

## Manchester City Council Report for Resolution

**Report to:** Communities and Equalities Scrutiny Committee – 20 July 2017

**Subject:** Community Safety Overview

**Report of:** Deputy Chief Executive (Growth and Neighbourhoods)

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### Summary

This report was requested by the Communities and Equalities Scrutiny Committee in order to provide an overview of the work of the Community Safety Partnership (CSP).

### Recommendation

The Committee is asked to note the contents of the report.

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### Ward Affected

All

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### Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Manchester Community Safety Strategy 2014/17

## **1. Introduction**

- 1.1 'Our Manchester' is the strategy that set the long-term vision for Manchester's future. It provides a framework for actions by our partners working across Manchester, public sector organisations, businesses the voluntary sector and our communities. 'Our Manchester' sets out a bold approach that is based on people's strengths and helps unlock the potential that exists in our city.
- 1.2 The work of the Community Safety Partnership is underpinned by the 'Our Manchester' approach and brings together those partners and communities that work together to achieve the liveable city outlined in the Our Manchester Strategy.

This report will highlight some of the work the Community Safety Partnership (CSP) has undertaken or commissioned to meet its strategic objectives over the past 12 months. The report will also detail some of the activity planned for the forthcoming year.

- 1.3 The CSP's Community Safety Strategy 2014/17 contains eight priorities:

- Tackling Anti Social Behaviour
- Tackling Drug and Alcohol related Crime
- Changing Offender Behaviour
- Protecting Vulnerable People
- Tackling serious and Organised Crime
- Tackling the Crimes of Most Impact
- Tackling Hidden Crime
- Making the City Centre Safer

Each priority is overseen by a theme lead. Their role is to develop the Partnership's response in relation to their priority. This includes allocating community safety funding, commissioning activity and analysis based upon their delivery plan, monitoring activity and performance, and working with other theme leads on cross cutting areas of work.

## **2. Community Safety Partnership Activity 2016/17**

### **2.1 Tackling Anti-Social Behaviour**

A separate paper detailing recent activity to tackle anti social behaviour and introducing the Council's Anti Social Behaviour Policy and Procedure is also on this agenda. Details of activity which has taken place over the past year are therefore not included in this report.

### **2.2 Tackling Alcohol and Drug Related Crime**

- 2.2.1 Alcohol and drug misuse are drivers for crime and anti social behaviour in addition to being causation factors in health and social problems. Alcohol is a factor in a range of offences, particularly violent crimes and domestic violence and abuse. There is also a strong correlation between drug use and acquisitive crime such as shoplifting.

- 2.2.2 New Psychoactive Substances (NPS) continue to create challenges for the Partnership. In 2015 the Public Health Team commissioned Manchester Metropolitan University (MMU) to undertake a prevalence study into New Psychoactive Substance (NPS) use amongst five cohorts. This research found, amongst other things, a high prevalence of synthetic cannabinoid use, particularly Spice, amongst street homeless and people living in Approved Premises. Initial findings were shared with partners of the CSP and with wider stakeholders to prioritise and begin implementing the recommendations.
- 2.2.3 A workshop for practitioners was held in February 2017 for the two drug treatment providers to present and consult on their training offer around Spice. Since then, Change Grow Live (the adult drug and alcohol treatment provider) have developed a half day training session and are piloting it internally before rolling it out to frontline staff. Engagement sessions are also being offered to homeless people in temporary accommodation premises and within organisations working with the homeless.
- 2.2.4 Public Health have developed a warning leaflet for agencies and the general public to raise awareness of Spice. The leaflet also details what to do in an emergency/overdose situation and where to access treatment.
- 2.2.5 MMU have been analysing a number of seized Spice samples to ascertain their chemical components. This information is being shared with stakeholders including those signed up to the newly established Manchester Professional Information Network (PIN) on the drug alert and early warning system. This system provides up to date advice and information to service users and professionals across Greater Manchester.
- 2.2.6 Public Health have commissioned Manchester Metropolitan University to undertake research on the issue of drug litter in the city. This will be a scoping exercise to ascertain the level of the problem. It will also include a review of commissioned needle exchange provision. The key ask of the research will be to provide recommendations regarding how drug litter can be reduced.
- 2.2.7 Public Health will also explore how community activation can contribute towards the reduction of alcohol related harm and support the Community Alcohol Champions being developed across Greater Manchester.

### **2.3 Changing Offender Behaviour**

- 2.3.1 Reducing the number of offenders and the number of offences they commit remains a significant challenge to the CSP. This workstream is led by three organisations: Manchester Youth Justice, the National Probation Service (NPS), and the Cheshire & Greater Manchester Community Rehabilitation Company (CRC). Collectively these three organisations are responsible for:
- Reducing the harm caused to victims, offenders' families and the wider community
  - Reducing reoffending amongst offenders
  - Ensuring that initiatives such as restorative justice are victim led

- Improving rehabilitation prospects by developing access to accommodation, employment and health opportunities for offenders
- Reducing the number of young people entering the justice system

2.3.2 The Cheshire & Greater Manchester Community Rehabilitation Company has now been operating as an Interserve led partnership for over two years. The organisation is taking the best of traditional Probation practice then underpinning this with their new Interchange Model to make further improvements in relation to the rehabilitation of offenders. The Interchange Model is a desistance and strengths based model which requires the case manager to work together with the service user to reduce reoffending and enhance their life opportunities. There have been several significant improvements to the CRC's operating model including the launch of its mobile information technology. This allows and encourages CRC staff to work from a variety of locations to suit the service user and to also improve partnership working. The CRC's Service User Council is now fully functioning and is already proving itself to be extremely valuable in informing future improved practice. The CRC as a business is growing continually and it has both independently and in partnership secured several additional contracts, including the recent contract awarded to deliver an Integrated Healthcare Liaison and Diversion service across Manchester. The CRC has also more recently been awarded funding to continue its Intensive Community Order project following its success with 18-25-year-old male offenders at risk of receiving a custodial sentence. The CRC also continues to co-commission women's services across Manchester. The contracts and funding awarded supports the CRC in developing its practice further, making local communities safer and reducing the number of future victims of crime.

2.3.3 The CSP, CRC and NPS jointly fund Community Led Initiatives (CLI) to provide a peer mentoring service to offenders to build upon existing motivations and identify new things to do with their time to develop a healthier lifestyle away from offending. Activities included job searches, training, driving lessons and sport. Between June 2016 and March 2017 85 clients were supported, with 1,224 mentoring activities recorded. The most common activities included relationship building, and employment and training. Almost half the clients engaged for a minimum of four months.

2.3.4 NPS have been working with adults who have been through the care system, particularly focusing on employment, training and education. Whilst this initially was slow to take off, one care leaver successfully completed a peer mentoring course with CLI and the CSP has allocated funding to continue some of the work already started including training connected to construction, personal training courses and plumbing. This should assist offenders gain employment. This will be continued for the next 12 months, as well as work to develop support for offenders around accommodation including wrap around support for offenders moving out of B&B provision into more permanent accommodation and offenders leaving prison.

2.3.5 During 2016/17 Youth Justice (YJ) commissioned a Speech and Language Therapist (SALT) from Salford Royal NHS Foundation Trust Paediatric SALT.

The SALT has been working with YJ caseworkers to upskill them in recognising and addressing young people with communication difficulties (including learning disabilities, poor social skills, and low self-esteem). All young people referred are provided with bespoke interventions following an assessment. A performance review is undertaken at the half term and end stage. Initial reviews have shown that young people have improved confidence and developed coping strategies. YJ staff have reported that through the SALT they have learnt new techniques on how to better support young people to achieve change by adapting their style of interventions. This initiative has been commissioned for a further 12 months.

## **2.4 Protecting Vulnerable People**

2.4.1 Early Help have employed volunteers from voluntary and community sector providers to support vulnerable families. These volunteers provide befriending and low level support to enable adults and children to sustain change, increase resilience and strengths within the family, and link into assets within their own communities. 23 families and 62 children received Home-Start support between 1 November 2016 and 31 March 2017. Eight families have benefited from group peer support and 12 have been supported by Big Manchester (which offers child focused interventions in North Manchester to address the impact of domestic abuse, parental mental health, and/or substance use on children aged 5 to 11). Impact was measured in all cases at six weeks and then every eight weeks. 79% of families were identified as having a need relating to the confidence and resilience of a parent at their initial assessment. 89% of these families evidenced an improvement. 71% had needs around understanding risk with 88% showing an improvement. 46% had needs around their ability to obtain appropriate help in high risk situations with 82% showing improvement.

The intention is that over time the families themselves become part of the assets within the community and involvement from statutory services such as social care, GMP or acute services is reduced. As at 1 April 2017 six volunteers who had previously received support from Home-Start and three Big Manchester parents have recently completed the volunteer training and are now supporting families, a great example of community capacity building.

Extending this proposal for a further year will provide two years activity to test out the sustainability of the approach, to measure the success of utilising local volunteers to sustain changes within families and to evidence the impact on volunteers in relations to skills, knowledge, confidence and employment.

2.4.2 Following the terrorist attacks at the Manchester Arena on 22 May and attacks at London Bridge on 3 May and at Finsbury Park Mosque on 19 June, we have engaged with a range of communities, stakeholder and partners and have identified the need to complete a Community Impact Assessment (CIA) across Greater Manchester. The purpose of the CIA is to collectively identify key individuals, communities and institutions who have been or are continuing to be directly and indirectly affected post the attack along with ensure that the appropriate support and actions are undertaken across Greater Manchester – through the development of a Recovery Action Plan. The CIA and Recovery

Action Plan will be reviewed and updated regularly throughout the recovery process.

- 2.4.3 The CSP has also been involved in a number of RadEqual and Prevent activities. The RadEqual community campaign and grants programme was launched in September 2016. This campaign aims to build community resilience and empower and enable organisations and communities to come together to identify challenges, connect with one another, and champion activities to build resilience in Manchester. 20 voluntary, community and faith based organisations successfully applied for funding. These included SOPHIE, Odd Arts, Loreto College, Europa, Faith Network 4 Manchester, Neesa Women's Project, and the Levenshulme Youth Project. Four of these projects delivered Prevent specific activities, three Counter Extremism related activity, and 13 focused on activities to support cohesion and integration. Activity included community dialogue and training, the creation of a peer to peer network, media campaigns, and arts and drama. Evaluation of 16 of the funded projects revealed a total of 1,810 beneficiaries with a further 1,000+ anticipated following training received by school staff, circulation of teaching resources, and the production of videos and podcasts.

Further funding is available this year through the RadEqual community campaign and grants programme. Organisations can apply to fund activity which builds community resilience, counters extremism, and builds young people's resilience and leadership

- 2.4.4 Syria Relief have been working with the Council and GMP to deliver the Manchester Warehouse Project over the last four years. The Warehouse Project has successfully channelled local support to provide practical help in a show of solidarity between Manchester and Syria through the donation, collection and distribution of goods to Syrians in need. The Syria Relief Volunteering Facility, based at Smithfield Market, is responsible for sending containers of goods from Manchester to Turkey (for onward distribution in Syria) and Greece (for refugees seeking sanctuary in Europe). In 2016/17 the facility sent four containers of humanitarian aid and provided volunteering opportunities to 50 Manchester residents.
- 2.4.5 Manchester is working with the other Greater Manchester Local Authorities and the Mayor of Greater Manchester to contribute to the establishment of a commission to review the work that is currently being undertaken in the City-Region to tackle violent extremism in all its forms. The commission will be led by Councillor Rishi Shori, Leader of Bury Council.

## **2.5 Tackling Serious and Organised Crime**

- 2.5.1 Serious and organised crime encompasses a number of areas including:
- Gun crime
  - Human trafficking and modern slavery
  - Drug offences
  - Money lending and laundering
  - Counterfeit goods, and
  - Sham marriages

- 2.5.2 A multi-agency Serious and Organised Crime Executive have been working towards developing and delivering their action plan. This has included working with partners to identify those involved in the supply of illicit tobacco and counterfeit goods, strengthening data and information around Organised Crime Groups, minimising the risk of young people being recruited by gangs or involved in serious violence, and increasing awareness and strengthening responses to sexual exploitation, including CSE and modern slavery.
- 2.5.3 Ten gang awareness sessions and 32 sessions of The Borders Project (County Lines training) were delivered to staff and pupils at 26 Pupil Referral Units. 350 pupils received this training, the purpose of which was to combat the exploitation of young people by gangs in relation to cross regional criminal activity such as couriering drugs. Areas covered included drugs, gangs, CSE, grooming, social responsibility, and diversity. The one hour sessions allowed young people to explore, the dangers and consequences, and offered guidance and solutions to empower young people to build resilience to exploitation. The sessions also provided pupils with the opportunity to discuss concerns and ask questions.
- 2.5.4 The CSP will be targeting activity at younger people who have been identified as having vulnerabilities that puts them at risk of becoming involved in organised crime. Work is taking place with youth projects to provide targeted support packages to 8-11 year olds. This age range is recognised as the age where we can have the most impact. A working group has been established to develop the response to County Lines, which has been identified as a safeguarding risk in Manchester.

## **2.6 Tackling the Crimes of Most Impact**

- 2.6.1 Across Manchester work has been ongoing to address the crimes that have the most impact on individuals and communities. These include domestic violence and abuse, robbery from person, domestic burglary, and violent crime.
- 2.6.2 Over the last three years, a total of 13,621 domestic abuse crimes were reported in Manchester, with 4,673 being reported in the year to March 2017. This represented a 7% increase on the number reported in the previous 12 months (4,353).

Over 80% of domestic abuse crimes were linked to violence, 9% involved criminal damage and 4% were linked to sexual offences.

Domestic abuse crimes in Manchester (2014/15 to 2016/17)

	2014/15	2015/16	2016/17
Violence against the person	3757	3461	3837
Sexual offences	188	218	183
Robbery	24	21	20
Theft offences	197	227	199
Criminal damage	429	426	434
Total	4595	4353	4673

Manchester's Domestic Violence and Abuse Strategy was launched in June 2016. Since then statutory and voluntary sector partners have been working together to develop an action plan and deliver the five key pledges identified in the strategy. These are: preventing abuse; supporting people to seek help; managing safety; training and workforce development; and adapting delivery models in response to changing demand.

Progress has been made in a number of areas including training 230 Early Help staff around domestic violence and abuse and jointly funding a LGBT Independent Domestic Abuse Advisor (IDVA) with the Police and Crime Commissioner. In April 2017 GMP became the first force in the UK to record domestic abuse in the LGBT community. The Domestic Abuse Commissioning Group funded the target hardening of 67 properties for those victims of domestic abuse who wished to remain in their own home and where it had been assessed as being safe to do so. Ten perpetrators attended the Relate run Voluntary Perpetrator Programme.

A series of targeted communications campaigns were used to raise awareness of domestic abuse. These were targeted towards specific groups such as young people and covered topics such as sexting, social media, and dating and unhealthy relationships. Other campaigns were targeted towards BME survivors, family and friends of domestic abuse survivors, and perpetrators. Alongside this the Police and Crime Commissioner's Office have had a Greater Manchester campaign running to raise awareness of domestic violence and abuse and in particular coercive and controlling behaviours which became illegal in December 2015.

Investment in IRIS (Identification and Referral to Improve Safety) has continued and aims to have all of Manchester's GP practices IRIS trained by March 2018. IRIS is a programme which provides training for GPs and all staff within the practice to recognise possible signs of domestic abuse, know how to ask patients whether they are affected and then provides ongoing support which they can refer victims / survivors into.



At the June 2017 CSP Board, it was agreed to adopt Encompass, an initiative trialled in Plymouth to address an identified shortcoming in the early sharing of information between the police and schools. If a domestic incident occurred on the previous evening and a child was in the house the police will contact a nominated key adult at the school the child attends prior to the start of the school day. Appropriate support would then be available for that child, overt or silent dependent on the circumstances. Since 2011, 17 police forces have successfully implemented Encompass some GM local authorities, such as Bolton, have started to implement the approach. Encompass allows for earlier intervention to reduce the impact of trauma caused by domestic violence and abuse and allows the school to keep a close eye on the child's emotional state, make adjustments and proactively offer support. Manchester is keen to adopt Encompass as part of our commitment to early help and prevention. Early conversations with GMP and Education have indicated a keen interest in developing this in Manchester, starting in the North of the City.

2.6.3 Violent offences increased by 33% during 2016/17 compared to 2015/16, with the biggest increases being seen in less serious offences. Much of this increase relates to improvements in crime recording by GMP following HMIC inspections. The city centre continues to be the main hotspot for violent crime in Manchester. Levels of domestic burglary remained fairly consistent from 2015/16 to 2016/17, with a rise of just 0.4% (although adjusting for the number of multi-victim burglaries indicates a rise in the region of 2%). Burglaries where the victim was identified as a student decreased more sharply, from 915 to 652 reports, representing a 29% drop, while offences involving non-student victims increased by 7%. The reduction in student burglaries has been accompanied by a drop in the number of offences involving insecurity (open windows, unlocked doors, etc.) Insecurity was a feature identified in a quarter of domestic burglaries during 2016/17, compared with over a third during the previous year.

2.6.4 The CSP has undertaken a variety of activities in response to violent crime, burglary and robbery offences. Crime prevention materials (including security equipment) to reduce burglary, robbery and violence have been distributed, and environmental improvements have been made to address anti social behaviour. Personal safety awareness raising took place in Levenshulme following three reported sexual assaults and a 12 week programme targeting young people involved in or at risk of involvement in anti social behaviour was commissioned in Hulme. Work also took place with students to raise awareness around personal safety. This focused on cash machines, burglary, being aware of surroundings and personal belongings, and spiked drinks.

## **2.7 Tackling Hidden Crimes**

2.7.1 There are some crimes and behaviours where the people affected are less likely to report what has happened to the police or other agencies for a variety of reasons including fear of repercussions and mistrust of agencies. The CSP focuses on tackling the following hidden crimes:

- Hate crime
- Female genital mutilation (FGM)

- Forced marriage
- Human trafficking
- Sexual violence and exploitation including child sexual exploitation
- So-called honour based violence

This includes working with partners from the voluntary and community sector, Children’s and Families Directorate and Safeguarding to learn more about the issues, improve the confidence of victims to report, and ensure victims have appropriate support.

2.7.2 Manchester published its second three year Hate Crime Strategy in 2016. This strategy contains seven objectives:

- Support victims of hate crime and hate incidents
- Prevent hate crime
- Increase the reporting of hate crime and hate incidents
- Take effective action against perpetrators
- Improve partnership responses
- Continue to build cohesive and resilient communities where hate crime and discrimination are not tolerated
- Target online hate crime

A total of 596 incidents and 1,877 crimes reported to GMP between April 2016 and March 2017 had links to one or more of the six monitored hate strands. This represented a 21% increase compared to the same period the previous year.

**Hate incidents and crimes linked to monitored strands (Manchester 2014/15 to 2016/17)**

	2014/15		2015/16		2016/17	
	Incidents	Crimes	Incidents	Crimes	Incidents	Crimes
Race	272	1026	362	1288	431	1520
Religion	46	77	86	133	85	217
Sexual Orientation	40	140	77	154	90	241
Disability	10	31	18	49	28	47
Transgender	4	15	12	16	25	23
Alternative Subcultures	1	0	1	4	1	3
Total links to monitored strands	373	1289	556	1644	660	2051
Total hate incidents/crimes	344	1228	501	1540	596	1877
Anti-Semitic	21	38	13	42	33	35
Islamophobic	16	41	60	94	31	86

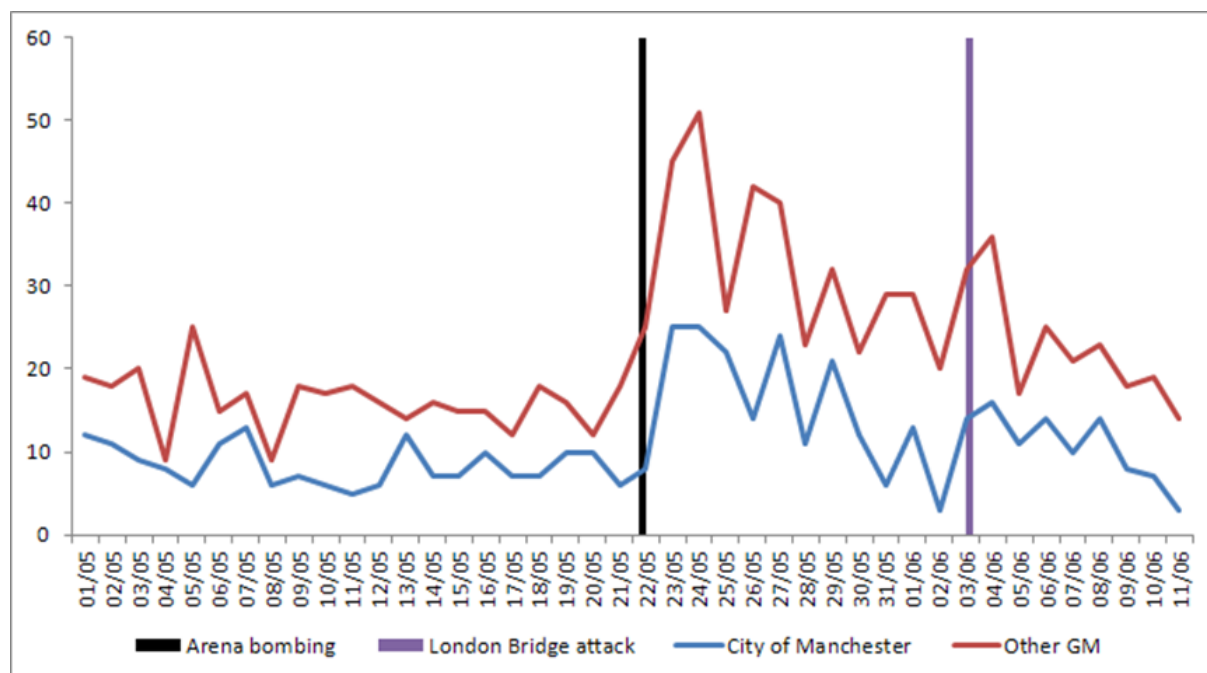
source: GMP Business Intelligence, May 2017

In recent years, an increase in the number of hate crimes reported has generally been seen as a positive trend as it indicates that victims have the confidence to report to the police or to third party reporting centres. However, hate crime and xenophobia began to increase across Manchester a few weeks before the EU Referendum on 23 June 2016. The number of hate crimes and hate incidents increased sharply following the Brexit result. This trend was

reflected nationally with Home Office figures indicating that racially and religiously aggravated offences increased across all police forces during July 2016, a 41% increase compared to July 2015. In response to this increase and following consultation for the refreshed Manchester Hate Crime Strategy 2016/19, the CSP ran an additional grant scheme during the summer and autumn. Over 40 events were held to raise awareness of hate crime and hate incidents, encourage reporting, celebrate diversity and promote community cohesion.

Following the terror attack on the Manchester Arena on 22 May 2017, hate crime and hate incidents increased significantly. The CSP has been monitoring and responding to these on a daily basis. Colleagues from the CSP are also part of the multi-agency Recovery Coordinating Group established to deal with the recovery, restoration and rebuilding of Manchester and its people.

The graph below shows the number of hate crimes and incidents between 1 May and 11 June 2017.



In June 2017 the hate crime summer grant scheme was launched with support from MACC (Manchester’s voluntary community and social enterprise). MACC will be able to attract applications from a wider range of community and voluntary groups and ensure the CSP is funding activities and events in all areas and representing all groups across the city. The annual hate crime awareness week will also take place between 5 and 11 February 2018.

All Third Party Reporting Centres (TPRCs) have been contacted or visited since the attack to ensure they have the tools and support needed to respond to any reports of hate crime. Additional promotional materials and merchandise have been distributed including posters and wrist bands which

promote the True Vision reporting website ([report.it.org.uk](http://report.it.org.uk)) and the Lets End Hate Crime message.

The CSP continued to develop its work with third party reporting centres. These centres, working in a voluntary capacity, allow victims to report hate crime, in confidence if required, and receive specialist support. There are now 39 centres across Manchester. Working with the Police and Crime Commissioner and other Local Authority areas, Manchester has been developing a training package and minimum standards for all centres operating across Greater Manchester to ensure that victims receive a consistent service. Following hate crime analysis earlier in the year, some areas in the city were highlighted as having a relatively high numbers of hate crimes reported but a low number of TPRCs or very few hate crime activities or events taking place over the year. The CSP is addressing this by specifically targeting events in these areas and by identifying locations and organisations where TPRCs are underrepresented and supporting them to sign up as a TPRC.

Schools and hospitals have been in contact with the CSP with regard to concerns about hate crime. Resources and support have been identified through the Recovery Plan and from the work of the CSP to help address these concerns.

The Anti Social Behaviour Action Team have been providing support to individuals or premises where hate crime incidents have been perpetrated and are causing harassment, alarm or distress. This has included taking enforcement action against the perpetrators of hate crime. GMP and the CSP are committed to zero tolerance where hate crimes are reported and taking enforcement action against perpetrators of hate crimes. The Crown Prosecution Service confirmed in 2016/15, they prosecuted 15,442 individuals of hate crimes and had a conviction rate of over 83%.

Our partners continue to use the national #WeStandTogether which promotes events and interfaith community cohesion activity.

2.7.3 During 2016/17 200 community members attended FGM awareness raising events and 20 people were trained to be peer mentors. 300 professionals attended Forced Marriage/So-Called Honour Based Violence training across the city. The Children's and Families Directorate delivered two full days training in February and March 2017 around Modern Slavery with 104 people attending. Four further Modern Slavery training days have been arranged for June and July where it is expected that 200 practitioners will receive training.

2.7.4 National Ugly Mugs (NUM) developed an email checker which allows sex workers signed up to the initiative to check the email address of a potential client to see if there have been any crimes reported to NUM against it. They can then make an informed decision about whether to meet the client. The funding also paid for NUM to train 20 frontline officers to use the system and pass this knowledge onto their service users. The system went live on 17 December 2016 and as of 4 April 2017 the NUM had promoted the checker to

over 6,300 users through a social media campaign. 36 members had used the checker to help them assess whether to accept a booking with one sex worker saying via Twitter "Oh wow, that's amazing! So cool. Thanks so much for doing this it will really help". The Men's Room has reported an increase in the number of men working online and have said that the email checker is "keeping sex workers safe". A similar system already exists for mobile phone numbers.

The Men's Room (TMR) were funded to build upon their 2015/16 CSP funded research into male sex workers working online. The 2016/17 funding allowed them to greater understand their needs, how online work is mediated, and how it differs from on street work. It has also allowed TMR to raise awareness of the services they provide with direct contact being made with 161 male sex workers during the period funded. This resulted in TMR providing advice and support in two intensive cases involving sexual assault and a number of smaller cases around safer practice, housing and debt. The pilot highlighted the need for proactive targeted online outreach to male sex workers as many were unaware of TMR and had clear support needs.

Work is taking place with representatives from MMU and the University of Manchester to develop a campaign highlighting the support available to students who may be involved in sex work

## **2.8. Making the City Centre Safer**

- 2.8.1 The city centre and its night time economy (NTE) are extremely important to Manchester. Having a vibrant leisure and cultural offer is a key factor in people's choice about where they live and work. It also contributes significantly to Manchester's economic growth. It is estimated that around 150,000 visit the city centre each weekend to enjoy the nightlife.
- 2.8.2 Theme leads commissioned further research into why and how people use the city centre. The research undertaken throughout November and December 2015 provided a baseline for the evening and night time economy. A further survey, with additional questions around transport and safety, was undertaken in July 2016. The findings of the survey have been fed into the City Centre NTE Members Group who are directing and overseeing activity.
- 2.8.3 The group also extended the Test Purchase Study previously undertaken by Liverpool John Moores University to assess whether premises are selling to drunk people. The findings of the report will be used to address specific premises that are found to be poorly managed and therefore having an adverse impact on the management of the NTE.
- 2.8.4 A day of action around begging and homelessness was undertaken where the premises of a city centre charity was hired and used as a location to take people found on the streets on that particular day. The venue was staffed with various outreach workers and agencies that used the day as an opportunity to engage with individuals who are often difficult to reach.

2.8.5 The CSP undertook a number of initiatives aimed at addressing vulnerability at night. The Partnership continued to fund the Safe Haven which operates on a Saturday night between 11pm - 5am at the Nexus Art Cafe on Dale Street. The Safe Haven provides a place of safety for vulnerable people. Gates were also installed on the stretch of canal towpath between Dale Street and Minshull Street (known as the Undercroft) to restrict access between 10pm and 7am as part of a Public Space Protection Order (PSPO). The PSPO has been implemented in response to the number of fatalities that have occurred in the location over the past few years as well as the general level of ASB in the area.

2.8.6 Discussions with other Local Authorities looking at how they manage their Night Time Economy (NTE) effectively highlighted that one of the most significant factors in achieving a well-managed NTE was the recruitment and retention of well-coordinated volunteer groups.

Funding will be used to coordinate the establishment of a sustainable bank of volunteers and also look at establishing a volunteer coordinator position. The volunteers will work alongside existing public services in the NTE. They would also assist in running the Safe Haven provision as well as linking in to coordinate volunteers working within MRI who currently deal with the 'fallout' of the NTE.

2.8.7 Following on from the findings of the Enventure survey (into how and why people used the city centre at night) and also the observations of staff working within the NTE, a survey is being undertaken to look at traffic flow through the night time economy to look at specific hotspots such as Withy Grove, Deansgate Locks, Peter Street, The Village and Stevensons Square. This will look to address the issues with gridlock and breaches of legislation such as parking in restricted areas and performing illegal u-turns.

### **3. Next Steps**

3.1 The current Community Safety Strategy 2014/17 is due to end at the end of 2017. Over the next three months the CSP will be consulting with stakeholders including partners and residents to ascertain their priorities in relation to reducing crime and anti social behaviour, changing offender behaviour, and protecting vulnerable people.

3.2 The development of the Our Manchester approach in the city gives us the potential to engage with stakeholders about the Community Safety Strategy in a different way. There is an opportunity to listen to local communities about what is most important and develop a partnership of local people and organisations to deliver community safety together. This includes the opportunity to have a fuller conversation with all stakeholders so that they are truly part of the priority setting process for the partnership

3.3 Communication and engagement will reflect the Our Manchester principals, in particular:

- **Be strengths-based** - offering tools that allow all stakeholders to identify not just what they value but also what they can offer, in terms of ideas and help in meeting the challenges and opportunities ahead.
- **Be open and honest** – providing proactive information that outlines the challenge, the process and the options in a clear and timely fashion
- **Be collaborative** – use expertise, channels and ambassadors from partners, stakeholders and local businesses
- **Be representative** – engage and gather views that reflect the make-up of the city. This will ensure that our equality duty is met and that channels and content are created and used that ensure that anyone who wants to participate in the process can.
- **Be people focused** – with materials developed in a tone and language that our stakeholders will understand and that will encourage them to get involved.

3.4 Following this consultation the results will be used, in conjunction with partners in the Community Safety Partnership to develop a new Community Safety Strategy for 2018/2021.