



Tower Hamlets Substance Misuse Strategy 2020 - 2025

Consultation report

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**Report date: 8st July 2019
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1. Executive summary

This report summarises the consultation exercise which supported the development of the Substance Misuse strategy 2020-2025. The consultation consisted of stakeholder interviews, an online resident survey, consultation exercises at key ward panel affected by substance misuse and various workshops with stakeholders and residents.

1.1 Stakeholder interviews

- 32 key stakeholders were interviewed, and asked for their views on the existing strategy and on priorities for the new strategy.
- The majority of stakeholders interviewed indicated their support for the three strand approach with themes being, early intervention and prevention, evidence based treatment and recovery support, Reducing drug and alcohol related crime and anti-social behaviour.
- Stakeholders believe that Prevention and Behavioural change is crucial. The future strategy should in particular focus on 'Early intervention', 'Community involvement', 'Partnership work' and should explicitly target work with 'Children, families and parents'.
- Stakeholders were most concerned that the treatment offer in Tower Hamlets is suitable for the diverse population and easily accessible for local residents. The strategy and action plan should reflect that need to be diverse and accessible.
- Stakeholders said that the effective enforcement and licensing are crucial to the success of the strategy. Better community involvement and intelligence were other concerns.
- Stakeholders stated that the current partnership work and the achievements of the Reset treatment service and its outcomes are the main achievements of the current Substance Misuse strategy.
- The lack of focus on Prevention and related work was identified by stakeholders as the major gap in the last strategy.
- The majority of stakeholders thought that the Substance Misuse Strategy is not joined up well and should join up better with other key strategies in Tower Hamlets. Some stakeholders mentioned that the Substance Misuse Strategy should report to HWBB and CSP.
- Stakeholders see community involvement and a much closer working relationship between the community and the Council / Service providers as a key priority.
- Stakeholder also mentioned the importance of early parental engagement around substance misuse and the relevance of effective education and communication to ensure that residents are part of the solution.
- Around 25 different emerging priorities were suggested, covering a wide range of themes. However, key priorities were community involvement and research & intelligence followed by targeted enforcement and better partnership work.

1.2 Workshops feedback

In addition to the stakeholder interviews, the DAAT conducted one focus group with residents, one work shop with parents, discussed the strategy at four ward panels and completed a workshop with Reset service users.

- The majority of workshop participants indicated their support for the approach in the development of the Substance Misuse Strategy, with a focus on prevention and behaviour change, treatment and enforcement and regulation.
- The focus group with local residents identified the following key concerns regarding substance misuse including *Drug related crime, Drug use and alcohol use of young people, Effective enforcement, Effective use of CCTV in Tower Hamlets and partnership work with schools.*
- When asked why local young people get involved with drugs, drinks and drug dealing, local residents concluded that *a lack of young people services or meaningful activities for young people, Lack of parental involvement and support for parents, Social media and peer pressure and local Housing condition &/or overcrowding are a reason.*
- To help residents exiting the world of drugs and alcohol misuse, participants stated that it's essential to develop an *accessible treatment offer and develop aspirations and opportunities for clients and residents.*
- The consultation with local ward panels indicates that the council should ensure that enforcement and the response to drug dealing is effective. The panel thought that it is crucial to involve the local community and challenge parents and attitudes. A clear focus on early intervention to prevent substance misuse is essential while the Reset treatment offer needs to be accessible to all parts of the community.
- A session with 25 parents (all Bangladeshi parents) focused on how residents / parents could be better involved in tackling drug and alcohol issues as part of the next strategy.
- The workshop concluded that Tenants and Residents Associations (TRAs) should play a more important role to engage with residents about drugs and alcohol related harm. TRA's could regularly hold drug/alcohol related discussions/talks/activities in their local estate and support them with small funding.
- Parents believe that the council should engage with schools to deliver drug/alcohol education/awareness activities to children, parents and teachers. Awareness about how to report crime and ASB to Police and Council should be communicated effectively.

- Reset service users interviewed a part of a workshop were most concerned with access to treatment and residential rehab. It was important to them that care co-ordinators / key workers were available to them regularly and were supportive. Clients were aware of the ongoing enforcement activities in Tower Hamlets but doubted its effectiveness if demand for drugs remain high in the area.

1.3 Residents survey results

- In total 163 residents took part in the online survey, published on the LBTH website.
The majority of respondents (77.4%) were not aware of the current strategy.
- Respondents were invited to agree or disagree with the existing strands of the current strategy:
 - a. 86% agreed or agreed strongly that 'Prevention and Behaviour Change' is a key theme,
 - b. 85% agreed or agreed strongly that 'Treatment' is a key theme, and
 - c. 88% agreed or agreed strongly that 'Enforcement and Regulation' is a key theme.
- However, 74% of respondents *agreed strongly* with the Enforcement & Regulation theme, a noticeable larger proportion compared to those agreeing strongly with the Prevention or Treatment.
- Residents were asked how the council can work with residents to solve the substance misuse issues in Tower Hamlets. It emerges that local residents believe that best areas of collaborative work are Effective Enforcement, Community involvement, Effective Communication by the authorities, easy access to ASB and Crime reporting and information sharing with the community.

2. Consultation approach & methodology

The consultation took place between March and June 2019, involving stakeholder interviews, workshops and an online survey with residents.

2.1 Stakeholder interviews

A total of 32 stakeholder interviews were conducted and analysed. Stakeholders included key partners from the Met Police, NHS, CCG and various teams across the Council.

Officers conducted semi-structured face to face and telephone interviews, depending on the availability of the stakeholder. Each interview lasted for around 20 – 30 min. Interviews were recorded, transcribed and analysed by DAAT staff.

2.2 Workshops with stakeholders and residents

In addition to the stakeholder interviews, 6 workshops and focus groups were held, gathering the opinions of residents and the wider community. A full list of events is included in the appendix.

The focus groups were conducted to gather views on how the Councils and statutory partners can better work with residents to tackle substance misuse in the borough.

The workshop discussions focused in particular on

- a) How to help divert young people from getting involved in drugs and alcohol in the first place, and
- b) When they are involved how can the council help them exit?

Additional workshops were held with the Mayors Advisory Board, DAAT Board, Tower Hamlets Together and the Health and Wellbeing Board.

2.3 Resident survey

The resident survey was conducted online and received 163 full responses over a consultation period of 12 weeks between April and July 2019. The survey responses were analysed by the DAAT and main findings of the survey are included in section 3.3.

3. Consultation results

3.1 Stakeholder interviews

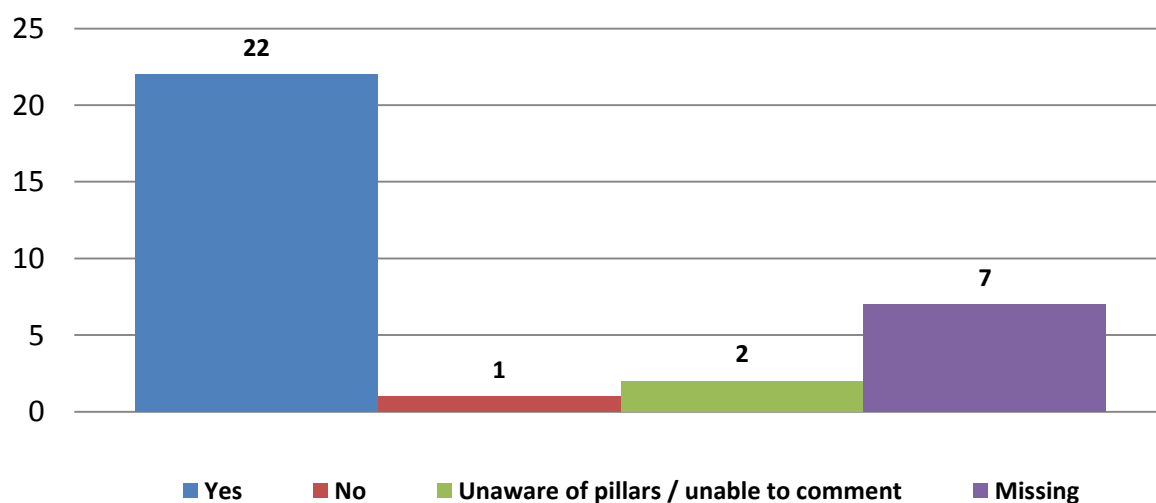
Q1: Are you aware of Tower Hamlets current Substance Misuse Strategy?

- All stakeholders interviewed were aware of the Substance Misuse Strategy and were able to take part in this consultation. Stakeholders originated from various council departments and other partners including the MET Police, NHS and RSLs ad CCG.

Organisation / Department	Count (n)
LBTH - Health, Adult & Community	12
LBTH - Place	4
LBTH - Children and Culture	4
MET Police	2
Royal London Hospital	2
P-Reset / GP Care Group	1
Probation CRC	1
Reset Partnership	1
Registered Social Landlord	1
Tower Hamlets Homes	1
TH Community Voluntary Service (CVS)	1
CCG & Integrated Commissioning Tower Hamlets	1
Compass Young People Service	1
TOTAL	32

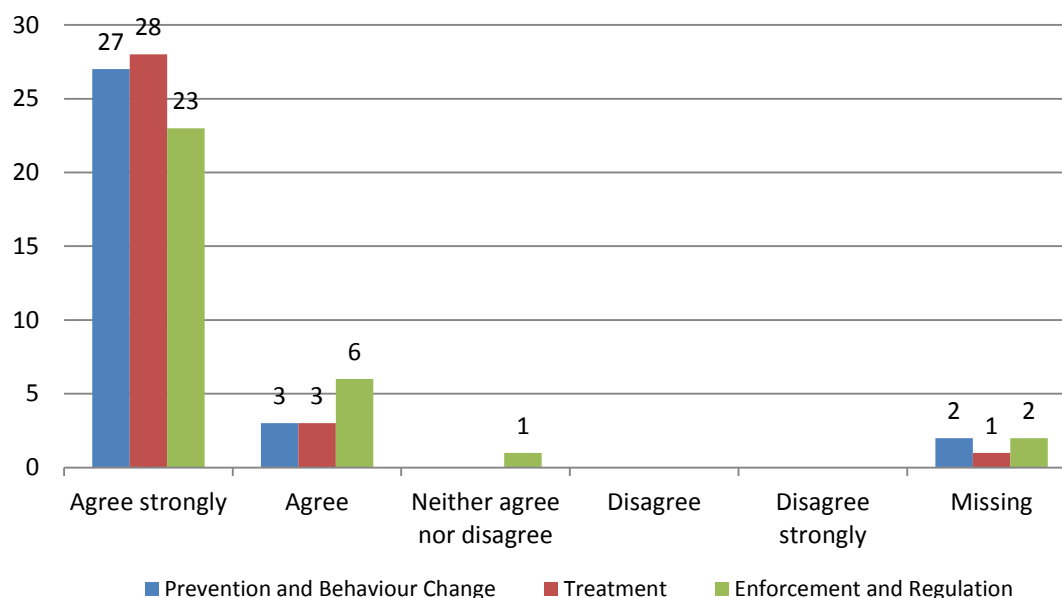
Q2: Do you think that the current 3 pillars of the strategy are the right ones?

- Majority of stakeholders (22 stakeholders) believe that the current 3 pillars of the strategy are the right ones and should be used in the new strategy.



Agree or disagree with pillars

- The majority of stakeholders strongly agree with the three pillars of the strategy. However, it can be noted that the support for the pillars 'Prevention & Behavioural Change' and 'Treatment' was slightly more pronounced than support for 'Enforcement and Regulation'.



Q2: Comments on Prevention and Behaviour Change

Stakeholders believe that the Prevention and Behavioural change is seen as a crucial part in the strategy. The future strategy should in particular focus on 'Early interventions', 'Community involvement', 'Partnership work' and should explicitly target work with 'Children, families and parents'.

<i>Prevention and behaviour change</i>	<i>Count (n)</i>
Focus on Early Interventions	9
Champion Community involvement	6
Partnership work	5
Target Children, Families & Parents	4
Focus on Prevention / Behaviour change	2
Upskill non-Reset staff about SM	1
Work with Roughsleepers & Homeless families	1
Interventions	1
Targeting at risk groups	1
Improve Transition YP to Adult	1
Outreach	1
On site Delivery	1
Reduce demand for drugs	1
Mental Health clients	1

Challenge gang culture	1
Pharmacies	1
Making every contact count	1
Champion Harm reduction	1
Focus on young Bengali men	1
Links with Early help	1
Link to Universal services and Health visitors	1
Access to employment and skills	1
Publicity / Communications	1
Wording of 3 strands	1
Challenge peer pressure	1

Examples of comments by stakeholders:

'Focus on Early interventions'

Interview 12: *"Tower Hamlets should have a focus on preventative education at an earlier age pre 11/12 years."*

Interview 9: *"Prevention may be early intervention work in schools with young people, presenting them with real-life cases or bringing in survivors or rehabilitated people to speak to them."*

'Champion Community involvement'

Interview 24: *"We need a bigger community buy-in so they are happy to talk about and reduce stigma. We need to be part of the solution."*

Interview 18: *"We need to de-stigmatize it in Bengali community through for e.g. the Iman and Friday sermons, using someone from the community with same values to get messages across."*

'Partnership work'

Interview 10: *"The strategy needs to step beyond what the substance misuse services can offer to what the broader partnership can offer."*

'Target Children, families and parents'

Interview 4: *"In terms of prevention, there needs to be more community engagement and raising awareness amongst them and especially parents. It is not just about dealing with the youth. It is important to work with and educate the parents."*

Q2: Comments about Treatment

Ideas about treatment

Stakeholders were most concerned that the treatment offer in Tower Hamlets is suitable for the diverse population and easily accessible for local residents. The strategy and action plan should reflect that need to be diverse and accessible.

In addition, improving communication and partnership work are also seen as a priority to improve.

<i>Treatment</i>	<i>Count (n)</i>
<i>Diverse and accessible treatment offer</i>	14
<i>Improve Communications</i>	4
<i>Partnership work</i>	3
<i>Residential treatment</i>	3
<i>Mental Health</i>	3
Housing	2
Effective Enforcement	2
Hostel pathways	2
Young adults	2
Bangladeshi community	2
Evidence based treatment	2
VAWG	2
Risk / need groups	1
Peer Support	1
DRR / ATR	1
Primary care	1
Community involvement	1
Link to social prescribing	1
ETE	1
Sexual Health / LGBT	1
Cannabis use	1

Examples of comments by stakeholders:

Diverse and accessible treatment offer

Interview 14 *"We need to have personalised and integrated services."*

Interview 18 *"Treatment offer needs to be linked up with families, referral pathways. Treatment needed for low and high end – families"*

Interview 11: *"Perhaps hubs are the way forward to improving engagement. There should be more accessible options."*

Improve Communications

Interview 29: *"The problem is the services change but it is hard to keep up to date."*

Interview 11 *"Publicity is key. ..."*

Q2: Comments about Enforcement and Regulation

Ideas about enforcement and regulation

Stakeholders believe that the effective enforcement and licensing are crucial to the success of the strategy. Better community involvement and intelligence were also mentioned.

<i>Ideas about enforcement and regulation</i>	Count (n)
Effective Enforcement	13
Licensing	7
<i>Use of Intelligence</i>	3
<i>Community involvement</i>	3
Outreach function	2
Exploitation	2
Funding / Resources	2
Role of courts	1
Hostels	1
Risk Management	1
Sex working	1
Women's service	1
Staff training	1
Joint working	1
DRR / ATR orders	1
Change wording	1
Equalities - Bengali engagement	1

Examples of comments by stakeholders:

Effective Enforcement

Interview 12: *“Could introduce Public Space Protection Orders to help with ASB, drug dealing – stops people congregating in defined hotspots and fines can be issued.”*

Interview 6: *“Operation Continuum: Idea is to provide a focused partnership enforcement response to drug dealing and ASB in certain localities – it is a rolling programme ... Each time we run them it has become more defined – we learn from this and ambition has increased. ... this is over and above general police business.”*

Interview 24: *“I’m not sure whether it’s currently at the right balance, where do we put the legal penalties is a question.”*

Interview 28: *“I haven’t seen enforcement change behaviour. It depends on if it is to help or to enforce justice. It’s too late to enforce justice on Class A users.”*

Licensing

Interview 20: *“There is more focus we can give on uses of our regulatory powers and linking up licensing with health & alcohol services.”*

Interview 8: *“We as a partnership need to have a better joined working arrangement with the Police around licensing. It needs to be clear that Hostels are a form of treatment and aid their recover. Consideration to be given to where licensed premises are agreed.”*

Q3: What have been the achievements and outcomes of the current strategy?

- Stakeholders identified a variety of achievements including the existing treatment services and treatment outcomes but also effective partnership working.
- Other achievements were the current level of enforcement, outreach in the borough and the commitment to invest into substance misuse.

<i>Achievements</i>	<i>Count (n)</i>
<i>Treatment services & outcomes</i>	7
<i>Partnership working</i>	6
Effective enforcement	3
Outreach	2
Level of investment	2
Substance Misuse Strategy	1
Preventing homelessness	1
Residential treatment (YP)	1
Prostitution projects	1
Re-procurement exercise	1
Hidden Harm work	1
Employment pathway	1
Referrals into treatment	1

Examples of comments by stakeholders:

Treatment services & outcomes

Interview 31: *“The numbers of successful outcomes we have achieved.”*

Interview 24: *“I get a sense the borough is going in a right direction – indicators are going in the right direction”*

Interview 2: *“It’s an award winning service.”*

Partnership working

Interview 14: *“Working with Operation Continuum. This approach of working with and engaging people with anti-social behaviour has been much better due to the relationship built with the police.”*

Interview 11: *“Successful working partnership between Reset, DIP and DAAT”*

Interview 6: *“The development of the partnership (CSP, Police and other partners). The partnership is much more coordinated than it has been.”*

Q4: What are the gaps in the current strategy?

The majority of respondents identified gaps in the current strategy. The main gap identified was the perceived lack of prevention of drug and alcohol use / misuse.

Gaps	Count (n)
Focus on Prevention	7
<i>Improve Treatment offer</i>	3
<i>Role of Hostels & Housing</i>	3
<i>Improve Mental Health provision</i>	3
<i>Publicity & communication</i>	2
Training	1
Community involvement	1
Pathways into work	1
Intelligence	1
Response to budget restraints	1
Joint working	1
Focus on hotspots	1
Address begging	1
Demand management	1
Longer contracts needed	1
Partnership work with schools	1
Engaging young people / adults better	1
Focus on Inter-generational links	1
Focus on Exploitation	1
Apply ACES	1
Hidden Harm	1
Unbalanced Funding	1
Integration with Health agenda	1

Examples of comments by stakeholders:

Focus on Prevention

Interview 24: *“The prevention strand is the weakest and needs the most investment in the strategy.”*

Interview 9: *“There needs to be more around prevention and younger people. Perhaps, work in schools.”*

Interview 21: *“I think that prevention and behaviour change is more important than enforcement. It’s a lot about education and supporting people that want to be sober and ensuring there’s an investment there over enforcement.”*

Interview 33: *“The format of the strategy is fine but I think the prevention bit is weak ...”*

Q5: How joined up is the strategy with other relevant strategies that could support delivery e.g. Health and Wellbeing and Community Safety Strategy?

In general, feedback about Q5 and Q6 was limited; many respondents did not have an opinion or were unable to judge.

However, majority of those who responded thought that Substance Misuse Strategy is not joined up well and should join up better with other key strategies in Tower Hamlets.

<i>Joining up strategy</i>	<i>Count (n)</i>
Strategy not joined up and improvement needed	9
Respondents unsure	7
Strategy is joined up	2
Strategy is joined up with some other key strategies	1

Examples of comments by stakeholders:

Strategy not joined up and improvement needed

Interview 20: *“It could be better joined up, it’s about a shared agenda and how we mainstream that agenda”*

Interview 33: *“It does stand alone and it doesn’t have the life cycle working groups it may need. Given the number of people with substance misuse, it ought to be a priority in the THT streams. Information is not properly integrated and is hard for residents to get information.”*

Interview 10: *“Difficult to join up with Children’s and YP work as community safety sits within HAC and children’s strategy within children’s. Need to bring the SM agenda into children’s and vice versa”*

Q6: Have we got it right in terms of governance arrangements?

Out of the few stakeholders commenting, around half thought that the governance arrangements were working while the other half thought that they are not and need to be improved. It was been mentioned a few times that Substance Misuse Strategy should report to HWBB and CSP.

<i>Governance arrangements</i>	<i>Count (n)</i>
Arrangements working	4
Arrangements working but needs improvements	2
Unsure	4
Arrangements not working	3

<i>Suggestions</i>	<i>Count (n)</i>
Report to HWBB	4
Report to CSP and HWBB	3

Q7: How can we better involve residents in being part of the solution?

Stakeholders were keen discussing how to involve residents better. It is clear that stakeholders see community involvement and a much closer working relationship between the community and the Council / Service providers as a key priority.

Stakeholder also mentioned the importance of early parental engagement around substance misuse and the relevance of effective education and communication to ensure that residents are part of the solution.

<i>Involving residents</i>	<i>Count (n)</i>
<i>Work closer with local community</i>	19
<i>Focus on Parental engagement</i>	5
<i>Effective Education / Communication</i>	4
<i>Support residents volunteering</i>	3
<i>Diversify treatment offer</i>	3
Prioritise Peer support	2
Personalise services	1
Encourage ASB / Crime reporting	1
Work with Children Centres	1
Utilise Neighbourhood Panels	1
Improve Partnership work	1
MET Police	1
Use CDC Model	1
Licensing	1
Focus on Canary Wharf	1
Focus on Alcohol	1

Examples of comments by stakeholders:

Work closer with local community

Interview 2: *“We need to meet residents and explain what the problems are. Encourage people to report and explain what it actually means and report at every incident. Engagement in schools.”*

Interview 15: *“There is a role of mosques to engage and support community engagement. Having a spiritual spin to interventions could interest certain elements of the community.”*

Interview 30: *“Publish/publicise 6 monthly review update to residents so that they are informed of how the objectives within the strategy are translating into success/achievements ... Regular meetings with residents groups to inform them of progress specifically of the strategy objectives and actions.”*

Interview 32: *“The DAAT Board should be opened up to participation from resident representation.”*

Focus on parental engagement

Interview 9: *“We need to engage parents. Children of non-English speaking parents are mainly affected. A lot of these parents don’t know where their children go. Many of the parents respond with aggression, so they need parenting programmes around substance misuse to get them to think more supportively.”*

Interview 16: *“Teach families how to recognize signs and symptoms of drug use in a non-patronizing way”*

Q8: What do we know about whom the dealers are and how they might be better diverted/engaged?

Stakeholder mentioned explicitly that existing knowledge and intelligence should be used better. This correlates with the request to deliver effective enforcement.

However, community play an important role and agencies need to work closer with the local community and focus on early interventions and vulnerable adults but also challenge attitudes and parents.

Better Diversion & Engagement	Count (n)
Use existing Knowledge / Intelligence	8
Effective Enforcement	6
Work closer with local community	5
Challenge parents and attitudes	5
Focus on early intervention / vulnerable young adults	5
<i>Understand County lines</i>	3

<i>Invest in opportunities and alternatives to dealing</i>	3
<i>Focus on Inter-generational / family links</i>	2
Focus on Middle-tier drug market	1
Better partnership working	1
Encourage reporting	1
Tackle demand with communities	1
Safeguarding Young people	1
Other	2

Examples of comments by stakeholders:

Use existing Knowledge / Intelligence

Interview 20: *“A year ago we knew very little indeed, we now know more through the operations. We are trying to develop our picture around street dealers. We know about arrests: mostly residents, mostly young men”*

Interview 21: *“There is a lot of intelligence we can utilise from the residents in Tower Hamlets. My perception is that the police don’t tie up all the intelligence and use it as effectively as they could to target specific areas.”*

Effective Enforcement

Interview 3: *“Cops know who dealers are. We have a lot of knowledge, take them out but they get replaced, not diverting them but how do you divert a dealer?”*

Work closer with local community

Interview 11: *“We need to listen more to residents and use their intelligence. Street dealers tend to be young Bengali men. We should invest in a drug diversionary scheme.”*

Interview 6: *“In TH a significant number of our street dealers are from the Bengali community – we haven’t yet tackled this as a bespoke community issue. We could harness the potential of the Asian community to do something around the messaging and education within its own community.”*

Challenge parents and attitudes

Interview 6: *“We have to challenge the parents as part of the solution. Need to challenge the ‘get rich quick’ perception.”*

Interview 11: *“We must consider the role of the parent. What are the aspirations of these young people? Education is key to end the cycle of intergenerational dealing.”*

Interview 25: *“Families become accustomed to a relative dealer earning lots of income. At what point do you intervene to advise they are on the wrong path?”*

Q9: What should the new emerging priorities and actions be?

Around 25 different priorities were suggested covering a wide range of themes. However, key priorities were Community involvement and research & intelligence followed by targeted enforcement and partnership work.

<i>Priorities</i>	<i>Count (n)</i>
Community involvement	6
Research and intelligence	6
Partnership work	4
Hostel / Homelessness	3
Engaging parents & young people	3
Ageing client cohort	3
Early interventions	2
Engage schools and education providers	2
Improve links to other strategies	2
Diversion / Alternatives to drug dealing	2
Mental Health	1
Volunteering	1
Psychosocial interventions	1
Referrals from YP&F and Adult Social Care	1
Improve offer for women	1
Access to Naloxone and BBV	1
Employment / Labour market access	1
Prevention	1
Licensing	1
LGBT offer	1
Alcohol users	1
Cocaine use	1
Develop accessible services	1
Utilising Budget	1

Examples of comments by stakeholders:

Community involvement

Interview 2: *“Engage religious establishments and businesses”*

Interview 20: *“Communities is about co-production and not just information sharing.”*

Interview 4: *“The community strand is where we involve the community in all aspects of our work. At present, it’s difficult for people to report regarding enforcement as it takes time and is costly. I’d like to see how we engage secondary schools. We need to make sure that we’re involved in the Safer Neighbourhood boards and Ward panel meetings...”*

Research and intelligence

Interview 3: *“Need to understand the problem better. Drugs market mapping, Improve our intelligence and evidence”*

Interview 21: *“I suppose gathering more intelligence as to where the problems are and seeing if there are other underlying issues we’re not aware of.”*

Interview 33: *“There is an influx of wealthy young families and professionals who will have specific needs. This is an unknown – we don’t know enough on this.”*

Q10: Please provide any other suggestions or comments related to this strategy.

A few additional suggestions were brought up in the interviews. No theme emerged more than once. See full list below.

<i>Other suggestions</i>	<i>Count (n)</i>
Better integration of VAWG	1
Develop Peer led recovery	1
Develop resilience in Young people	1
Empower Communities	1
Focus on Off street prostitution and people trafficking	1
Hidden Harm work is successful	1
Incentivise treatment engagement	1
Licensing	1
Better planning of enforcement	1
Service user involvement	1
3 strands of the strategy work	1

3.2 Workshops with residents and stakeholders

3.2.1 Focus group with community - Haileybury Youth Centre

Below sections summarise the discussion with residents at Haileybury Youth Centre. The discussion followed 5 themes, exploring substance misuse in Tower Hamlets with participants.

What are your top concerns regarding substance misuse

The group identified the following top concerns regarding substance misuse including some quotes from participants.

Drug related crime

Concerns about drug use and alcohol use of young people

Effective enforcement

Effective use of CCTV in Tower Hamlets

Partnership work with schools

Quote about alcohol use of young people “Alcohol use is open in parks – youth and young adults. Youth in school uniforms openly using cannabis.”

Quote 2 discussing effective enforcement: “Visibility of police would help reduce dealing and make residents feel safer.”

Can we talk about why you think some of our local young people are getting involved in taking drugs, drinking excessively and/or dealing?

When asked why some of our local young people are getting involved in taking drugs, drinking excessively and/or dealing? Respondents comments can be grouped in the below themes.

Lack of young people services / Meaningful activities for young people

Lack of parental involvement and support for parents

Social media and peer pressure

Housing condition / over crowding

Quote 1: “Funding cuts for youth projects. YP have nothing to do. We need something to divert these YP.”

Quote 2: “Parents to do more to monitor their kids.”

Quote 3: “Early prevention is key, also education and awareness for parents. We need to use powerful words and images.”

Quote 4: “Due to lack of activity – boredom etc. Some YP are groomed because they are perceived as vulnerable. Peer pressure.”

Once they are involved, how do you think we can best support them to exit?

Participant were asked about what the council can do to help residents exiting the world of drugs and alcohol misuse, participants stated that it's essential to develop an accessible treatment offer and develop aspirations and opportunities for clients and residents.

Quote 1: "Giving them a positive purpose to live a 'clean' life ... Aspiration and opportunities ... Hands on."

How do you think we can best support parents/carers who may have concerns that a family member (son, daughter, husband, and wife) is using substances?

Participants thought that access to anonymous help is crucial and strong support for parents is needed.

Support parents

Quote 1: "Support network for parents. ... How can we involve the dads?"

How do you think the council could work with the community to tackle this issue?

When asked how the council should work with the community, participants believe that Community involvement including resident conferences and involvement of faith communities in the borough (mosques etc.) is key. In general, effective communication between the local authority and residents is seen as equally important.

3.2.2 Discussion with local ward panels

Below section summaries discussions with members of the ward panels in Spitalfields and Banglatown ward, Weavers ward, Holland Estate Residents Board and Bethnal Green Ward panel.

When asked, what the council needs to do to have a strategy that involves local people as being part of the solution tackling substance misuse issues in the borough, participants comments can be summarised by the below themes.

Ensure enforcement and response to drug dealing is effective

Community involvement in tackling the problem

Challenge parents and attitudes

Focus on early interventions to prevent substance misuse

Reset treatment offer needs to be accessible to all part of the community

Respondents were in particular concerned about Prevention and Behaviour change. Ward panel member stated that effective communication with the local community and wider partnership work are keys to success. Residents also mentioned engagement of schools, support for parents, accountability of the strategy and good recovery support including social prescribing as important components.

3.2.3 Workshop with parents – John Scurr Primary School

This session with 25 parents, all Bangladeshi parents (24 females and 1 Male) focused on how residents / parents could be better involved in tackling drug and alcohol issues as part of the next strategy.

The Tenants and Residents Associations (TRAs) are seen as important and should play a more important role to engage with residents about drugs and alcohol related harm. TRA's could regularly hold drug/alcohol related discussions/talks/activities in their local estate and support them with small funding.

In addition, the Council should engage with schools to deliver drug/alcohol education/awareness activities to children, parents and teachers. Awareness about how to report crime and ASB to Police and Council should be communicated effectively.

3.2.4 Reset Recovery Support Service - Service users workshop

The workshop with service users conducted in May 2019 attracted 8 clients. Clients had no knowledge of the current Substance Misuse strategy.

In summary, clients were most concerned with access to treatment and residential rehab. It was important to them that care co-ordinators / key workers were available to them regularly and were supportive.

Clients were aware of the ongoing enforcement actions but doubted its effectiveness if demand for drugs remain high in the area.

3.3 Residents survey

3.3.1 Respondents to survey

A total of 163 online questionnaires were successfully completed and used in the analysis below. The vast majority were from local residents. A small number of respondents were from staff in substance misuse services and other related professional organisations.

Respondents to survey - Please indicate the capacity in which you are responding.

Answer Choice	Response Percent	Response Total
1 Resident	92.4%	146
2 Working in substance misuse services	1.9%	3
3 Working for another organisation	5.7%	9

(163 completed answers received)

3.3.2 Awareness about strategy

Around 23% of respondents were aware of the existing Substance Misuse Strategy 2016-19. The majority of respondents were not aware of the document (77%).

Are you aware of Tower Hamlets current Substance Misuse Strategy?

Answer Choice	Response Percent	Response Total
1 Yes	22.6%	36
2 No	77.4%	123

(159 completed answers received)

3.3.3 What do we need to do to ensure local people (you) can work with us to solve the substance misuse issues in the borough?

A total of 139 comments were received for this question. Comments were often extensive and covered different categories. The main issues emerging are Effective Enforcement, Community involvement, Effective Communication by the authorities about the issues and success, the easy access to ASB and Crime reporting and information sharing with the community.

Categories	Count (n)	%
Effective enforcement	56	40%
Community involvement	50	36%
Communicate effectively	42	30%
Reporting of ASB and crime	33	24%
Information sharing	28	20%

Accessible treatment	11	8%
Educate about substance misuse	9	6%
Enforce the law	8	6%
Better diversion activities	7	5%
Design out crime	5	4%
Work with housing providers	5	4%
Partnership with third sector	3	2%
Nitrous oxide	3	2%
Unrelated comments	3	2%
Focus on properties with drug misuse/dealing	2	1%
Focus on LGBT community	2	1%
More coverage in GPs	2	1%
Harm minimisation	2	1%
Support carers	1	1%

Examples of resident comments:

Effective enforcement

Quote 1 “More police presence where we can actually approach them in the streets would be the best deterrent...”

Quote 2 “More police on the streets. Visibility ... Assign police to a neighbourhood so we know them and can speak to them. Stop people using drugs on the streets.”

Quote 3 “Work with the community to stop the drug dealers. There are so many, work with car hire companies to stop the vehicle rentals for the dealers. ... More police on the streets

Quote 4 “Coordinated efforts with the police to ensure that blatant class a drug taking is stopped in public (people injecting in the street) I.e. more police and community warden patrols. Associated begging from 11am onwards on Whitechapel Rd near Aldgate station is disrupted especially on weekends. Arrests for all drug dealing offences. Targeted interventions on drug users to undertake programmes and allow them to move out of the area away from dealers and other addicts. A two-pronged approach to limit supply and reduce demand. ...”

Community involvement

Quote 1 “A board/forum with residence on it. So it can be led by the community.”

Quote 2 “Organise and deliver annual community conference/event. Initiate a programme of activities with Ward Panels on the theme of substance misuse and encourage local residents to come up with local solutions Develop a small grant/funding scheme for local small organisations to deliver projects in the community, e.g. inter-generational projects, coffee mornings to discuss solutions,

youth led projects etc. Work closely with local councillors and support them with delivering local events/activities Select nominated residents from Ward Panels to attend DAAT meetings.

Quote 3 “Get residents involved in the consultations by holding open days. Offering residents the chance to question, gain answers and put forward recommendation about treatment and treatment services.”

Quote 4”There is definitely a role for community leaders. I think you should involve especially the Islamic community leaders like imams.”

Communicate effectively

Quote 1 “Certainly, I think that there needs to be an improvement in the dialogue between residents, police and the council. Residents are often passed between police and council, with the end result being, no change in the situation.”

Quote 2 “Better and more frequent public information. Clear advice on who to contact when there is a problem.”

Reporting of ASB and crime

Quote 1 “Make it easy to report. Residents are fed up and confused with the constant changes of how to report things. Ensure feedback is given to those that take the time to report. Ensure information is followed up.”

Quote 2 “Simple, anonymous ways of reporting drug dealing and ASB “

Information sharing

Quote 1 “Yes to better information sharing. OWL is excellent but only if someone signs up! More ways to report, even after the event, for those fearful of revealing their identity. “

Quote 2 “Improved community presence and information sharing between agencies.”

3.3.4 Do you agree with the three strands of the Strategy?

The majority of respondents agreed with all three strands of the strategy. However, there was noticeable stronger agreement for enforcement and regulations.

	Prevention and Early Intervention	Treatment	Enforcement and Regulation
Agree strongly	58%	54%	74%
Agree	28%	31%	14%
Neither agree nor disagree	10%	13%	8%
Disagree	3%	0%	3%
Disagree strongly	0%	1%	1%

Interestingly, while stakeholders and residents overall agree with all strands, priorities appear to diverge slightly with residents favouring enforcement and stakeholders and professionals favouring preventions and treatment.

3.3.5 Prevention and Early Intervention

What ideas do you have for how we can to improve our prevention offer?

This question received a total of 67 comments.

Categories	Count (n)	%
<i>Educate about substance misuse</i>	23	34%
<i>Invest in prevention</i>	12	18%
<i>Support parents</i>	9	13%
<i>Effective enforcement</i>	8	12%
<i>Support and mentoring for users</i>	8	12%
Unrelated comments	7	10%
Community involvement	5	7%
Peer mentoring and support	5	7%
Accountability & responsibilities	2	3%
Recreational drug use	2	3%
Accessible treatment	2	3%
Not a priority	1	1%
Harm minimisation	1	1%
Support carers	1	1%
Support LGBT community	1	1%

Examples of resident comments:

Educate about substance misuse

Quote 1 “Parents need to be better informed to spot the signs of drug use. Children are being targeted in schools so the education and myth busting needs to start at a young age, before they are recruited as mules. ... Faith groups & schools are key leads too. The whole community needs to work on a solution and provide support and education. “

Quote 2 “True stories from recovered addicts are more powerful than any theoretical information. “

Quote 3 “As well as focusing on the people most at risk of becoming drug users, the strategy needs to give equal weight to preventing young people getting drawn into a life of drug dealing. More and better youth services are needed. Are young people getting the offer and opportunities they deserve?”

Invest in prevention

Quote 1 “... More and better youth services are needed. Are young people getting the offer and opportunities they deserve?”

Quote 2 “hire more diverse social workers and actually trained counsellors.”

Support parents

Quote 1 “Talk to parents ... parenting, coaching and seminars. Teach parents about dangers, techniques. Families should be the first line of approach on prevention based programs. “

Quote 2 “Help parents talk to their kids. Help kids talk about their parents drug use. Help children be safe. “

Support and mentoring for users

Quote 1 “More community centres activities that suit and really reach these kids“

Quote 2 “... develop a buddy programme, there are plenty of these programmes for adults, but you don’t have any for children. “

3.3.6 Treatment

What ideas do you have for how we can to improve treatment in the borough?

This question received a total of 58 comments. However, around 20% of those were unrelated and not about treatment.

Categories	Count (n)	%
Accessible treatment	21	36%
Unrelated comments	12	21%
Incentivise treatment	5	9%
Partnership work	3	5%
Effective enforcement	3	5%
Penalise failure	2	3%
Community involvement	2	3%
Cost Benefit of treatment	1	2%
Social prescribing	1	2%
Youth diversion	1	2%
Housing	1	2%
Mental Health Support	1	2%
Support offenders	1	2%
Housing First model	1	2%
Access to housing	1	2%
Research and intelligence	1	2%
Support carers	1	2%
Support for LGBT	1	2%

Examples of resident comments:

Accessible treatment

Quote 1 “I strongly agree that there should be a range of treatment provided in the borough so that patients or people affected by drugs can have a choice of treatment...”

Quote 2 “Create an incentive scheme for drug/alcohol addicts for working towards recovery, e.g. 3 months, 6 months, 9 months, 12 months and so on and offer them meaningful rewards for maintaining recovery, securing jobs or completing training etc. ...”

3.3.7 Enforcement and Regulation

This question received a total of 72 comments focusing heavily around enforcement, licensing and the need to enforce the law. There were request to prioritise designing out crime and additional investment into enforcement.

Categories	Count (n)	%
<i>Effective enforcement</i>	48	67%
<i>Proactive Licensing</i>	17	24%
<i>Enforce the law</i>	14	19%
<i>Design out crime</i>	8	11%
<i>Invest in enforcement</i>	5	7%
Community involvement	4	6%
Encourage ASB & Crime reporting	4	6%
Unrelated	4	6%
Educate about substance misuse	4	6%
Enforcement less relevant	4	6%
Nitrous oxide	3	4%
Hostels	3	4%
Housing	3	4%
Engage offenders and users	2	3%
Accessible treatment	2	3%
Ensure accountability	1	1%
Dangerous driving	1	1%
Drug testing	1	1%
Harm minimisation	1	1%
Reduce begging	1	1%
Partnership work	1	1%

Examples of resident comments:

Effective enforcement

Quote 1 "Late night call-out and patrols of areas affected by ASB ... More CCTV and council tie in to estate CCTV systems belonging to housing associations"

Quote 2 "This is the most important part of the strategy as Tower Hamlets does sometimes feel lawless with homeless / antisocial crack addicts freely buying their hits from drive by drug dealers. "

Quote 3 "CCTV on regular drug dealer streets. Especially outside school. Then a way of connecting reporting to the footage and presentation to the police. Foot patrols by council officers to see scale of problem and to deter dealing. More collaboration with police ... Moving problem hostels ... "

Quote 4 "Catching petty dealers is a waste of police time and taxpayers money. Searching people going into music festivals/large clubs should also stop. We need to talk about this like adults. Education on safe drug use needed. Safe area to test drugs also.... "

Proactive Licensing

Quote 1 "Better auditing and vetting of single/ small local outlets to ensure compliance to licensing laws. Increase fines to those that break the law and allow the police to revoke licenses and close the stores that break the law."

Quote 2 "Cut down on how many licenses are given out to shops..."

Quote 3 " I am sure that more funds put into enforcement would pay dividends, nipping problems in the bud, ensuring shop owners, publicans and betting shop managers not only know the rules but conform."

Enforce the law

Quote 1 "Prosecute to the full extent of the law anyone found to be involved in the supply, storing or aiding regulated substances. "

Quote 2 "Increase fines. Implement more frequent police or council patrols. Expand ability of council or police to levy fines for alcohol and drug abuse in particular when associated with ASB."

Quote 3 "Zero tolerance. Drugs on the street are tolerated. No one is there to stop or challenge it. We are afraid to approach people. Police do not do anything and housing doesn't do anything. ... No more shop drink licenses please.

Design out crime

Quote 1 "We need better street-lighting ..."

Quote 2 "The park must be closed or patrolled 24/7 especially at night"

Invest in enforcement

Quote 1 “More resources towards anti-social behaviour”

3.3.8 Other feedback – What ideas do you have for how we can improve this area of work?

This question received a total of 37 comments with a focus on effective enforcement, targeting drugs and ASB.

Categories	Count (a)	%
<i>Focus on effective enforcement</i>	14	38%
<i>Community involvement</i>	4	11%
Accessible treatment	3	8%
Facilitate easy reporting of ASB / Crime	2	5%
Design out crime	2	5%
CCTV	1	3%
Nitrous Oxide	1	3%
Support parents and families	1	3%
Change drug laws	1	3%
Focus on OCUs	1	3%
Focus on prevention	1	3%
Provide recovery support and rehab	1	3%
Unrelated	1	3%
Partnership	1	3%
Licensing	1	3%
Provide diversion and activities to YP	1	3%
Focus on LGTB	1	3%

Examples of resident comments:

Focus on effective enforcement

Quote 1 “Enforcement and regulation is the most important of the three strands. Behaviour is not challenged or the law enforced. Until this happens this ASB will continue.”

Quote 2 “Concentrate on disturbing the dugs supply chain.”

Quote 3 “Need to break down the gangs and make their life very difficult, impound cars, take property, and shut down businesses involved in drugs and distribution“

Quote 3 “Please continue to enforce the law in relation to drugs and commit resources to it as the antisocial behaviour that the homeless drug addicts’ cause is damaging to the area and our mental well-being. Your job is so important and you have our full support.” **Appendix**

1 List of stakeholder interviews

Interviews	Organisation / Directorate	Position
Interview 1	LBTH - Health, Adult & Community	Commissioning Manager
Interview 2	LBTH - Health, Adult & Community	Neighbourhood Manager
Interview 3	LBTH - Health, Adult & Community	Head of Community Safety
Interview 4	LBTH - Health, Adult & Community	Community Safety Manager
Interview 5	LBTH Children and Culture	Early Help Hub Manager
Interview 6	MET Police	DCI
Interview 7	LBTH - Health, Adult & Community	Commissioning Manager for Hostels and Homelessness prevention
Interview 8	LBTH - Place	Street Population Co-ordinator – Rough Sleeping
Interview 9	LBTH - Health, Adult & Community	Violence against Women and Girls, Hate crime manager
Interview 10	LBTH - Health, Adult & Community	Associate Director PH for Children and Young People
Interview 11	Reset Partnership	Reset and DIP Management
Interview 12	LBTH - Place	HOST Team Manager works with single homeless
Interview 13	Probation CRC	Senior Probation Officer
Interview 14	P-Reset / GP Care Group	GP and Clinical Lead Tower Hamlets
Interview 15	LBTH Children and Culture	Service Manager FSP
Interview 16	LBTH - Place	Work path Manager (2x)
Interview 17	LBTH - Health, Adult & Community	AD in Public Health – Healthy Environment
Interview 18	LBTH Children and Culture	Service Manager MASH
Interview 19	LBTH - Health, Adult & Community	Divisional Director Community Safety
Interview 20	Registered Social Landlord (RSL)	Head of Community Safeguarding
Interview 21	LBTH Children and Culture	Interim Head of Youth Justice and Exploitation Team
Interview 22	Compass	Service Manager
Interview 23	CCG & Integrated Commissioning at LBTH	Mental Health Commissioning Manager
Interview 24	LBTH - Health, Adult & Community	Associate Director of Public Health
Interview 25	THCVS TH Community Voluntary Sector	Partnership Manager
Interview 26	THCVS TH Community Voluntary Sector	Partnership Manager
Interview 27	Royal London Hospital	Adult & Paediatric Emergency Medical Consultant & DD for Emergency Care
Interview 28	Royal London Hospital	Emergency Medical Consultant
Interview 29	MET Police	DC
Interview 30	Tower Hamlets Homes	ASB investigation Officer
Interview 31	LBTH - Place	Head of Trading Standards and Environmental Health
Interview 32	LBTH - Health, Adult & Community	Director of Public Health

2 List of workshops

Name	Date	Participants
Bethnal Green Ward panel	24 th April 2019	Ward panel
DAAT Board	18 th April 2019	Members of DAAT Board
Reset Recovery Support Service – Service Users	15 th May 2019	8 Service users
Spitalfields & Banglatown Ward panel	15 th May 2019	Ward panel
Haileybury Youth Centre Focus group	4 th June 2019	Local residents
John Scurr Primary School	7 th June 2019	25 parents
Mayors Advisory Board (MAB)	25 th May 2019	Members of MAB
Weavers Ward panel	21 st May 2019	Ward panel (6 participants)
Holland Estate residents board	19 th June 2019	Board (8 residents)

3 Residents Survey

Summary of characteristics of respondents

How old are you?

Answer Choice	Response Percent	Response Total
1 0-15	0.0%	0
2 16-24	1.3%	2
3 25-34	13.8%	22
4 35-44	25.2%	40
5 45-54	20.1%	32
6 55-64	17.0%	27
7 65-74	11.9%	19
8 75-84	2.5%	4
9 85+	0.6%	1
10 Prefer not to answer	7.5%	12
	answered	159
	skipped	4

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 (including problems related to old age)?

Answer Choice	Response Percent	Response Total
1 Yes	16.5%	26
2 No	74.7%	118
3 Prefer not to answer	8.9%	14
	answered	158
	skipped	5

Which best describes your gender? (please specify)

Answer Choice	Response Percent	Response Total
1 Male	45.9%	72
2 Female	45.2%	71
3 Prefer not to say	7.0%	11
4 Prefer to self-describe	1.9%	3
	answered	157
	skipped	6

How would you describe your ethnic group?

Answer Choice	Response Percent	Response Total
1 White: British	50.0%	78
2 White: Irish	6.4%	10
3 White: Traveller of Irish heritage	0.0%	0
4 White: Gypsy/Roma	0.0%	0
5 White: Any other White background	10.9%	17
6 Mixed: White and Black Caribbean	0.0%	0
7 Mixed: White and Black African	0.0%	0
8 Mixed: White and Asian	0.6%	1
9 Mixed: Any other Mixed background	1.3%	2
10 Asian/Asian British: Indian	2.6%	4
11 Asian/Asian British: Pakistani	0.6%	1
12 Asian/Asian British: Bangladeshi	7.1%	11
13 Asian/Asian British: Any other Asian background	0.6%	1
14 Black/Black British: Caribbean	1.3%	2
15 Black/Black British: African	1.3%	2
16 Black/Black British: Somali	0.6%	1
17 Black/Black British: Any other Black/African/Caribbean background	0.0%	0
18 Other Ethnic Groups: Vietnamese	0.0%	0
19 Other Ethnic Groups: Chinese	0.6%	1
20 Any other background	2.6%	4
21 Prefer not to say	13.5%	21
	answered	156
	skipped	7

What is your religion or belief?

Answer Choice	Response Percent	Response Total
1 No religion or belief	30.1%	46
2 Agnostic	6.5%	10
3 Muslim	11.1%	17
4 Christian	36.6%	56
5 Jewish	0.0%	0

6	Buddhist	0.0%	0
7	Sikh	0.0%	0
8	Hindu	0.7%	1
9	Humanist	1.3%	2
10	Prefer not to say	10.5%	16
11	Prefer to self-describe (please specify):	3.3%	5
		<i>answered</i>	153
		<i>skipped</i>	10

Which of the following describes your sexual orientation?

Answer Choice	Response Percent	Response Total
1 Gay man	5.8%	9
2 Gay woman/lesbian	1.3%	2
3 Bisexual (attracted to men and women)	1.3%	2
4 Heterosexual/straight	72.1%	111
5 Prefer not to answer	14.9%	23
6 Prefer to self-describe (please specify):	4.5%	7
		<i>answered</i>
		154
		<i>skipped</i>
		9