

## **Communities and Equalities Scrutiny Committee**

### **Minutes of the meeting held on 20 July 2017**

#### **Present:**

Councillor Rawlins - In the Chair

Councillors Austin-Behan, Cookson, Cooley [CESC/17/25 – CESC/17/27], Fletcher-Hackwood, Grimshaw, Hassan, Marshall, Peel and Sharif Mahamed

Councillor N Murphy, Executive Member for Neighbourhoods

Councillor Rahman, Executive Member for Culture and Leisure

Jawad Amin, Khizra Mosque

Chief Inspector Caroline Hemingway, Greater Manchester Police (GMP)

Geoff Hurst, GMP

Rob Dyson, CityCo

Cooper Healey, Manchester Student Homes

#### **CESC/17/24            Minutes**

#### **Decision**

To approve the minutes of the meeting held on 22 June 2017 as a correct record.

#### **CESC/17/25            Community Safety Overview**

The Committee received a report of the Deputy Chief Executive (Growth and Neighbourhoods) which provided an overview of the work of the Community Safety Partnership (CSP), including information on hate crime. The Community Safety Lead introduced the report across its main themes. The Committee welcomed Jawad Amin from Khizra Mosque and the Early Years Locality Lead from Charlestown Children's Centre, which were both Third Party Reporting Centres (TPRCs), and Chief Inspector Caroline Hemingway from Greater Manchester Police (GMP).

The Early Years Locality Lead reported that she was responsible for managing two children's centres in north Manchester and was made aware of incidents of hate crime being experienced by families in the local area. She informed Members that, having raised this at the Sure Start Advisory Board, she had been made aware of the role of TPRCs and one of her centres, Charlestown Children's Centre, was now a TPRC. She advised that this was just the first step and that the centre was starting to review its processes to address the needs of local families and was taking part in initiatives to raise awareness of hate crime and TPRCs. She advised that, when she raised this with colleagues across the city, only a minority had known what a TPRC was and that more work was needed to raise the profile of TPRCs.

Jawad Amin advised Members that the Khizra Mosque had been a TPRC for many years. He informed Members about the Mosque's involvement in initiatives such as We Stand Together, a national initiative promoting community cohesion and unity, and how it was using technology to promote its role as a TPRC; however, he advised that further work was needed to increase the public's awareness of TPRCs and to

increase reporting of hate crime. He advised that many people did not realise that non-physical abuse should also be reported. He informed Members that education was important and informed them of the work the Mosque was doing to address this, for example, encouraging Muslim women to report hate crime as, he advised, Muslim women wearing traditional Muslim clothing were particularly likely to be targeted for Islamophobic hate crime and were less likely to report it.

The Chair thanked the guests for their contribution. Members discussed the issues raised by the guests, commenting that more work was needed to promote TPRCs and encourage people to report hate crime. A Member requested further information on how venues could be supported to become TPRCs. Members also requested information on the proportion of hate crimes reported through TPRCs compared to the number reported directly to the police and what kind of hate crime was reported at different TPRCs.

The Community Safety Lead reported that some TPRCs were geographically focused whereas some reached a particular community, for example, the LGBT Foundation; however, she advised that all TPRCs were trained and expected to receive reports of all types of hate crime.

The Chair recommended that the Committee establish a Task and Finish Group to look at Hate Crime and TPRCs, including consideration of how the Council could take a more proactive approach to this. She also requested that a training session on Hate Crime and TPRCs be arranged for Members and that information on the location of TPRCs and how to report hate crime be re-circulated to all Members.

A Member expressed concern that people were not receiving feedback after they had reported a hate crime. Chief Inspector Hemingway reported that Victim Codes of Practice were in place but that GMP recognised that victims of hate crime felt particularly vulnerable and further improvement was needed. She reported that, as part of the New Policing Model, options were being considered for using non-frontline staff as part of a team providing updates to victims of crime, including consideration of having dedicated Hate Crime Officers.

The Executive Member for Neighbourhoods reported that TPRCs were a place that people felt comfortable going to where they could report hate crime and advised that people could also report hate crime online. He advised that TPRCs needed to be publicised in an appropriate way and that he would be happy to work with the Committee on how to do this.

In response to a Member's question on the value of being a TPRC, the Early Years Locality Lead reported that being a designated TPRC was part of a wider piece of work. She advised that the training for staff had been invaluable and that the TPRC had been able to access additional funding for community events.

A Member questioned why violence, harassment and abuse of women and girls was not classed as a hate crime. The Community Safety Lead advised that this issue was being discussed at a national level and that Nottinghamshire Police had started to record misogyny as a hate crime. She advised that, while a lot of information was already available on Nottinghamshire Police's work, a full written evaluation was not

yet available. She advised that she believed Manchester would be open to the idea of introducing this in the city but would want to see the full evaluation of Nottinghamshire's experience first. In response to a question from the Chair, she advised that she would check when a full evaluation of this would be available. The Chair advised that the Committee would then consider how it could take this issue forward.

A Member reported that some vulnerable young adults with autism were being bullied or conned by people in their community who had seemed to befriend them. She asked whether this was classed as a hate crime. The Chair recommended that the Task and Finish Group consider this issue.

In response to Members' questions, the Community Safety Lead outlined work taking place in relation to counterfeiting, the psychoactive substance 'Spice', acid attacks and young people at risk of gang involvement. The Chair requested that the report on the psychoactive substance 'Spice', that was submitted to the Health Scrutiny Committee meeting on 18 July 2017 be circulated to Members of this Committee. The Executive Member for Neighbourhoods reported that the Neighbourhoods and Environment Scrutiny Committee would be receiving reports on counterfeiting activity in the Strangeways area and on Taxi Licensing Enforcement at its 6 September 2017 meeting.

The Chair recommended that the Committee receive a further Community Safety Overview report at an appropriate time. She also recommended that the Committee receive a report on Drug and Alcohol Services.

## **Decisions**

1. To recommend that the Committee establish a Task and Finish Group to look at Hate Crime and TPRCs, including consideration of how the Council could take a more proactive approach to this.
2. To request that a training session on hate crime and TPRCs be arranged for all Members and that information on the location of TPRCs and how to report hate crime be re-circulated to all Members.
3. To request that the Community Safety Lead advise Members when a full evaluation of Nottinghamshire's experience of recording misogyny as a hate crime would be available and for the Committee to then consider how it can take this issue forward.
4. To request that the Task and Finish Group consider whether bullying or defrauding vulnerable people with autism was classed as a hate crime.
5. To request that the report on the psychoactive substance 'Spice' which was submitted to the Health Scrutiny Committee meeting on 18 July 2017 be circulated to Members.
6. To receive a further Community Safety Overview report at an appropriate time.
7. To receive a report on Drug and Alcohol Services.

## **CESC/17/26          New Policing Model**

The Committee received a presentation from Chief Inspector Caroline Hemingway on the New Policing Model, which was introduced in May 2016. She outlined challenges

and opportunities facing GMP, how GMP was using technology to work more effectively and the importance of place-based and multi-agency working, including 'STRIVE', an early help approach to domestic abuse. She also outlined progress in recruitment to fill vacant posts for Police Constables (PCs) and Police Community Support Officers (PCSOs).

Geoff Hurst reported that he was the Call Handling Manager within the Control Room which received 999 and 101 calls. He reported that his staff assessed the level of threat, risk and harm to deal with calls appropriately. He reported that police services across the country were measured on how they responded to 999 calls and that an increase in 999 calls had impacted on their response to 101 calls. He advised that his team was taking steps to address this, including triaging calls and signposting callers to other agencies, where this was more appropriate.

In response to a Member's question, Chief Inspector Hemingway reported that the additional officers being recruited would be assigned to frontline roles; however, she advised that GMP was also reviewing its use of restricted and adjusted officers, who were not able to undertake frontline duties, to ensure that they could play a valuable role in supporting the work of GMP. Mr Hurst reported that the Operational Communications Branch was currently also undertaking a large recruitment drive.

A Member expressed concern that it was difficult to contact GMP through the 101 non-emergency telephone number and that issues raised through this number were not always dealt with quickly. He advised that some people just wanted a crime number so they could claim on their insurance and questioned whether this could be dealt with more efficiently. Chief Inspector Hemingway reported that GMP was working on developing an interface through which people could obtain a crime reference number.

A Member asked whether GMP used social media to gauge community feeling and concerns in relation to crime in their local area. Chief Inspector Hemingway reported that GMP did use social media but was aware that not everyone used social media and also recognised the value of having PCSOs out in the community. Mr Hurst reported that GMP had been trialling live chat on its website.

In response to a Member's question, Chief Inspector Hemingway reported that some PCSOs were being assigned to the TravelSafe Partnership so that people felt safe using public transport. She also advised that the deployment of PCSOs across wards was based on an assessment of threat, risk and harm in the areas and the crimes being reported and their severity. She informed Members that shift patterns were currently being reviewed.

The Chair thanked the guests for attending. She requested that GMP provide a more detailed report to a future meeting, once the work on reviewing shift patterns and the deployment of PCSOs was further advanced. A Member requested that this included information on the TravelSafe Partnership, to which the Chair agreed.

## **Decision**

To request that GMP provide a more detailed report to a future meeting, once the work on reviewing shift patterns and the deployment of PCSOs is further advanced, and that this include information on the TravelSafe Partnership.

[Councillor Austin-Behan declared a personal interest as his husband was employed by Greater Manchester Police.]

### **CESC/17/27            Anti-Social Behaviour**

The Committee received a report of the Deputy Chief Executive (Growth and Neighbourhoods). Part 1 of the report provided Members with additional information on anti-social behaviour which they had previously requested, including an update on work to tackle anti-social behaviour and information on the courses of action available, in particular in relation to private landlords. Part 2 provided Members with information on the outcome of a public consultation on a proposed Anti-Social Behaviour Policy and Procedure and the resulting policy and procedure, which was appended to the report. The Committee was invited to comment on this prior to its submission to the Executive. The Community Safety Lead introduced the report across its main themes.

The Committee welcomed Rob Dyson from Cityco, the City Centre Management Company, and Cooper Healey from Manchester Student Homes, an organisation owned and managed by the universities in Manchester.

Mr Dyson informed Members about the work of the Business Crime Reduction Partnership, using intelligence, communication, offender education and staff training to reduce crime against businesses. He advised that businesses now needed to be more self-sufficient in crime prevention. He reported that the Partnership recognised that Anti-Social Behaviour had a significant effect on businesses. He informed Members that the Partnership was working with Greater Manchester Police (GMP) on the referral of young people involved in anti-social behaviour to the Restorative Justice scheme. He advised that a current issue for businesses was rough sleeping, due to associated anti-social behaviour, including issues arising from the psychoactive substance Spice, and that his team were working with the Council and GMP to identify vulnerable people in need of support.

Ms Healey informed Members about work to alleviate the impact of anti-social behaviour in some wards with a high student population, drawing Members' attention to the work outlined in part 1 of the report. She advised Members that her organisation had two community cohesion interns and informed them about the work of the Community Forum. She informed Members about the 'Halls to Home' programme, which aimed to increase students' awareness of their community responsibilities when they moved out of halls of residence into homes. She informed Members how the universities provided students with pastoral support while living in local areas and worked to increase their engagement in community issues. A Member who was also a Ward Councillor for Fallowfield reported that residents had seen the impact of this work in her local area.

The Chair thanked the guests for their contribution.

A Member expressed concern that sometimes reports of anti-social behaviour were not taken seriously by social landlords. The Community Safety Lead advised Members that, if an individual felt that their reports of anti-social behaviour had not been dealt with properly, they could request an Anti-Social Behaviour Case Review. She outlined the process for this and offered to circulate details to Members, to which the Chair agreed.

In response to Members' questions, the Community Safety Lead outlined work taking place, in conjunction with the Youth Strategy Team, to map and address emerging issues relating to anti-social behaviour by young people. She offered to circulate further information on this, to which the Chair agreed.

The Community Safety Lead further advised that the proposed policy recognised that young perpetrators of anti-social behaviour could be vulnerable and that her service worked with Social Workers, Youth Justice and Early Help, including having Anti-Social Behaviour Officers based in Early Help Hubs. She reported that some consultation responses had suggested that work done to tackle anti-social behaviour perpetrated by young people be publicised but she advised that it was also important to consider any safeguarding concerns this raised.

A Member requested that future reports which included consultation responses be clearer on the number of people who had agreed or disagreed with proposals, not just the percentages, to which the Chair agreed.

The Chair recommended that the Committee endorse the recommendation to the Executive that the Executive agree the Anti-Social Behaviour Policy and Procedure, to which Members agreed.

## **Decisions**

1. To endorse the recommendation to the Executive that:  
The Executive is requested to agree the attached Anti-Social Behaviour Policy and Procedure.
2. To request that the Community Safety Lead circulate information on the Anti-Social Behaviour Case Review process and on work to map and address emerging issues relating to anti-social behaviour by young people.
3. To request that future reports which include consultation responses be clearer on the number of people who have agreed or disagreed with proposals, not just the percentages.

## **CESC/17/28 Sport and Leisure Arrangements – 2018 onwards**

The Committee received a report of the Deputy Chief Executive (Growth and Neighbourhoods) which set out proposals for the future contracting and governance arrangements within Sport and Leisure from 2018 onwards, following a detailed Review and Options Appraisal. The Committee was invited to comment on the report prior to its submission to the Executive. The Committee also received a presentation

on the Sport and Leisure review. The Strategic Lead for Parks, Leisure and Events outlined the information within the report.

The Chair expressed concern that the report had been received late which affected the Committee's ability to fully scrutinise it.

In response to a Member's question, the Strategic Lead for Parks, Leisure and Events reported that Sport England had been involved in the development of the Council's proposed new sport and leisure arrangements and that Sport England was now more focused on how people who were currently physically inactive could be engaged in sport or other physical activity. He advised Members about a Memorandum of Understanding that Sport England had entered into with the Greater Manchester Combined Authority and the potential for future resources resulting from this. He further advised that Manchester had applied to take part in a place-based pilot scheme for community sport and physical activity and was through to the second round of the selection process.

In response to a Member's question, the Strategic Lead for Parks, Leisure and Events reported that the definition of physical activity had been broadened to include almost any sport or physical activity which raised the heart rate. He also informed Members that the MCR Active Card would be available to everyone and would enable the Council to improve its data on who was using leisure services and to better target its work at those who were not taking part in physical activity.

The Chair requested that, when considering how to engage with groups of people who were physically inactive, officers should liaise with groups such as Our Manchester Disability Plan's Partnership Board and the Age-Friendly Manchester Board. The Strategic Lead for Parks, Leisure and Events confirmed that officers would engage with these groups and advised that this also linked in with the broader work on widening access and participation to culture and leisure services, which the Committee would receive a report on at a future meeting.

The Executive Member for Culture and Leisure advised Members that there were currently a number of different organisations contracted to manage leisure facilities and to provide associated community programmes and outreach work, which was confusing for residents. He advised that it was proposed that external organisations would continue to provide facilities management and the commercial element of running the leisure facilities, which was their strength, but that the community programmes and outreach work would be controlled by the Council, through a wholly owned subsidiary called 'MCR Active', which would be simpler for customers and enable the Council to effectively target work at those who were not currently physically active.

The Chair recommended that the Committee endorse the recommendations to the Executive outlined in the report, to which Members agreed.

## **Decision**

To endorse the recommendations to the Executive that:

The Executive is recommended to:

1. Note the contents of this report and to endorse option 2 as the preferred approach for the delivery of the Council's Sport and Leisure Strategy over the next period and the indicative timescales for implementation.
2. Note and endorse the proposal to undertake a full procurement exercise and to assess the full costs and benefits for the delivery of operational arrangements for 20 leisure facilities. The business case evaluating this in the light of hard evidence of market based proposals will be presented to Executive in December for determination.
3. Note and endorse the proposal to progress the detailed design of MCR Active, the development of which will be presented to Executive in December for determination.

### **CESC/17/29            Overview Report**

A report of the Governance and Scrutiny Support Unit was submitted. The overview report contained a list of key decisions yet to be taken within the Committee's remit, responses to previous recommendations and the Committee's work programme, which the Committee was asked to approve.

The Committee further discussed plans to establish a Task and Finish Group on Hate Crime and TPRCs. It was proposed that the Task and Finish Group hold three meetings, to take place on Thursday mornings. The Chair invited Members to provide her with their suggestions for the work of the Task and Finish Group so that these could be incorporated into the Terms of Reference and work programme.

### **Decision**

To approve the work programme.