

## Communication and Consultation Plan

### Consultation on introducing a public spaces protection order to tackle dog-related anti-social behaviour.

#### 1. Intro

- 1.1 Although the majority of dog owners in Tower Hamlets are responsible, there is a growing number who commit dog-related anti-social behaviour, including dog fouling, dogs being off the lead, and dangerous dogs.
- 1.2 This has caused an increase in the number of complaints related to dogs. Therefore, the council is holding a public consultation to seek views from all Tower Hamlets residents and interested groups about the range of control measures that can be implemented through a Public Spaces Protection Order (PSPO).

#### 2. Community engagement

- 2.1 This plan has been developed in adherence to the council's [community engagement strategy 2024-28](#).
- We will work together with other services and with community organisations to identify events and venues we can use to promote the consultation
  - We will actively consult with the hard to reach in the community. We will do this by promoting the consultation via community groups, put up posters advertising the consultation at venues where residents from different sectors of our community visit
  - We will ensure surveys and other communication relating to this consultation is available in Bengali and another community language as appropriate (and to be advised)
  - Where possible, use officers who speak community languages who can support residents who may have English as an additional language.

#### 3. Plan

- 3.1 Both dog owners and residents who don't have dogs but are affected by them need to be consulted.

#### 3.2 Communication channels

Channel	Placing	Group	Content
Social media	Twitter, Facebook, Nextdoor	Dog owners	Posts pointing to the survey asking people to leave their thoughts. Wording will reflect audience of dog owners (e.g. are you concerned about off the lead dogs while walking your pet etc)
Social media	Twitter, Facebook, Nextdoor	Non dog owners	Posts pointing to the survey asking people to leave their thoughts. Wording will reflect audience of non dog owners
Posters	Vets, pet shops	Dog owners	QR code and link to survey, asking people to share their thoughts
Posters	In public spaces	Both	QR code and link to survey

Channel	Placing	Group	Content
Posters	In park cafes/toilets	Non dog owners (predominately)	QR code and link to survey
Paper survey	At community safety events	Both	Paper survey with questions people can fill out
Residents' newsletter	Residents' newsletter	Both	Short para linking through to the survey
Members' bulletin	Members' bulletin	Both	Short para linking through to the survey
Family Matters publication	Family Matters publication	Both	Needs to be focused on families
News story	Our East End	Both	Short info linking to survey
Press release	Local papers	Both	Need info, Cllr quote, be good to have a resident quote, link to survey
Paper copies	In Idea Stores, Resident Hubs	Both	Physical copies of the survey. Opportunity via QR code to take survey online.  Copies of surveys to be available in Bengali and another community language as appropriate.
Events	Dog Show in Victoria Park, community safety walkabouts	Both	Physical copies of the survey for stakeholders to complete. Opportunity via QR code to take survey online. Officers available to answer questions.
Information stall	Town Hall foyer for residents accessing residents hub or other services	Both	Physical copies of the survey for stakeholders to complete. Opportunity via QR code to take survey online. Officers available to answer questions.

### 3.3 Dog Show

- 3.4 Sunday 8<sup>th</sup> September 2024 - dog show in conjunction with the charity All Dogs Matter. There will be a stall at the event for the purpose of inviting participation in the consultation there and then. Publicity of the dog show linking to the consultation, both in local press and social media.
- 3.5 Cost would be some rosettes and prizes and staff overtime if it was on a weekend, they are usually on a Sunday. Spend c£2K on rosettes and little printed gifts – pens, keyrings or the like. Can be used at other stalls as well. Animal Warden Officer can call in favours for lots of the equipment and personnel for the dog show by working with a dog charity. Overtime for 2 Dog Wardens - £300? Maybe some banners for advertising? Approximately £3K.
- 3.6 Could have paper copies of the consultation for people to fill in at the event and Comms can put a QR code on a poster for people to scan and enter. Photographer - hire for publicity, about £300 for a half day.

### 3.7 Stall at Town Hall

- 3.8 Stall at the Town Hall. This will serve two purposes:

- to raise awareness of staff in the consultation – not just to get their own feedback as stakeholders, but in the hope that staff who engage with communities in the course of work could be asked to publicise the consultation via their own services.
- To reach residents who come to the council to access services such as through the residents hub. Residents accessing these services may be part of the hard-to-reach communities who may not be able to access the consultation electronically.

3.9 Internal comms can promote the stall in the Town Hall. Placement could be in the entrance opposite the Residents Hub.

3.10 Copies of posters residents can take and also ask them to take part in the consultation as many members of staff live in TH. Freebies such as pens and sweets. Could bring a guide dog or service dog into the council for the stall (other dogs not allowed), to encourage people to engage with the stall?

<https://www.thebridge.towerhamlets.gov.uk/me-at-work/facilities-management/booking-a-stall-at-the-town-hall>

### **3.8 Promoting consultation in other venues**

3.9 Provide poster about the consultation in care homes, youth programmes or community café spaces. And employees who live in the borough might feel inclined to put a poster up about the consultation in their block or local shop.

### **3.10 Events in parks**

3.11 Our consultations are focused to just that, and don't mix these with accompanied events / activities. Given our consultations are generally site specific we tend to just consult with table, seat, and docs as needed, and nothing more. On rare occasions we may take opportunity of events and do consultations. Again, these will be site specific and not boroughwide.

3.13 Will choose a mixture of sites, including the sites with dog exercise areas, but also with sites which are busy (i.e. with amenities such as playgrounds, exercise areas etc where non dog owners may visit) to get a balance of users with or without dogs. Many larger, busier sites with good amenities will attract both dog owners and non – some listed below:

- Bartlett Pak
- Mile End Park
- Stepney Green Park
- Sir John McDougall Gardens
- Shandy Park
- Ropemakers Fields

Other non-dog allocated areas by popular sites:

- Weavers fields
- Poplar Rec
- Millwall Park
- Bethnal Green Gardens

### **3.14 Community Safety engagement events**

Safer communities officers run regular engagement events that this consultation could coordinate with. We will reach out to the police to try and arrange additional dog awareness partnership events.

Date	Time	Ward	Location	Contact
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08/08/2024	1pm - 3pm	Lansbury	Chrisp Street Market	<a href="mailto:John.Fish@towerhamlets.gov.uk">John.Fish@towerhamlets.gov.uk</a>
27/08/2024	1pm-3pm	Bow East	Location TBC	<a href="mailto:Kiyam.Chin@towerhamlets.gov.uk">Kiyam.Chin@towerhamlets.gov.uk</a>
17/09/2024	1pm-3pm	Stepney	Location TBC	<a href="mailto:Michaela.French@towerhamlets.gov.uk">Michaela.French@towerhamlets.gov.uk</a>
08/10/2024	1pm-3pm	Spitalfields and Banglatown	Location TBC	<a href="mailto:Leanne.Darby@towerhamlets.gov.uk">Leanne.Darby@towerhamlets.gov.uk</a>

#### 4. Audience

- 4.1 The council has a statutory duty to consult on the introduction of a public spaces protection order. It must consult with the police, and relevant interest groups as well as residents.
- 4.2 Local police are aware that the council has been looking into options of dog control for the borough because we have engaged them as part of the task and finish group work that took place in Summer 2023.

Area	Organisation	Consultation method
Regional Government	GLA	Letter/email
Police	Police and Crime commissioner	Letter/email
	Police - Tower Hamlets	
	Police - Newham (neighbouring borough)	
	Police - Hackney (neighbouring borough)	
	Police - City of London (neighbouring borough)	
Community Organisation	Neighbourhood Watch groups	Letter/email requesting feedback  Bengali translated and other community language option available, as appropriate
	Online Watch Link (OWL)	
	Safer Neighbourhoods Board	
	Safer Neighbourhoods Ward Panels	
Specialist groups	PDSA	Letter directing to LTTH online portal
	Blue Cross	
	Assistance Dogs UK	
	Animal Shelter	
	Dogs Trust	
	RSPCA	
	Kennel Club	
	Vets in Tower Hamlets	
Community Organisation	Victoria Park Friends	Letter/email directing to online portal for online consultation and information about paper consultations and in-person events
	Friends of Mile End Cemetery	
Housing Providers	Tower Hamlets Housing Forum	Presentation at THHF sub-group. Letter/email directing to online portal for online consultation and information about paper consultations and in-person events
Residents	n/a	LTTH online portal; social media; resident newsletters; TV screens in Idea Stores; in person events for dog walkers Letter/email directing to online portal for online consultation and information about paper consultations and in-person events

Area	Organisation	Consultation method
		Bengali translated and other community language option available, as appropriate
Residents from protected characteristics	Interfaith Forum	LTTH online portal; social media; resident newsletters; TV screens in Idea Stores; in person events for dog walkers Letter/email directing to online portal for online consultation and information about paper consultations and in-person events
	Equalities Hub and Community Equality Networks	
	Youth Council	
	Disability network	
Mayor	LBTH	Meeting; Report
Cabinet Member/s	LBTH	Meeting; Report
Elected Members	LBTH	Article in Members Bulletin

### 5. Indicative Costings

- 500 A4 posters = £250
- 30 corex A3 posters = £60
- Rosettes, pens, keyrings etc.. = £2,000
- Overtime for animal wardens (dog show / event in park) = £300
- Photographer for hire for ½ day = £300