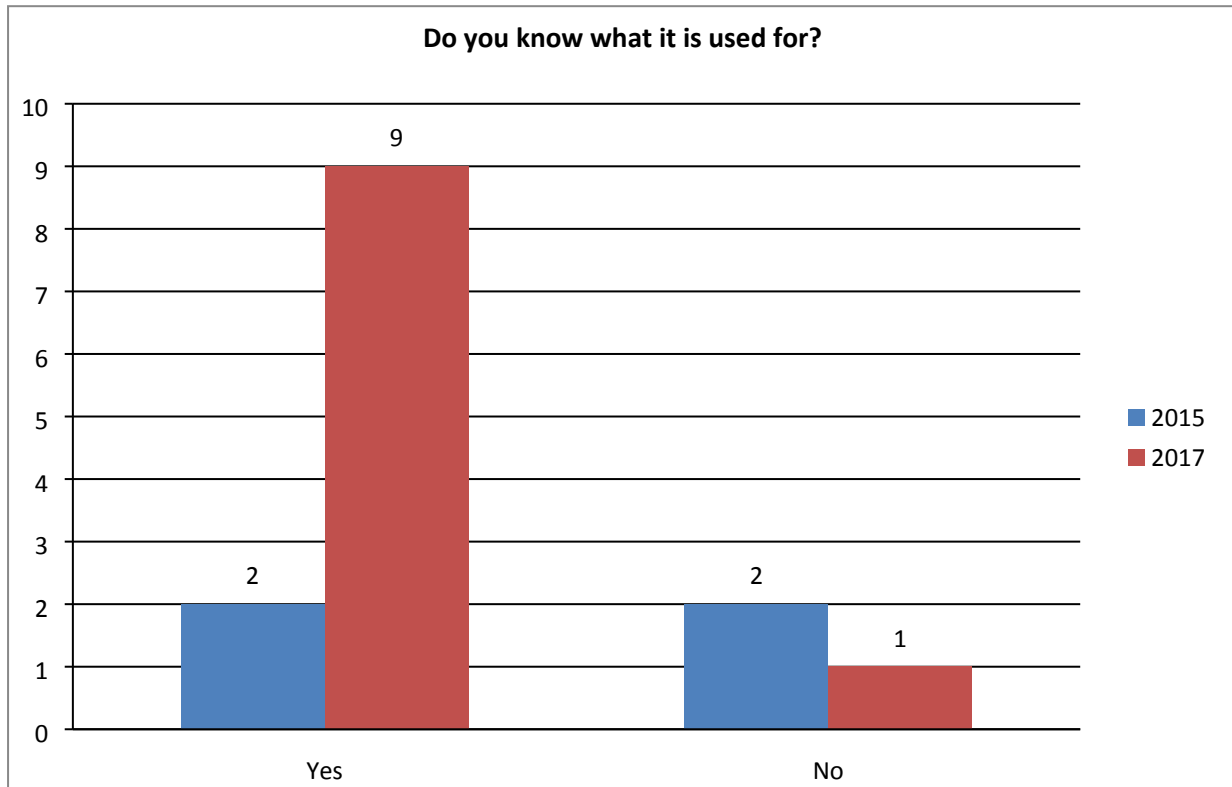
- Graph 2.14 indicates that a greater majority of off-licenses do use their refusal & incident book for age restricted goods.
- Comparing graph 2.13 and 2.14 it indicates that there are off licenses that possesses a refusal book but a lower number of off-licenses actually use the refusals book.

Question 15

Table 2.15

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

Graph 2.15



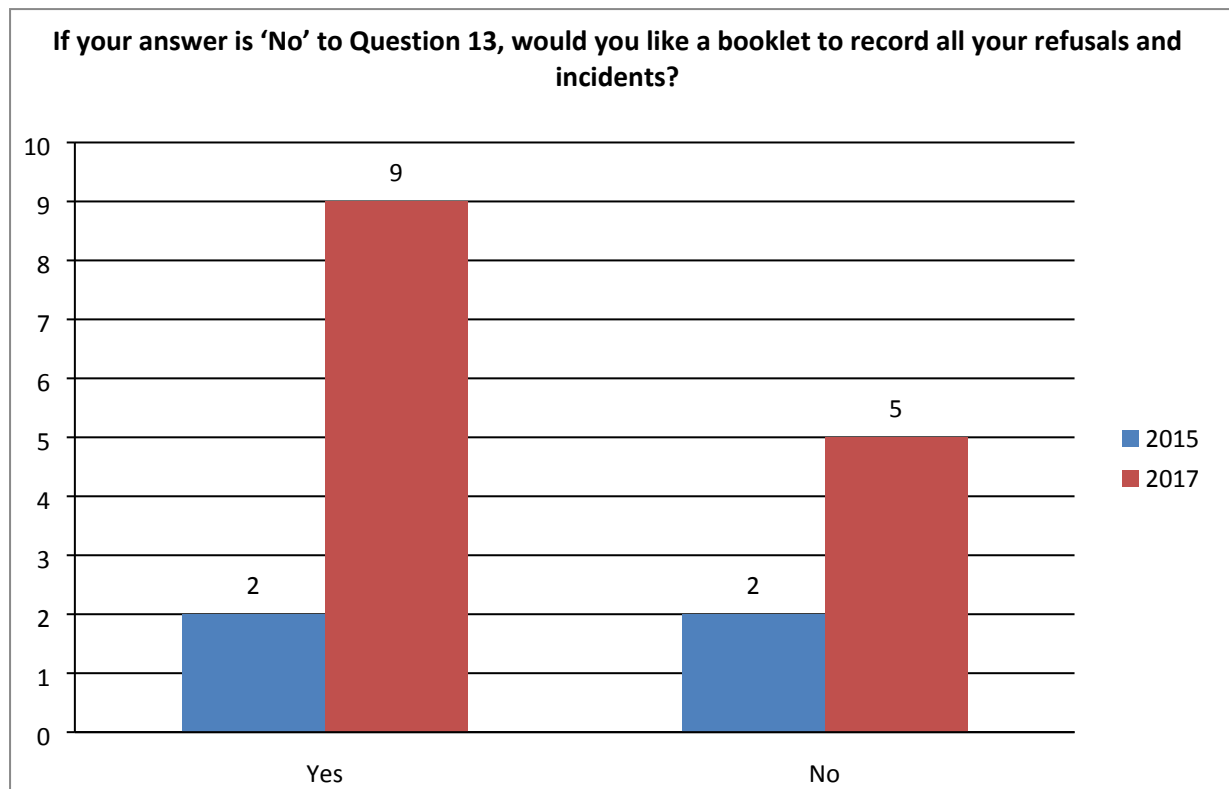
- Graph 2.15 indicates that a greater majority of off-licenses know what a refusal & incident book for age restricted goods is for.
- Comparing graph 2.15, 2.14 and 2.13 it indicates that there are off licenses that possesses a refusal book but a lower number of off-licenses actually use the refusals 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



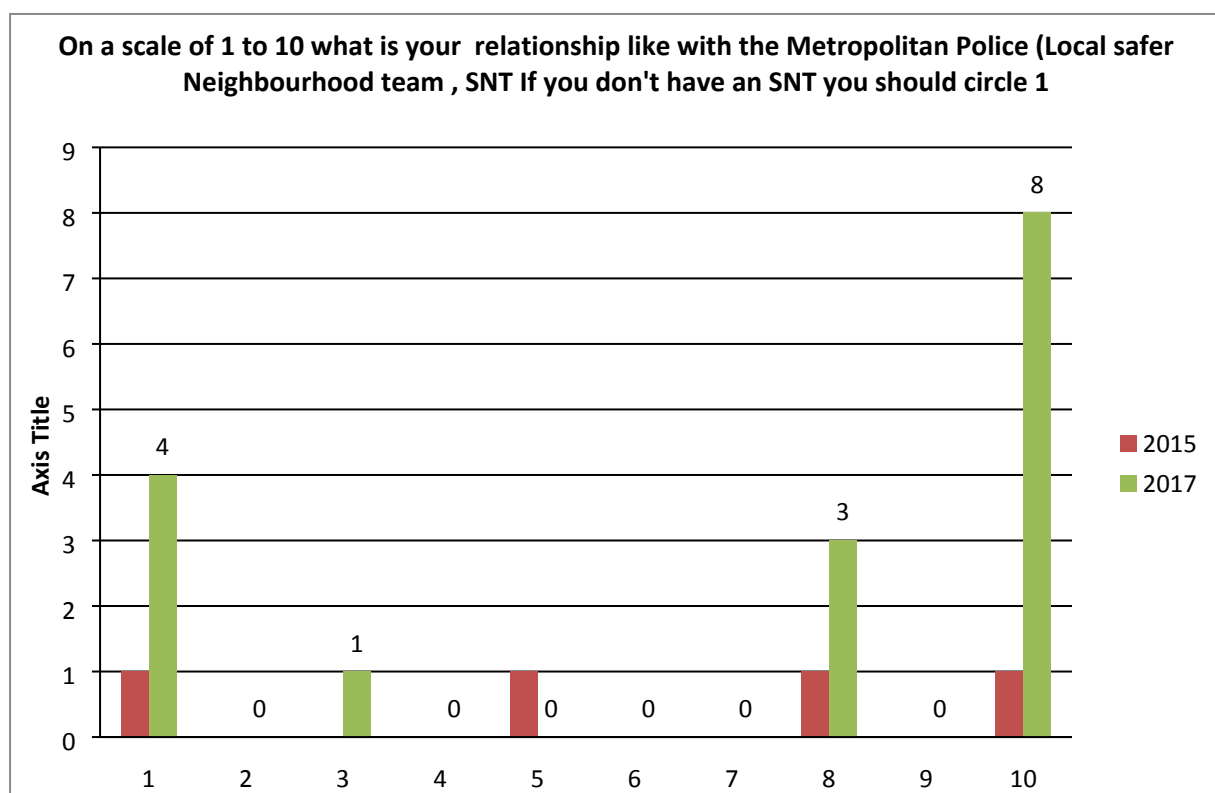
- Graph 2.16 indicates that a greater majority of off-licenses would like a refusal & incident book for age restricted goods is for.
- Comparing graph 2.13 and 2.16 it indicates that only 4 venues claimed that they do not have a refusals book. However, an almost identical number of venues claiming to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



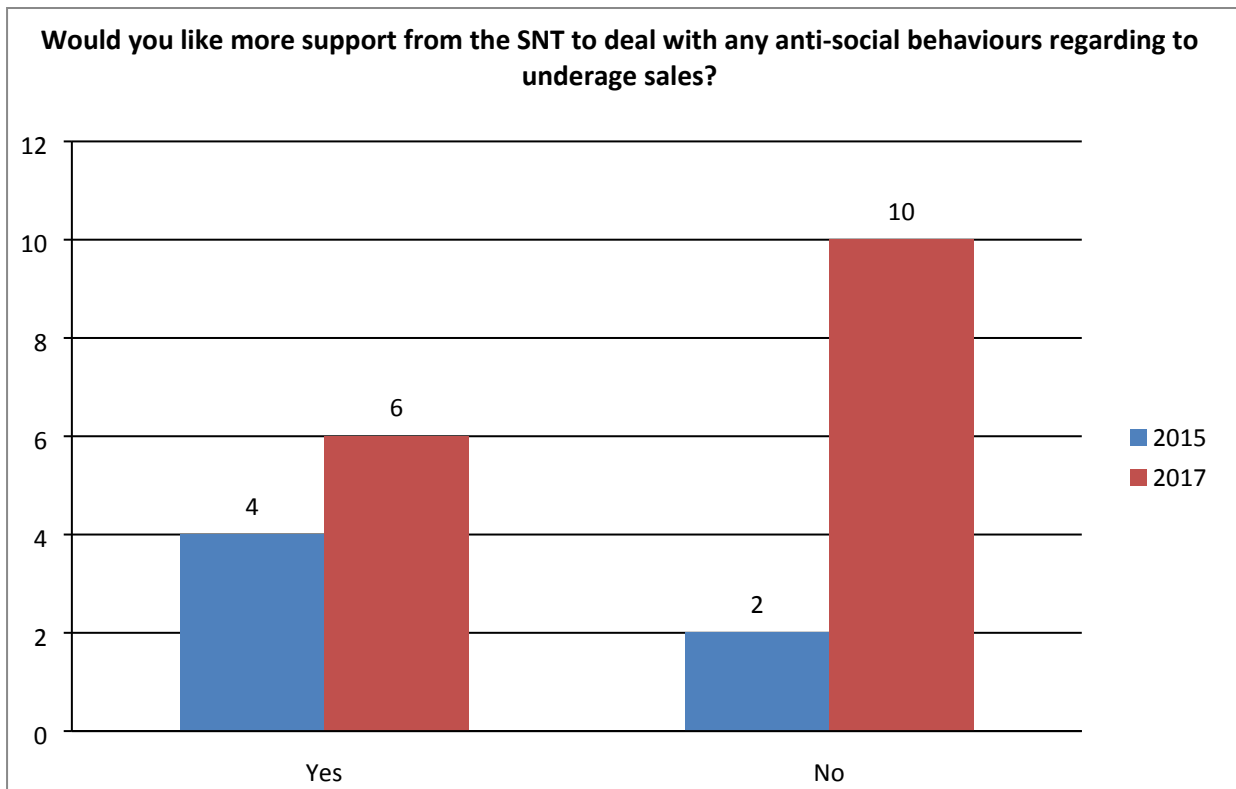
- Graph 2.17 indicates that a greater majority of off-licenses have a strong relationship with local SNT's.
- There is also an indication that small amount of venues do not have a strong relationship with the SNT's.

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



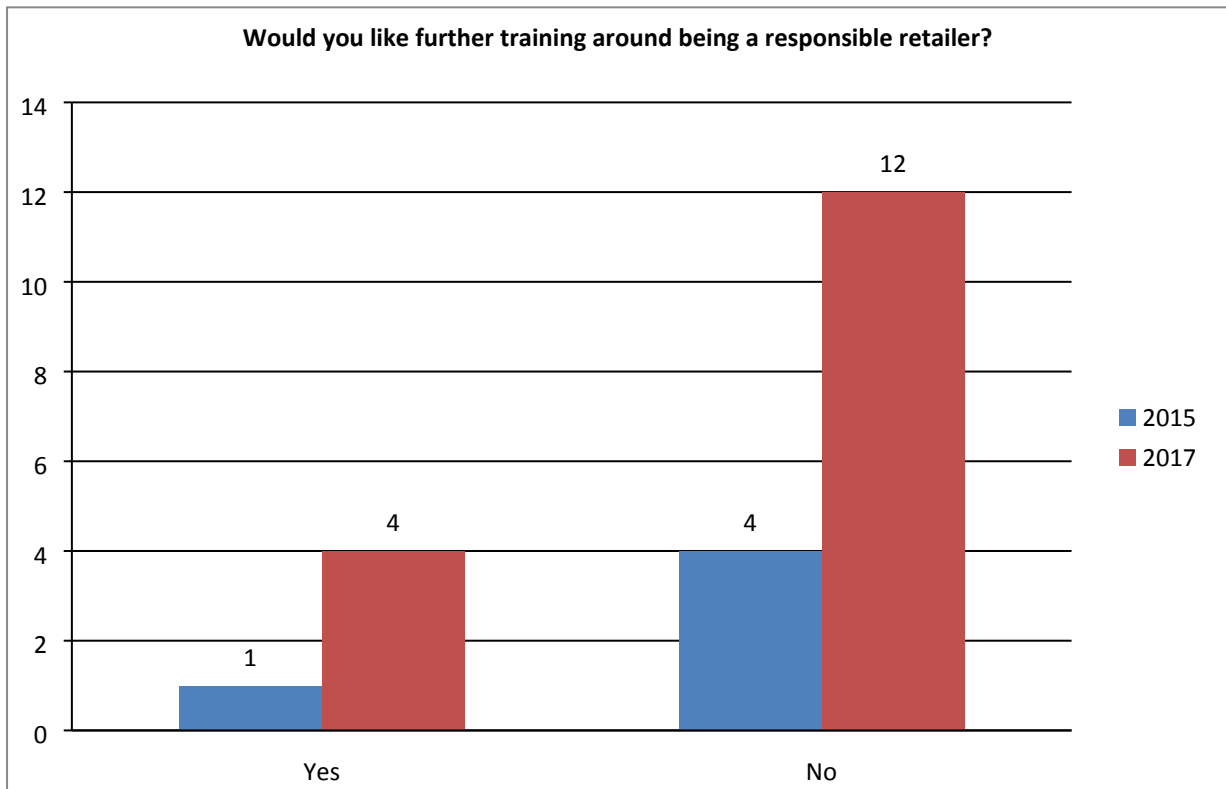
- Graph 2.18 indicates that there are a significant number of venues that would like a better relationship with the SNT's.

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.

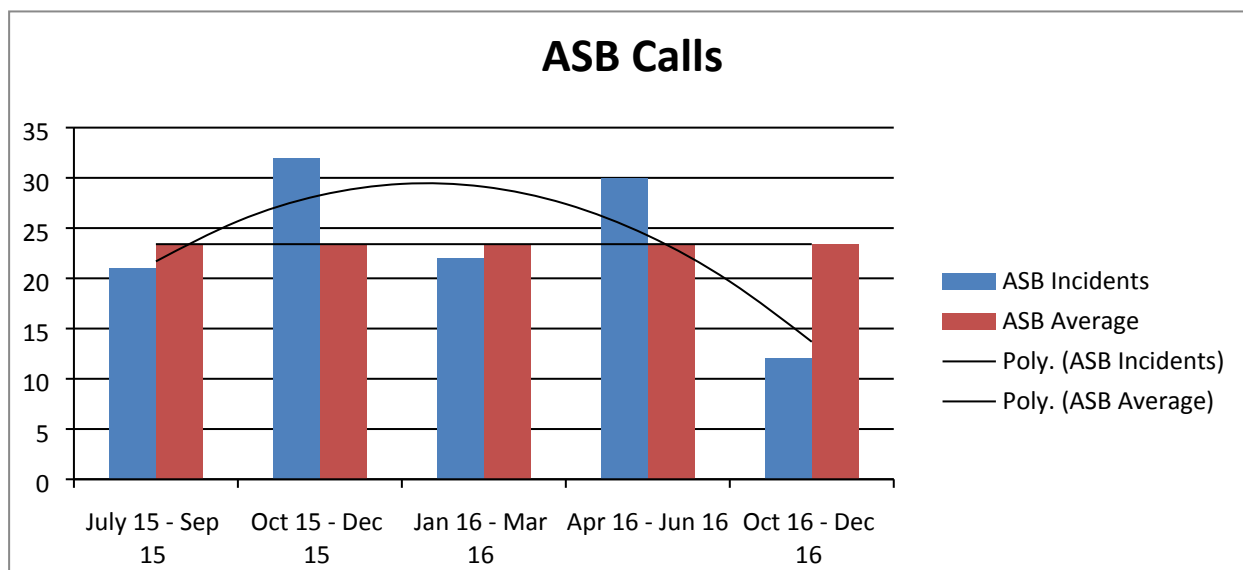
It has been an experience where the staff present will sell alcohol but are unable to answer questions on responsible retailing or on selling to young people. The Licensing procedure is tied to the licensing officer; therefore the pathway in dealing with such an issue can be started. The Licensing procedure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

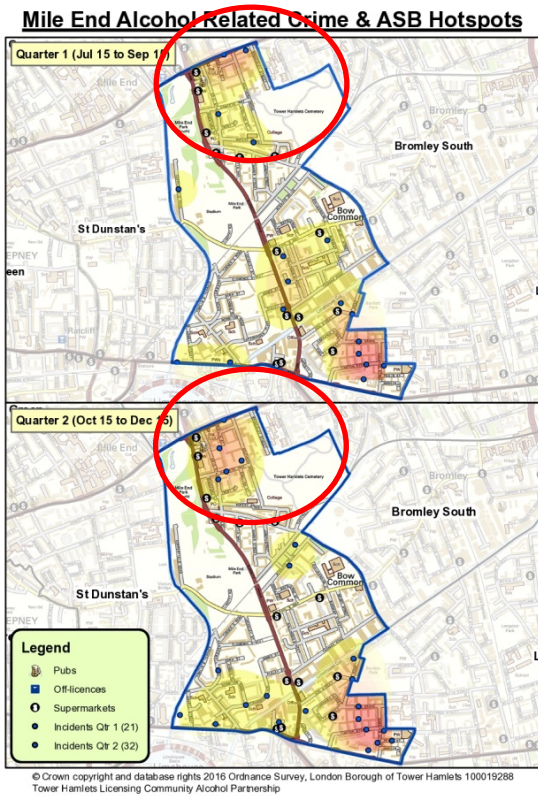


Image 4.2

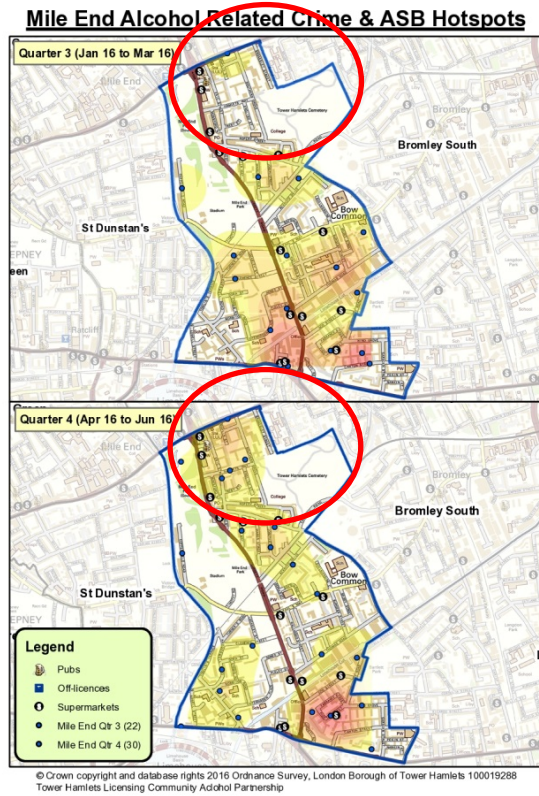
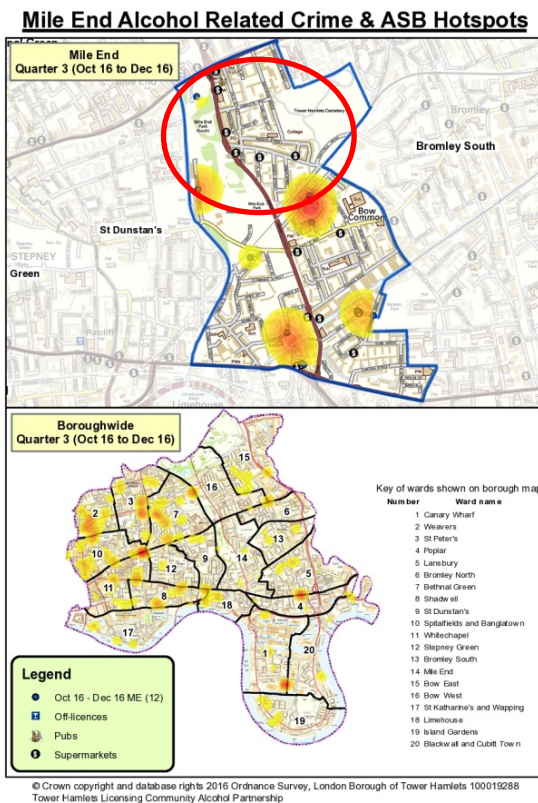


Image 4.3



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)*

Tower Hamlets CAP Evaluation 2017

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
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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 drunk 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
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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

Tower Hamlets CAP Evaluation 2017

Mile End, Spitalfields and Banglatown, St Peters,	Poplar, St Dunstans, Stepney Green,	Shadwell, St Katharines and Wapping, Whitechapel,
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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

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