

**‘Helping us shape the Tower Hamlets Plan’:  
Report on the findings of the online survey on the Tower Hamlets Plan  
2018-23**

**SUMMARY OF KEY FINDINGS**

- Tackling crime and ASB, tackling the wider determinants of health and addressing mental health emerged as the most important issues for the Partnership to address
- Better communication about jobs and training came up as the least important issue
- Most of the suggested actions were strategic in nature, and focused around service delivery
- Tackling poverty, a family focused approach, housing issues and issues around the environment came through as key gaps
- A reduction in levels of poverty experienced in the borough was a key outcome that respondents highlighted as one that the Partnership should focus on
- The majority of outcomes highlighted were focused around the themes ‘Strong, resilient and safe communities’ and ‘Better health and well-being’
- Respondents felt that to work better together, partners need to ensure they work towards a common purpose, through a joint approach and plan. The Partnership also needs to consist of comprehensive and representative participation, with an even playing field, that is genuinely in partnership with the community.

**ABOUT THE SURVEY**

On Thursday 11<sup>th</sup> January 2018, the Tower Hamlets Strategic Partnership held their first Summit to discuss the development of a new Tower Hamlets Community Plan. Participants shared their thoughts and ideas during two workshops held that morning to discuss the four emerging themes for the Plan.

Following on from this, conversations with residents, partners and stakeholders continued in order to gauge further what they would like to see the Partnership take forward in this new Plan.

A key part of this was an online survey to help gauge the views, comments and ideas from residents, people that work and study in the borough and also local organisations, about how to take the Plan forward.

The survey ran from 21<sup>st</sup> February to 23<sup>rd</sup> March 2018. It consisted of eight questions, which were aimed at identifying how respondents would prioritise key areas of action, what they suggest the Partnership should be doing to address these areas, what they would like to see the Partnership achieve and how partners can work better together. The survey was open to anyone living and working in the borough, and was disseminated through a wide range of

avenues, including internal mechanisms and external partners. The full questionnaire can be found at **Appendix B**.

### PROFILE OF RESPONDENTS

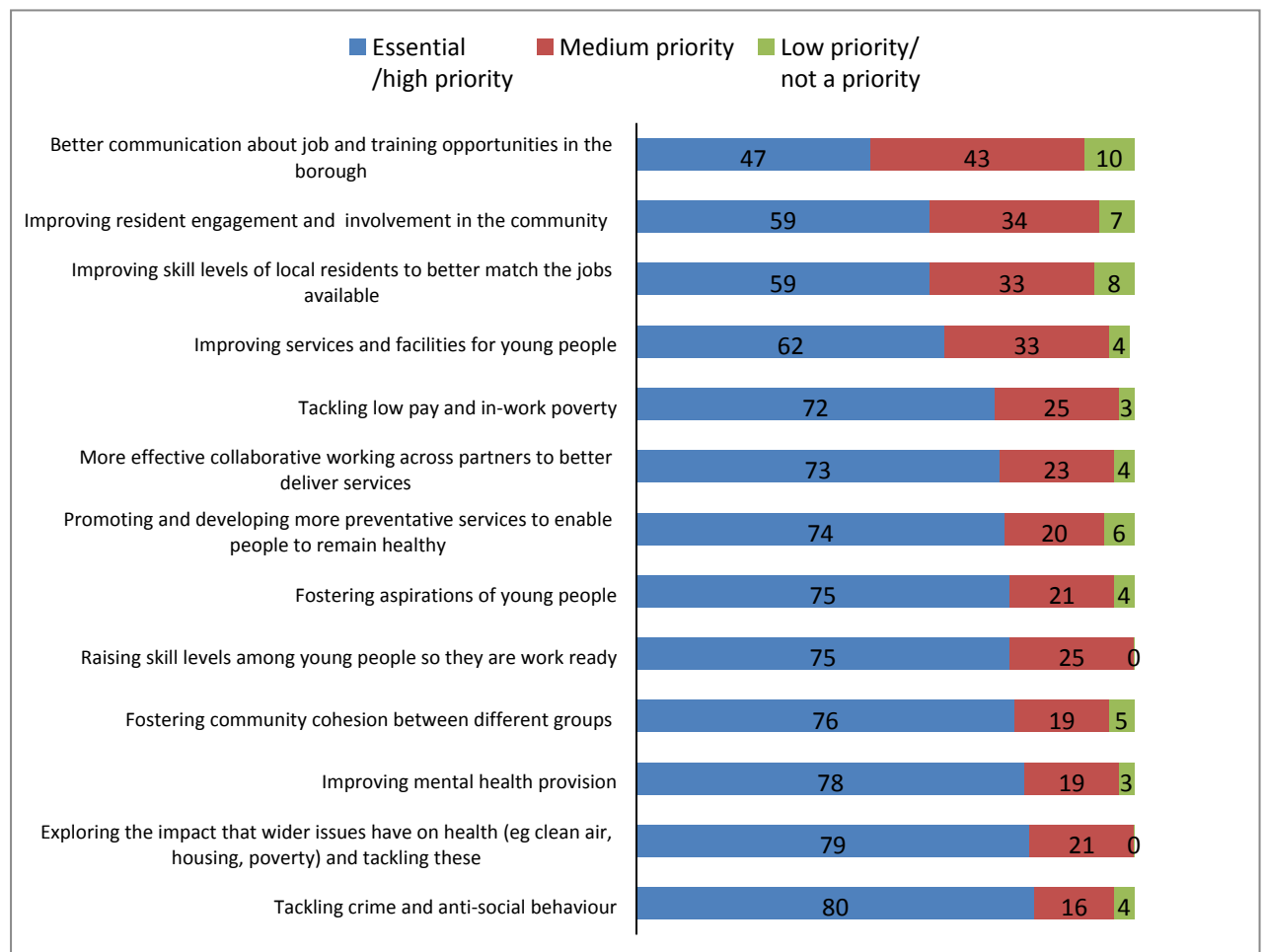
The survey attracted 96 responses. The majority of respondents were residents of the borough (49), with a significant number working within Tower Hamlets (27). There were more female respondents (52) than male (31), and most were above 35 years old. The vast majority of these were white British in ethnicity, and working full time.

A full breakdown of respondents can be found at Appendix A.

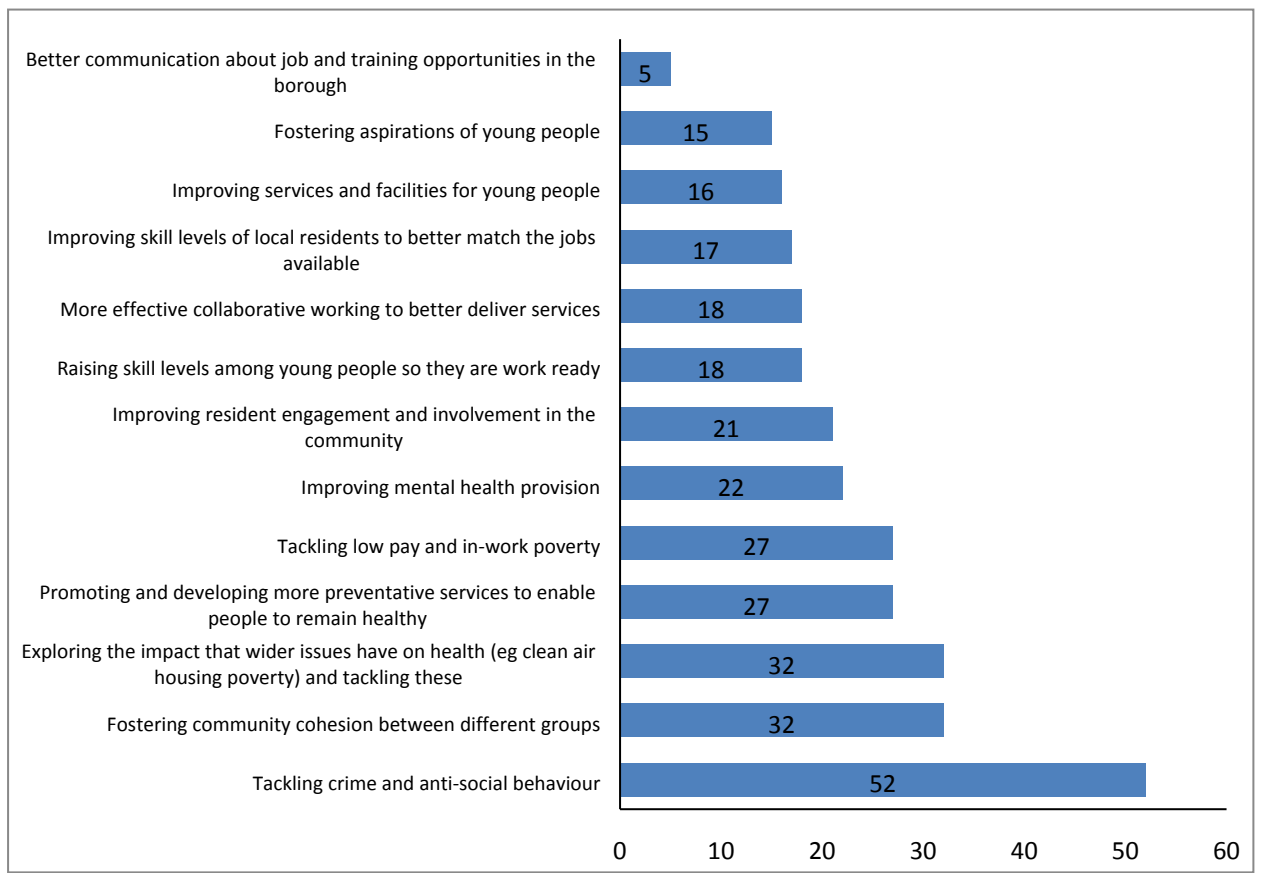
### PRIORITISING THE ISSUES

Those who filled out the survey were provided with a list of issues and challenges and asked what they felt were high and low priority. They were then asked which of these they would rank as their top three priorities. The majority of respondents felt that tackling crime and ASB, tackling the wider determinants of health and addressing mental health were the most important issues for the Partnership to take forward. In narrowing down the priorities, fostering community cohesion between different groups was also seen as a top priority.

**Figure 1. Overall prioritisation of key issues/challenges (%)**



**Figure 2. Percentage of respondents who listed an issue as one of their top 3 priorities**



## HOW CAN THE PARTNERSHIP ADDRESS THESE ISSUES?

Participants outlined a range of actions in an open question around what they thought the Partnership could do to address the issues and challenges identified. Below is a thematic breakdown of the actions, which were suggested, categorised further according to action type:

### *Tackling inequality by building a strong, inclusive and fair borough*

Action type	Potential short term actions	Long term opportunities
<i>Communications</i>	Ensure easier communication with the Mayor and members	Promote credit unions more widely
<i>Strategic</i>	Utilise hub buildings in borough e.g. in Limehouse, Haileybury - to provide holistic services including financial advice, Workpath, mental health provision	Work more closely with residents, prioritising co-production
		Improve partnership working with community organisations
		Be innovative in improvement programmes/systems
<i>Service delivery</i>		Extend financial advice services covering a range of areas such as support in cases of in-work poverty; social welfare advice; those at risk of losing their homes; debt and general finance advice and supporting those with mental health illnesses with their finances
		Providing holistic support around poverty

### *A better deal for young people: aspiration, education and skills*

Action type	Potential short term actions	Long term opportunities
<i>Strategic</i>	Ensure more family focused outcomes and	A good play strategy – under 16s

	activities	Support LGBT young people
<i>Service delivery</i>	Look at thresholds for young people to access youth provision so that more young people can access these services	More youth clubs
		Support children and parents in early years
		Increase sports facilities
<i>Facilitation</i>		Encourage Canary Wharf to fund extra-curricular training, mentoring, vocational courses, work placement and so on for young people

***Good jobs and employment***

Action type	Potential short term actions	Long term opportunities
<i>Strategic</i>		Support small businesses and local organisations to take on local people
<i>Service delivery</i>	Increase level of work experience and apprenticeships for young people	

***Strong, resilient and safe communities***

Action type	Potential short term actions	Long term opportunities
<i>Strategic</i>		Address the number of vehicles in the borough
		Instil more social prescribing
		Consider delegating management of local assets to local

		people e.g. parks and green spaces
		Tackle LGBT hate crime
<i>Service delivery</i>	Deliver more multi-cultural days	Initiate a community gardening scheme
<i>Facilitation</i>	Encourage and support social leadership to ensure inter-ethnic mixing	
	Encourage community policing	

***Better health and well-being***

<b>Action type</b>	<b>Potential short term actions</b>	<b>Long term opportunities</b>
<i>Communications</i>		Improve the communications/engagement with communities on health and employment messages
<i>Strategic</i>		Tackle upstream determinants of childhood and maternal obesity in a culturally sensitive way
		Utilise planning to address fast food outlets
<i>Service delivery</i>		Make mental health services more accessible and raise the standard of provision
		More provision to support parents with disabled children
<i>Facilitation</i>		Ensure that East London Health and Care Partnership does not work in silo

Alongside this, a broader narrative on issues also emerged. The impact of poverty was a frequent issue that came up, as well as ensuring a distinct focus on families. Housing was also a consistent feature, as well as an emphasis placed on addressing issues around mental health and supporting those suffering from mental health illnesses.

## **WHAT ARE THE GAPS?**

We asked whether there were any important issues that respondents felt were not captured in the list provided. Poverty came up a number of times in the comments provided. Housing also appeared as a major issue, with various aspects such as homelessness, overcrowding, affordable housing and quality of housing featuring in the comments made.

Older people, consistent with earlier engagement, was also perceived to be missing from the narrative, as well as an overall focus on early intervention with families, and providing holistic support. Issues around the environment were mentioned as a gap, and there was one mention of social care as a missing area of importance.

## **WHAT OUTCOMES DID RESPONDENTS WANT TO SEE THE WORK OF THE PARTNERSHIP ACHIEVE?**

Respondents identified a number of outcomes they want to see achieved by the work of the Partnership. The majority of these outcomes were focused around the themes 'Strong, resilient and safe communities' and 'Better health and wellbeing.' There were also a number of outcomes related to poverty and overall inequality feeding into the overarching theme of the Tower Hamlets Plan – 'Tackling inequality by building a strong, inclusive and fair borough.'

The detailed comments from respondents have been categorised under the overarching objective of the new Tower Hamlets Plan, and the four key themes, and outlined below:

### *Tackling inequality by building a strong, inclusive and fair borough*

- Reduced levels of poverty
- Increased levels of prosperity, which contribute to creating a healthy, supportive and resilient local community, empowered to tackle the issues they face both individually and collectively
- Reductions in rates of in-work poverty and child poverty
- Increased provision of debt advice
- Use of local, sustainable solutions that utilise local resources and talent

### *A better deal for young people: aspiration, education and skills*

- Increase in children's levels of self-confidence, that allow them to build healthy relationships and achieve emotional and economic wellbeing
- More young people going on to achieve their full potential

### *Good jobs and employment*

- Lower unemployment rates
- Reduction in discrimination experienced by Tower Hamlets residents in gaining employment
- A local culture and views that do not limit or restrict parents and women in achieving their goals
- Increased number of residents who have English and Maths at Level 1
- A more positive relationship between centres of wealth and grassroots charitable organisations

### *Better health and well-being*

- Lower incidence of diabetes and heart problems in the local population
- Joined up approaches to child obesity
- A rise in healthy life expectancy
- Greater attendance of sexual health clinics by young people and increased engagement with such services by parents
- Better health education for people with young families
- Greater awareness and understanding of the causes of mental health illness
- Improved life expectancy for residents at risk of diabetes, high blood pressure/cholesterol
- Reduction in the stigma attached to mental health illness
- Better provision and more choice of treatments for mental health patients

### *Strong, resilient and safe communities*

- Improved overall levels of language and computer literacy within the borough
- Lower incidence of drug use and knife crime
- Reduction in littering
- Increased levels of green spaces
- Reduction in ASB
- Reduction in tension between different cultural groups
- Increased engagement around violence against women and girls
- More co-operation between cultural, economic and social groups
- Improved community cohesion and social cohesion
- Increase in affordable community spaces
- Increased levels of affordable social housing
- Greater and more in-depth levels of partnership and collaboration with residents
- Better coordination of services provided
- Improved safety for those with protected characteristics

## **WORKING BETTER TOGETHER**

Joint working is at the heart of the new Tower Hamlets Plan. We asked respondents how they thought key organisations in Tower Hamlets could work better together. Messages around ensuring a common purpose, delivered through a joint approach and plan, were highlighted as pivotal for the Partnership going forward. Comprehensive and representative participation on the Partnership itself, with an even playing field, that is genuinely in partnership with the community, was also mentioned in the comments received.

Participants also suggested a range of practical ways to work better together. This included: more opportunities to build relationships through networking and capacity building work; developing a comprehensive list of agencies that work in the borough and details of what their aims are, leading to regular forums and networking events, that result in better partnership working and

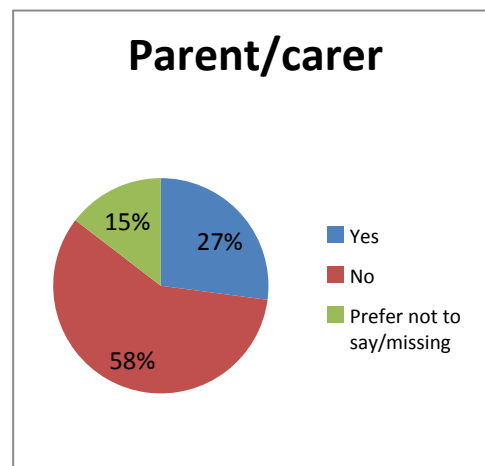
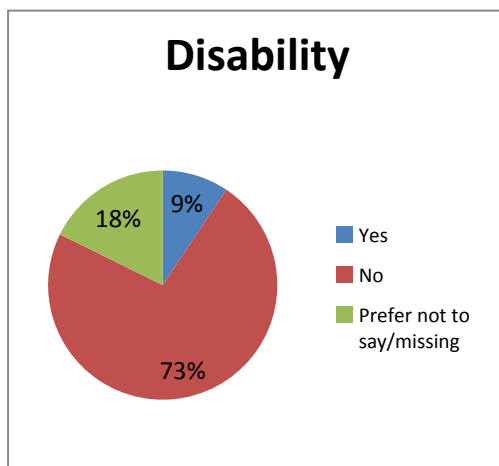
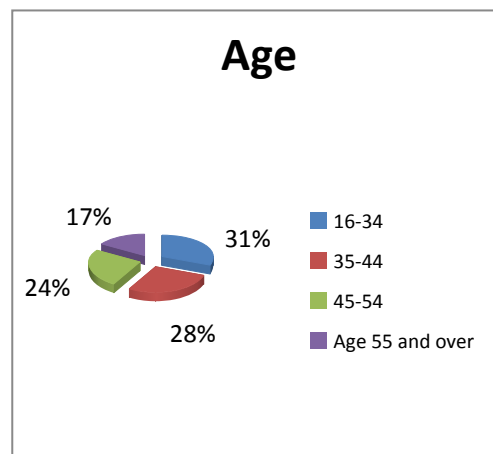
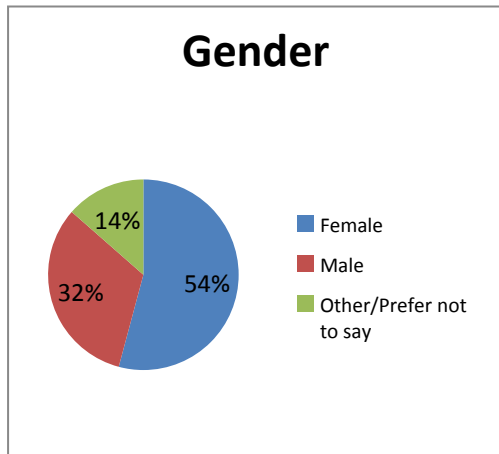
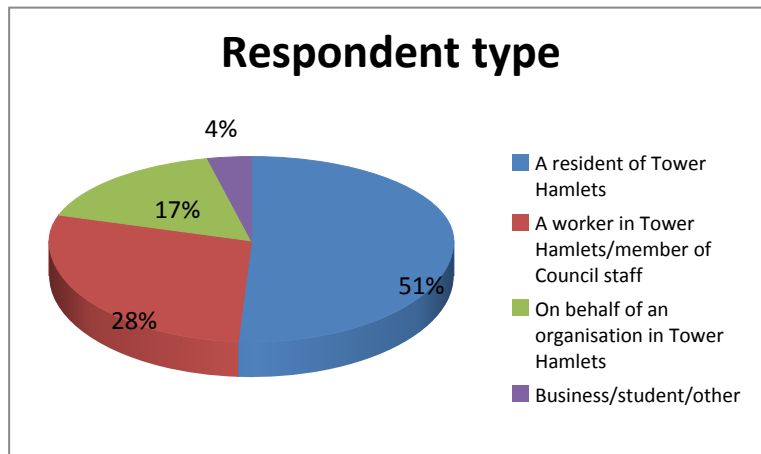


more extensive engagement; cross-organisational information sharing and better management of information flow; playing to each other's strengths; reviewing what has worked well and what barriers have been faced to date; better communication mechanisms with the community in order to understand their needs and increasing their input; ensuring that feedback from residents is genuinely discussed; developing funding pots for priority areas to stimulate coordinated activity across key areas; a bottom-up approach; and focusing on issues that the Partnership can lobby government on.

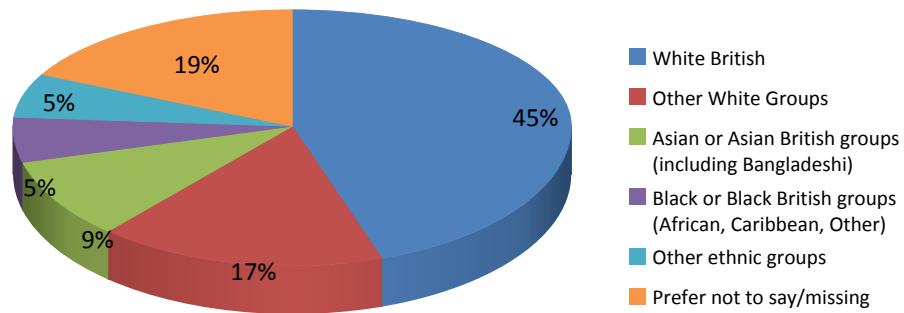
Finally, respondents also suggested a range of organisations that could be involved in the work of the Partnership going forward:

- East End Citizen's Advice Bureau
- Bromley by Bow Centre
- London Community Land Trust
- Tower Hamlets Wheelers and Friends of Tower Hamlets Cemetery Park
- Tower Hamlets Citizen's Advice Network
- Real
- Local Voices
- Healthwatch
- London Metropolitan University
- Prince's Trust
- Young Foundation
- EECF
- VCTH
- City Gateway
- TELCO
- Youth organisations and secondary schools
- Canal and Rivers Trust
- LGBT service providers/ Community LGBT Forum

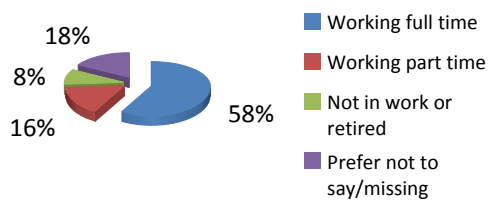
## Appendix A – Respondent breakdown



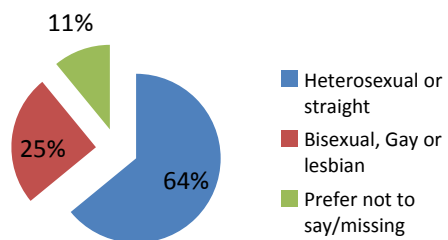
## Ethnicity



## Employment status



## Sexual orientation





## Help us shape the new Tower Hamlets Plan

The Tower Hamlets Partnership is keen to hear your views on how best to deliver the next Tower Hamlets Plan which will outline a new shared vision for the borough. The Partnership brings together a wide range of different organisations who feel that more can be achieved by working together.

The plan will address the challenges facing the community and borough and will agree a joint plan of action across priority areas. Discussions to date have identified emerging themes such as employment, education, health, community safety and cohesion as priority areas for the plan.

We want views, comments and ideas from residents, people that work and study in the borough and also local organisations, about how to take the plan forward. ***What are the issues that need to be addressed? What do we want to achieve? In what ways can we all work better together to achieve better outcomes for residents?***

Please tell us what you think by completing this short questionnaire. It should take no more than 10-15 minutes to complete. If you would rather respond to the survey by post, you can request a paper [copy](#). The survey will close on the 23rd March 2018 at 12:00pm.

Please remember:

- This survey is completely confidential and anonymous.
- This survey is voluntary. You do not have to take part if you do not want to.
- You can stop and exit the survey at any time.

If you have any questions about this survey, please contact [Shahanaz Begum](#)

Thank you.

## YOUR CONNECTION TO TOWER HAMLETS

Q1 In what capacity are you responding to this consultation (if more than one, please choose the **main** one)?

- A resident of Tower Hamlets

If you are a resident, please tell us what postcode district you live in:

- E1
- E1W
- E2
- E3
- E14,
- EC3N
- E9

- A worker in Tower Hamlets

- A student in Tower Hamlets

- A council officer working for Tower Hamlets Council

- An elected member / Councillor

- Business owner in Tower Hamlets

- On behalf of an organisation in Tower Hamlets

Which organisation? (optional) \_\_\_\_\_

- Other - Please specify \_\_\_\_\_

## YOUR CONSENT

Q2 When the council reports on responses to this consultation, we may include quotations from the free-text questions as examples of what respondents told us. May we use comments provided in your response in reporting the findings of this consultation? Any comments used in this way will be anonymised.

- Yes    No

## Issues and Challenges

Early discussions and research have led to a focus on creating a strong, inclusive and fair borough, with a commitment to tackling inequality, in the development of a new Tower Hamlets Plan. This has also helped partners to identify four themes which will fall under that. These are:

- Building strong, resilient and safe communities
- Better health and wellbeing
- Good jobs and employment
- A better deal for young people - aspiration, education and skills

Q3. Listed below are some of the issues and challenges people have told us about in relation to these four themes. **Please tell us whether you think each issue should be considered a high or low priority for the Tower Hamlets Plan.**

<i>Issues/challenges</i>	<b>Priority level (low to high)</b>					
	Not a priority	Low priority	Medium priority	High priority	Very high/essential	<i>Don't know</i>
Tackling crime and anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fostering community cohesion between different groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving resident engagement and involvement in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting and developing more preventative services to enable people to remain healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exploring the impact that wider issues have on health (eg clean air, housing, poverty) and tackling these	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving mental health provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving skill levels of local residents to better match the jobs available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tackling low pay and in-work poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better communication about job and training opportunities in the borough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fostering aspirations of young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Raising skill levels among young people so they are work ready	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving services and facilities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More effective collaborative working across partners to better deliver services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Which THREE of these challenges would you say are your top priorities?

Choose up to three	
Tackling crime and anti-social behaviour	<input type="radio"/>
Fostering community cohesion between different groups	<input type="radio"/>
Improving resident engagement and involvement in the community	<input type="radio"/>

Promoting and developing more preventative services to enable people to remain healthy	<input type="radio"/>
Exploring the impact that wider issues have on health (eg clean air, housing, poverty) and tackling these	<input type="radio"/>
Improving mental health provision	<input type="radio"/>
Improving skill levels of local residents to better match the jobs available	<input type="radio"/>
Tackling low pay and in-work poverty	<input type="radio"/>
Better communication about job and training opportunities in the borough	<input type="radio"/>
Fostering aspirations of young people	<input type="radio"/>
Raising skill levels among young people so they are work ready	<input type="radio"/>
Improving services and facilities for young people	<input type="radio"/>
More effective collaborative working to better deliver services	<input type="radio"/>

Q5. Do you have any specific ideas or suggestions about how the Tower Hamlets Plan could tackle these issues and challenges? Please provide examples of initiatives, actions that you think could make a difference.

Please tell us more:

Q6. Is there anything missing from this list of challenges that you think the Tower Hamlets Plan should be addressing?

Yes  No

If YES, please tell us more:

Q7 Thinking about the future, what would you like to see the Tower Hamlets Plan achieve in relation to your priority areas?

**Working together - how can we do this better and who should be involved?**

*Currently, the Tower Hamlets Partnership includes: the council, the NHS, the Metropolitan Police, London Fire Brigade, Tower Hamlets Council for Voluntary Service, Queen Mary University, Tower Hamlets College, the East London Business Alliance, Tower Hamlets Housing Forum, Tower Hamlets Interfaith Forum, Canary Wharf Group and local school representatives. These are the organisations that are going to work together, alongside community groups and residents, to achieve the objectives set out in the Tower Hamlets Plan.*

Q8a. Do you have any views or suggestions about how organisations could improve joint working in relation to particular activities or issues?

Q8b. Do you have any views or suggestions about who should be involved in relation to tackling particular activities or issues? Are there other organisations who can contribute?



## About you

This section of the survey asks a few questions about you as an individual. If you are responding on behalf of an organisation, please complete this section based on your own characteristics. We will use the information to assess how views vary across different population groups, and also to assess how representative consultation respondents are of the population generally.

You do not have to answer these questions if you do not wish to.

**Confidentiality:** All of your answers will be stored in accordance with our responsibilities under the Data Protection Act 1998.

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Q9. Which of the following describes how you think of yourself?

- Male
- Female
- Trans
- Intersex
- Prefer not to say

Q10. Which of the following age bands do you fall into?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

Q11. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes
- No
- Prefer not to say

Q12. I would describe my ethnic origin as:

- White: British
- White: Irish
- White: Gypsy/Roma or Traveller
- White: Any other background
- Black or Black British: Caribbean
- Black or Black British: African
- Black or Black British: Somali
- Black or Black British: Any other background
- Asian or Asian British: Bangladeshi
- Asian or Asian British: Indian

- Asian or Asian British: Pakistani
- Asian or Asian British: Chinese
- Asian or Asian British: Any other background
- Mixed/Dual Heritage: White & Black Caribbean
- Mixed/Dual Heritage: White & Black African
- Mixed/Dual Heritage: White & Asian
- Mixed/Dual Heritage: Any other background
- Other Ethnic Groups: Arab
- Other Ethnic Groups: Any other background
- Prefer not to say

Q13. Which of these options best describes how you think of yourself?

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- Prefer not to say

Q14. Are you a parent or carer of a child under 18?

- Yes
- No
- Prefer not to say

Q15. Are you currently employed, studying, retired or otherwise not in paid work?

- Working full-time (30 hours or more per week)
- Working part-time (Less than 30 hours per week)
- In full-time education or training school, college or university
- In training
- Unemployed and available for work
- Not in work because of sickness or disability
- Retired
- Looking after the home or family
- Other
- Prefer not to say

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Thank you for taking the time to take part in our consultation. Your views are important to us.

**If you want to know more**

You can find out more about the how the Tower Hamlets Plan is progressing you can contact the Tower Hamlets Partnership by email:

[towerhamletspartnership@towerhamlets.gov.uk](mailto:towerhamletspartnership@towerhamlets.gov.uk)