

**Manchester City Council  
Report for Resolution**

**Report to:** Communities and Equalities Scrutiny Committee – 7 September 2017

**Subject:** Community Cohesion – Approach to Community Recovery

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

---

**Summary**

The terrorist attack at the Manchester Arena on 22 May led to the delivery of a comprehensive programme of work aimed at restoring, rebuilding and rehabilitating those affected by the attack and wider communities from across Greater Manchester. This programme has been and continues to be led through a multi-agency based Recovery Coordination Group (RCG). The RCG has been providing leadership and oversight over the recovery programme, community reassurance and coordinating support to the victims and their families, business and communities from across Greater Manchester.

A key part of the RCG's approach to recovery is to empower and support communities to actively engage and support their own recovery and work through existing mainstream provision and services to enable this to happen. Building community resilience and strengthening community cohesion are at the heart of this approach and remain a key priority for Manchester.

**Recommendations**

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

---

**Wards Affected: All**

---

**Contact Officers:**

Name: Fiona Worrall  
Position: Director of Neighbourhoods  
Telephone: 0161 234 3296  
E-mail: f.worrall@manchester.gov.uk

Name: Samiya Butt  
Position Manchester Prevent Coordinator  
Telephone: 0161 234 1489  
E-mail: s.butt@manchester.gov.uk

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

None

## **1. Introduction**

- 1.1 At the meeting of the Communities Scrutiny Committee on 16 May 2016, a detailed report on community cohesion in Manchester was presented to the Committee setting out the city's approach, delivery framework and key activities. The terrorist attack at the Manchester Arena on 22 May 2017 has resulted in this work and other related programmes of work focused on building resilient communities across the city (and Greater Manchester) to be reviewed and where appropriate additional support, capacity and activities being developed or delivered.
- 1.2 Relationships with our communities built over time and work to promote community cohesion have played an important role in our immediate response to the attack. However, the outreach and the community engagement that has been undertaken post the attack to enable closer working with and through our communities and provide reassurance to those who might be feeling anxious or finding it difficult to come to terms with the events that took place has identified a set of actions and areas for further consideration going forward. The events on the 22 May impacted on all our communities but the immediate show of support and leadership from communities who came forward and offered their help and services to help those most affected and to keep communities strong, united and safe has been overwhelming. This was particularly evident when communities came out together using the #WeStandTogether campaign to promote tolerance and unity through a number of Peace Walks and Vigils that took place to remember those who had lost their lives along with events and multi faith prayers taking place in a number of religious venues across the city. A book of condolences has also remained open at Manchester Town Hall
- 1.3 The immediate response of the emergency services speaks to their heroism along with the reports of homes and hotels opening up, taxi drivers offering free lifts and people going out of their way to help and care for their fellow citizens. We also saw everyday people queuing waiting to donate blood to help the victims. This all shows the true spirit of Manchester and this is something we need to hold onto and be proud of.
- 1.4 The purpose of this report is to provide an overview of the work of the Recovery Coordination Group and share some of the work that has taken place and are planned since the Manchester Arena Attack in the city along with update on the contribution of existing programmes such as the Moston Community Cohesion pilot and the RADEQUAL campaign and grant programme aimed at tackling prejudice, hate and extremism.

## **2. Recovery Coordination Group and Community Recovery Work Stream**

- 2.1 Following the terrorist attacks at the Manchester Arena on 22 May and attacks at Westminster on 22 March, London Bridge and Borough Market on 3 June and at Finsbury Park Mosque on 19 June, a multi-agency Recovery Coordination Group (RCG) has been established working across Greater Manchester to help bring the city into recovery. The Recovery Coordination Group has worked with specialists and professional from across the country

who have been engaged in the delivery of support and interventions post similar attacks in the UK to inform the city's local response and the following five work streams have been established:

1. Human aspects, wellbeing and health
  2. Community recovery
  3. Business and economic recovery
  4. Communications
  5. Finance
- 2.2 The Community Recovery work stream has been leading on the planning and coordination of activity over the short, medium and long term through a multi-agency Community Recovery Group (CRG) made up of representatives from key services from across Greater Manchester with the aim of supporting local authorities to determine the appropriate timescales for transitioning activities into daily business. The CRG has also prioritised activities that build on existing arrangements, utilise community assets and work being delivered across Greater Manchester
- 2.3 The Community Recovery Group has also been responsible for coordinating engagement with a range of communities, stakeholders and partners to complete a Community Impact Assessment (CIA). An overarching focus around the work on community engagement and recovery in Manchester has been on the contributions of women and an emerging network of women continue to meet as a result of our initial work. The CIA identified the following four thematic areas for action:
1. Building community resilience and countering extremism
  2. Engaging and supporting our faith and diverse communities
  3. Building youth leadership and resilience
  4. Supporting schools and the FE HE sector and institutions
- 2.4 From the areas identified through the CIA, a Greater Manchester Challenging Extremism and Building Community Cohesion Action Plan has been established incorporating activities across the four themes. This action plan identifies a number of activities to build resilience and community cohesion in schools and institutions across the FE HE sector, encouraging volunteering and participation, ensuring events attract diverse communities and promote unity, the development of social media champions, challenging hate and narratives aimed at creating division and myth busting along with further rolling out training and support for public sector staff and communities on Prevent and a range of targeted cohesion / engagement projects to build good practice and positive stories.
- 2.5 Specific activities from the Community Resilience and Countering Extremism thematic area include; Increasing sense of pride in local communities, celebrating volunteering and active citizens, ensuring the involvement of young people in promoting community cohesion, tackling hate crime and the development of a counter narrative strategy and menu of cohesion projects

such as those focused on conflict resolution and problem solving etc. that can be delivered in different settings across Greater Manchester.

- 2.6 The Engaging and Supporting Faith and Diverse Communities thematic area has focussed on continuing to engage and build relationships with communities who have been impacted by the attack in Manchester through 121s, dialogue sessions and workshops along with ongoing engagement with key institutions and places of worship who have requested for specific advice and support to strengthen their work in communities and deliver a number of community cohesion and multi faith events.
- 2.7 Activities within the Supporting Schools and the FE HE sector thematic area have included support and advice to head teachers and designated safeguarding leads but also young people and others affected by the Manchester Arena attack to understand and support one another and build resilience. The work continues to develop strategies and promote resilience and independent thinking skills including opportunities to volunteer, enrichment activities and curriculum initiatives. This has included the launch of a 'Right Respecting Schools' event held at Manchester Town Hall in July led by young people with the theme of community cohesion. This event will now lead to further activities led by young people to build communications and tools focused on the meaning of 'community'. Schools and colleges across the city have also received an offer of training and a number of Home Office funded projects to tackle hate crime, Prevent and countering extremism (free, costed, face to face and online). The Tim Parry Jonathan Ball Foundation for Peace is one of the organisations delivering support to schools and colleges in Manchester
- 2.8 Key areas of activity from the Building Youth Leadership and Resilience thematic area includes monitoring any incidents of hate in the form of extreme right wing and Islamist propaganda amongst young people across the youth and play sector, challenging negative stereotypes and extremist views, racism and building the contribution of young people to contribute to the development of the Mancunian identity and challenge and tackle fake news and propoganda. In addition to this ensuring that effective and appropriate communications with the sector with clear messages of solidarity, unity and community cohesion, reviewing 3rd party Hate Crime Reporting Centres amongst youth and play providers and delivering training events through Manchester Youth Council concerning Hate Crime and how to report it.
- 2.9 The CRG continues to assess the impact of the Manchester attack on communities along with ensuring that the appropriate support and actions are undertaken across Greater Manchester. The Community Recovery Group joint chairs (GMP and MCC) have written to each Community Safety Partnership chair across the ten Greater Manchester local authority areas to seek their commitment in embedding the governance and delivery of the Challenging Extremism and Building Community Cohesion action plan in their area. This important programme of work will also feed into the Greater Manchester Mayor's Commission which is being established to review the delivery of Preventing Radicalisation and Extremism and Strengthening Community Cohesion (see section 7 below for further information).

### **3. Hate Crime and Hate Incidents**

- 3.1 The Community Safety overview report submitted to committee on 20 July included a detailed update on hidden crime including hate incidents and hate crimes. Manchester has experienced a 37% increase in hate crime and incidents between July 2016 and June 2017, compared to the previous 12 months. Largest increases have been identified in Islamophobic hate crime and Anti-Semitism and there have been particular spikes in reporting pre and post Brexit and the Manchester Arena attack.
- 3.2 On 16 July, the NASFAT Islamic Centre was subjected to an arson attack, which is being investigated as a hate crime. Manchester City Council, Greater Manchester Police and partners are working to support the NASFAT community and wider communities in the area post the attack.
- 3.3 In 2016, our approach to tackling hate crime was strengthened through the introduction of a further hate crime grant programme during the summer and autumn months in addition to the traditional annual hate crime awareness week in February. This followed feedback from the hate crime awareness strategy 2016/19 consultation where stakeholders requested that the programme be extended to allow events to be held to coincide with key local and national campaigns such as Manchester Pride, Sparkle, National Hate Crime Awareness Week, National Islamophobia Awareness Month and Black History Month. Furthermore, the remit of the grant was extended from being concerned with raising awareness and encouraging reporting of hate crime to also include promoting community cohesion and celebrating diversity. Following the success, this approach was replicated in 2017.
- 3.4 During Hate Crime Awareness Week 2017 (6-12 February) over 30 events and activities took place across the city, these events included: a drama workshops on diversity and tolerance at Manchester Academy, Manchester City Council's Central Library Service ran a "Living Library" which allowed members of the public to speak to volunteers from different cultures about their experiences of hate and how society perceives them. The Neesa Women project – held workshops with Asian women to encourage reporting and awareness of hate crimes and produced a banner, the Factory Youth Zone held workshops, art and music performances for young people aimed at raising awareness of hate crime and encouraging young people to report it, and a number of mosques and faith centres across the city held events inviting people to visit and share experiences and celebrate diversity in our communities.
- 3.5 The deadline for the Hate Crime Summer Grant Scheme 2017 closed in July, and we received a record number of applications and approved over 50 events and activities to take place over the next few months. These events focus on building community cohesion, celebrating diversity and increasing hate crime awareness. National Hate Crime Awareness Week takes place from 14<sup>th</sup> – 21<sup>st</sup> October 2017 and Greater Manchester's Hate Crime Awareness Week takes place from 5<sup>th</sup> – 12<sup>th</sup> February 2018 and the Hate Crime Grant will be reopened to find activities during this period.

#### **4. The Manchester RADEQUAL Campaign and Grant Programme**

- 4.1 The RADEQUAL Campaign and Grant programme was launched in September 2016. It was co designed with communities adopting the Our Manchester approach, through the delivery of a two year community engagement programme called Rethinking Radicalisation. It was delivered in partnership with the Tim Parry Jonathan Ball Foundation for Peace. A key component within the Rethinking Radicalisation programme was focussed on providing spaces for difficult conversations, facilitating dialogue within and between communities, Manchester City Council and Greater Manchester Police and providing a range of views from speakers and experts from across the country to stimulate dialogue on controversial aspects of government policies and community concerns.
- 4.2 The RADEQUAL campaign developed as a result of this work is aimed at building community resilience to prejudice, hate and extremism and is Manchester's response to the Government's Prevent and Counter Extremism strategies along with the work to promote community cohesion and integration.
- 4.3 The campaign has three key principles:

##### **CHALLENGE**

**Identifying and understanding the concerns and challenges across and within communities that could create divisions and tensions (hate, prejudice and extremism)**

– not just the stats and research, but also the less obvious causes of tension, such as people's attitudes and behaviours that have the potential to lead to conflict or division

##### **CONNECT**

**Connecting communities, groups and organisations, and building relationships to create a network of credible voices**

– not just newcomers, but also long-standing residents, coming together, making neighbourhoods and communities stronger; not just face-to-face, but also via social media.

##### **CHAMPION**

**Championing Manchester's radical reputation for campaigning for equality and inclusion, welcoming difference and recognising our shared identity and values**

– not just by celebrating our diversity and what we have in common, but by preparing people for difficult debates, critical thinking and asking the tough questions that help us to find better alternatives and the right support and advice.

Further information is available at:

<http://www.makingmanchestersafer.com/mms/homepage/22/radequal>

- 4.4 The first round of the RADEQUAL grant in 2016 aimed to build awareness and interest in the new campaign in Manchester and funded a total of 20 groups

across the city with up to £2,000 to deliver activities that responded to a set of RADEQUAL campaign priorities. Of the 20 groups funded, four activities were Prevent specific, three were counter extremism and thirteen were cohesion and integration related. A wide range of activities were delivered including drama workshops, creative writing sessions, community engagement workshops, radio programmes and podcasts.

- 4.5 The second round of the RADEQUAL Campaign grant funding went live on 1 July 2017. The following four grant priorities were developed and agreed through the work of the CRG established post the Manchester Arena attack as well as through the delivery of interactive workshops with community representatives attending the RADEQUAL community network:
1. Building Community Resilience – Identifying and supporting individuals, groups and communities who have been impacted by the attack at the Manchester arena
  2. Countering Extremism - Working across communities to collectively identify and counter all forms of extremism
  3. Building Leadership and Resilience in Young People - Working with young people outside of a school setting to build their understanding of extremism, enable critical thinking and help to build resilience to hate and extremism
- 4.6 The grant closed on 31 July and we received over 45 applications. A multi-agency panel will sift through all the applications and make decisions about funding. Groups agreed to be funded will be informed of the decision in September and will be required to deliver their agreed activities between October 2017 – March 2018.
- 4.7 One of the positive outcomes from the RADEQUAL Campaign includes an emerging network of representatives from across communities in the city, referred to as ‘the RADEQUALisers’ coming together to form a RADEQUAL Community Network. Currently this group meets on a bi monthly basis to continue the discussions and work to develop and strengthen the RADEQUAL Campaign. One of the RADEQUALisers, Sam Illingworth from the MMU has created the following RADEQUAL poem to act as a stimulus for discussion but also a call for action to others to get involved. To read this poem, click on this link: <http://www.makingmanchestersafer.com/mms/homepage/22/radequal>
- 4.8 The RADEQUAL Community Network has also received a number of inputs from the Home Office, the Department for Communities and Local Government and officers from the Council and GMP on key areas of work relating to prejudice, hate and extremism. The following groups who are also part of the RADEQUAL Community Network received grant funding to deliver activities during the first round of grant funding:
- 4.9 **Neesa – Online Safety**
- In response to the growing concerns around online radicalisation, Neesa Well Women Drop in Project (in Cheetham) delivered a programme of online safety sessions for parents with a focus on keeping children safe against online

radicalisation and grooming. The programme started with awareness building for the participants on what information young people can access online from social networking and then how to set up parental controls. The sessions then progressed to developing participants understanding of radicalisation and extremism and understanding the mechanisms used by online perpetrators to groom young people and others who might be vulnerable.

The six week online safety programme was delivered in partnership with the Wai Yin Society and saw 22 learners enrol and complete the course. Participants took part in a wider community celebration event where their achievements were recognised and they were presented with certificates. Photographs of the sessions and the celebration event can be found at:

[https://m.facebook.com/neesawellwomen/?locale2=en\\_GB](https://m.facebook.com/neesawellwomen/?locale2=en_GB)

#### **4.10 Greater Manchester Chamber of Commerce – Prevent Campaign**

To support the delivery of the RADEQUAL Campaign, the Greater Manchester Chamber of Commerce developed a campaign driven by social media to raise the awareness of the business community across Greater Manchester around extremism and radicalisation. The awareness building included an input from an expert speaker on the issues of extremism and radicalisation to 80 business leaders at a Manchester Action for Business conference focusing on understanding the threat and how to build resilience – learning event.

The campaign also included key messages, advice and learning being published to 30,000 businesses from across Greater Manchester. The Greater Manchester Chamber of Commerce also through it's own website and social media platforms promoted the RADEQUAL Campaign and collated a series of five case studies aimed at promoting and celebrating Manchester as a multi-cultural community.

The case studies can be found at:

<http://www.gmchamber.co.uk/stories/radequal-case-studies>

#### **4.11 Odd Arts – Drama Workshops**

Odd Arts in Hulme, developed and delivered a series of 'Isolation and Radicalisation' workshops with teachers and pupils within five educational settings in Manchester. One high school, one Emotional and Behavioural Difficulties (EBD) school, one Children's Secure Unit and two alternative education projects. The focus of the drama and theatre workshops was to explore why and how young people could become radicalised and help develop tools to equip young people with positive interventions to prevent isolation amongst their peers. Odd Arts used knowledge gained from attending the Workshop to Raise Awareness of Prevent (WRAP) and the requirements set out in the Prevent Duty to formulate stimulus with a total of 242 pupils and their teachers.



Odd Arts have a range of programmes tackling current and challenging issues including radicalisation and extremism which can be found here:

<http://www.oddarts.co.uk/>

#### **4.12 Loreto Sixth Form College - THINK**

Loreto Sixth Form College worked in partnership with The Tim Parry Jonathan Ball Foundation for Peace to deliver the THINK Programme to 25 young people aged between 16-19 years building on their critical thinking and leadership skills.

The young people attended a series of THINK workshops and produced 'talking heads' videos focusing on their knowledge and experience of hate, prejudice and extremism before and after attending the programme. They also produced a student centred film resource focusing on these three themes which was showcased at an evening for Loreto students and parents.

The films produced by the young people were built into a package of supporting resources for teachers, including lesson plans and activities focusing on building resilience to hate, prejudice and extremism. These packs were then supplied by the college to post 16 colleges and high schools across Manchester. A copy of the packs are available on request.

### **5 Mapping and Monitoring Community Cohesion**

- 5.1 The headline indicator for measuring community cohesion in Manchester is the percentage of people who believe that people from different backgrounds get on well together in their local area. This indicator was also collected nationally through the Citizenship Survey. In 2009/10, the percentage of people who believed that people from different backgrounds got on well together in their local area in Manchester was 88.8%. The last results collected through the telephone survey in 2015/16 identified an increase to 90.2%. The Citizenship Survey was discontinued in 2010, so national averages are no longer available for this indicator, but at the last point of collection in 2008/09 the result was 83%.
- 5.2 A number of changes have taken place nationally, regionally and locally in relation to the data available to map and monitor community cohesion. This has identified the need for us to review the way in which we map and monitor community cohesion in Manchester. In some cases the range of information and its methodology for collection (quantitative and qualitative) has changed and therefore some information is no longer available and / or comparable with the data from previous years.
- 5.3 Mapping and monitoring community cohesion across a range of factors and measures is important as it allows the Council and its partners to work together to strengthen the strategic approach to intervene early and plan and manage the impacts of change along with the operational delivery. For example by connecting People with Place priorities together in a neighbourhood and

informing activities in the Place Plan, ward coordination and the priorities of the Investment Fund.

- 5.4 In Manchester we have been exploring ways in which to ask our residents questions on a range of issues in the most cost effective way. A key change from this has been the shift of the residents telephone survey to an online survey. Based on this and the fact that a number of the measures used to map and monitor cohesion have been analysed from the results of the telephone survey, we are working with colleagues in Research & Intelligence to identify and test a number of new and / or changed measures to inform the way in which we monitor cohesion in the city going forward. This includes testing the data available from the new online survey to ensure its validity, incorporating the headline indicator for community cohesion.

## **6. Moston Pilot Community Cohesion Programme - North Manchester**

- 6.1 As a city we have worked hard to understand the make-up of our communities and build good relationships and links into our diverse and changing communities. This has not happened over night - sometimes these relationships have been challenging and other times provided a real shoulder of support. We have good examples of how we have supported communities to integrate into Manchester life e.g. the Somali and Roma communities and where we have had to locally manage the impact of international, national and local events and incidents. We have not shied away from having difficult conversations with communities.
- 6.2 Listening to and engaging with communities is central to the Our Manchester approach. Across the city, organisations and individuals who care for Manchester are joining a continuing conversation about what this approach means for them, with four basic principles:
- *Better lives* – it's about people
  - *Listening* – we listen, learn and respond
  - *Recognising strengths of individuals and communities* – we start from strengths
  - *Working together* – we build relationships and create conversations
- 6.3 To support the delivery of this approach, work is underway to scope what a future community engagement models) could look like, with a focus on our residents. This will define our approach to listening and continue a programme of engagement to ensure we have the right 'conditions' needed within neighbourhoods to bring about change 'working with' and not 'doing to' communities. The development of a communications plan will be a key part of this work stream and will enable us to look at how we can engage with and connect with communities, including groups who feel isolated.
- 6.4 In addition to the work through the Recovery Coordination Group responding directly to the impacts of the Manchester Arena attack, work across the city to build and strengthen relationships within and between communities continues to take place through the neighbourhood delivery teams.

- 6.5 The Moston Lane and Harpurhey area has experienced considerable change over the past 10 years and has become more culturally diverse. Over the past five years in particular, the change led to varying degrees of community / cultural tensions. As a result of this and to make sure that a proactive multi agency approach is adopted and effective in responding to the emerging issues and presenting behaviours, Moston Lane was agreed as a community cohesion focus area in the city.
- 6.6 The work carried forward aimed to build a better understanding about the drivers for emerging issues and community tensions, engage with a diverse range of community individuals, groups, strategic partners and businesses and importantly develop the right tools and capacity in the area to build community resilience and cohesion. The pilot also sought the expertise of the Tim Parry Jonathan Ball Foundation for Peace who helped develop the understanding of some of the drivers leading to tensions based on their work across the country and delivery of a community development programme.
- 6.7 Initial dialogue carried out by F4P in 2014 identified a number of issues, myths and perceptions and a low level of satisfaction with the local area as a place to live. This led to F4P, working closely with MCC and other local partners to work around three key areas:
1. Perception of issues vs reality – particularly the portrayal on social and in other media
  2. The need to celebrate the area's diversity and identify shared values
  3. Building resilience to empower communities and challenge behaviour  
The work focused particularly on a community audit documenting attitudes, perceptions and views of communities, a series of interactive community dialogue sessions and a three day interactive residential. Overall 179 people took part in the dialogue sessions and residential.
- 6.8 The feedback pre the pilot programme through the community audit and post the pilot programme was significantly different. Feedback from the pilot suggests that although there were tensions and concerns in the Moston Lane area and there was a need for intensive work with communities to have and listen to some difficult issues being raised in the area, the work and expertise of the F4P has left something positive for communities and a real opportunity for neighbourhood teams and others to widen engagement and work with people in the community.
- 6.9 Since the Moston Lane Community Cohesion pilot was completed in January 2016 cohesion and engagement work in this part of the city is being led by The North Neighbourhood Team supported by a strong partnership including GMP, The Fire Service, Northwards Housing and other partners.
- 6.10 The future delivery of work on Moston Lane will link into the **Our Manchester** approach. Across the city, organisations and individuals who care for Manchester are joining a continuing conversation about what this approach means for them.

- 6.11 Specifically for the Harpurhey and Moston area an Integrated Neighbourhood Management approach is developing currently and it is intended that this will incorporate some of the suggested further actions from the F4P work in 2017. The purpose of this is to work in partnership with local residents, businesses and groups to improve life in Harpurhey and Moston so people are more resilient, better able to resolve issues and maintain a healthy happy life.
- 6.12 This work has commenced with building the skills within the workforce including strengths based conversation training and community asset mapping. Community conversations starting in a specific small neighbourhood adjacent to Moston Lane where intense problems with private landlords, antisocial behaviour and dumped waste are currently being experienced have already taken place. This activity started in January 2017 with work to re-establish a residents group for the area in partnership with local members, street survey work, joint visits with compliance and neighbourhood teams on a weekly basis to residential and business premises which it is expected will lead to the establishment of a resident led action plan for the area in the Autumn.

## **7. Greater Manchester Approach to Prevent and the Greater Manchester Commission to Review the Delivery of Preventing Radicalisation and Extremism and Strengthening Community Cohesion**

- 7.1 Across Greater Manchester we recognise that preventing people from being drawn into terrorism can only happen if we adopt an early intervention and prevention approach, which builds stronger and safer communities and safeguards those most vulnerable. Based on this, the following approach to Prevent and Counter Extremism has been adopted:

- Working in partnership across Greater Manchester to understand and respond to the threat of terrorism through the Counter Terrorism Local Profiles available in each area and specific Prevent action plans
- Working collaboratively across Greater Manchester on cross border issues, threats and consequence management arrangements
- Safeguarding those most vulnerable through our existing multi-agency safeguarding arrangements
- Mainstreaming Prevent into our existing policies, strategies and practices e.g. workforce development, commissioning, community safety and community cohesion programmes etc.
- Building community resilience and capacity in communities to challenge and counter extremism by working with key institutions as well as individuals and community organisations who work with and protect vulnerable individuals
- Working collaboratively to agree key messages with communities that strike the balance between freedom of speech whilst respecting the concerns of all communities across Greater Manchester

- 7.2 In addition to the above principles, community cohesion must be at the heart of delivering effective Prevent and Counter Extremism related activities across Greater Manchester. The approach will need to be locally based; recognising and responsive to the differences within our communities; work towards making

our decision making more transparent and accountable, and seek to understand and respond to the concerns within our communities. Importantly community engagement on Prevent should focus on how we collectively engage and empower communities to become more resilient and safer and wherever possible be embedded into our existing community engagement arrangements

7.3 Community engagement approach also needs to remain flexible; not prescriptive so we empower communities to take a lead on identifying the issues affecting them in their local neighbourhoods, take ownership of them and collectively working together to make a difference.

7.4 Alongside the work in Manchester and across Greater Manchester to prevent terrorism, counter extremism and build cohesive and integrated communities, the Mayor of Greater Manchester through the agreement of the Greater Manchester Combined Authority is establishing a Commission to review the work that is currently being undertaken in the City-Region to tackle and confront violent extremism in all its forms and from wherever it emanates. The review will include in an in depth understanding of community cohesion in Greater Manchester and seek to develop an effective means of promoting the values of community cohesion. The Commission that should have its first meeting in September will adopt three basic principles as its starting point:

1. The active participation of families and communities is critical as they are best placed to identify changes and early indicators or warning signs of extremism
2. Tackling extremism is everyone's responsibility and we all need to ask ourselves what more we can do to identify, challenge and report materials or behaviours which are unacceptable or extremist in nature
3. In Greater Manchester we will seek to develop clear protocols around what is expected of individuals and organisations in terms of reporting and challenging extremist materials or behaviours

7.5 A terms of reference for the Commission including its membership and programme of review is being established and will be available in September 2017.

## **8. National Integration Strategy**

8.1 The new national Integration Strategy is reported to be published soon. It is likely to reflect on the issues and findings of Dame Louise Casey's Review of Opportunity and Integration published in December 2016 and subsequent engagement taking place in communities and key places across the country by the Department for Communities and Local Government (DCLG).

8.2 This review identified a number of challenging and sensitive issues such as changing demographics, settlement and integration issues, shifts in public attitudes, social and economic exclusion, equality and division and leadership

that needed to be tackled. The DCLG will lead on this strategy along with on any associated community funding programmes.

## **9. Conclusion**

- 9.1 The Our Manchester approach and Our Manchester values provide a foundation to continue the work with our communities and partners post the Manchester attack. Our work to build a stronger evidence base of what works, the strengths that exist within our communities, the work taking place to strengthen our approaches and support to those most vulnerable through complex safeguarding along with well thought through community engagement and our commitment to building long standing relationships with our diverse communities are all things that we should not lose sight of.
- 9.2 We have also being working on a Greater Manchester footprint through the newly formed Greater Manchester Community Resilience Forum. The Greater Manchester approach focuses on understanding the threats and risks to community cohesion across the ten local authority areas and how we collectively identify opportunities to work together with our communities. The Mayor of Greater Manchester's commission and review will also provide help to shape and strengthen Greater Manchester working on Prevent, countering extremism community cohesion.
- 9.3 It is envisaged that the Casey Review report and recommendations will ultimately lead to the development of a national community programme which will complement work to tackle extremism, hate crime and violence against women through a wider lens of integration. Early discussions with the DCLG has indicated a willingness to ensure that any expectations around engagement should be driven at a local level and take account of existing strategies and approaches.
- 9.4 We continue to engage with senior civil servants from the Home Office and DCLG to share the learning and good practice in Manchester and to support investment in the city and Greater Manchester to address some of the policy related areas identified in the report. In responding to the review, the Council may wish to offer to work with Government to explore the relationship between inclusive approaches to growth and integration in the unique context of the city.
- 9.5 The ongoing work of the Community Recovery Group and its action plan will continue to provide a level of resilience to communities and areas across Greater Manchester that have been most impacted by the Manchester Arena attack along with enable local authorities to build capacity and move community recovery related activities back into the delivery of mainstream services.

## Appendix 1

### Working with Residents in Moston

In September 2016 one of the presentations at the G&N staff conferences was on Moston. This is an update on one of the initiatives introduced by The North Neighbourhood Team since then.

Since the formation of the North Neighbourhood Team, requests for service and complaints in Moston have been recorded using both CRM and our own ward reports. The data backs our experience and clearly shows a 'hot spot' for issues such as fly tipping and litter in the Winnie/ Wilfred Street area of Moston bounded by Moston Lane and Kenyon Lane. This area of 10 streets, imaginatively called by us as 'The Top 10 Streets', accounts for just over 40% of issues raised in the ward. Because of the area's proximity to Moston Lane it has a major and disproportionate impact on perceptions of Moston.

While many services were responding to the issues in the area it was clear that something different needed to be done if we were to move beyond a purely responsive approach and begin to reduce the demand on services. Our starting point was, thanks to some valuable CRM training, to interrogate the CRM system to identify who was reporting issues in the area and how often.

The underpinning idea is that the residents who care enough to report issues (sometimes called complaints!) are a good starting point in talking with and listening to the people living in the area. They are already taking action, however modest. So, we identified two residents in each of the streets who regularly reported concerns or made requests for service. We contacted them to introduce ourselves and to sound them out about meeting up. To cut a long story short we managed to get 16 residents into a room at St Dunstan's Church Hall on a Monday evening in January this year.

We had no agenda for the first meeting merely a structure to facilitate a discussion with this key group of residents, to hear what the issues are for them. There was an emphasis and a detail in the resident responses that provided a valuable insight into how certain behaviours impacted on residents' lives. The three top issues of concern to this group are litter/waste/ fly tipping, relatively low level anti-social behaviour and the quality/ impact of private rented properties.

This first meeting may have confirmed perceptions rather than producing new concerns but it started to challenge criticisms from residents in the area that "the Council doesn't care". More importantly it countered the isolation some residents felt in thinking that no one else in the area was bothered. Here they had found a network of like-minded neighbours committed to taking action to improve their area.

From this humble start we continue to work with the group meeting monthly. As this is both an area within the intensive neighbourhood management boundary and a pilot location for selective licensing, positive and incredibly useful support has been provided by both GMP and the Selective Licensing Team.

Residents have subsequently been actively involved in the Selective Licensing consultation, started a fortnightly book swap club, helped with a clean-up at the Peace Garden on Moston Lane and have their own first residents clean-up planned for June 17.

The area is still a 'hot spot' but requests for service have fallen and residents report improvements. It is early days however and we will be working with the group to support them to take more and more ownership of their community.

If you are interested in further details or have ideas to share that would help this work please contact Nicola Rick, Neighbourhood Officer ([n.rick@manchester.gov.uk](mailto:n.rick@manchester.gov.uk)) or Martin Nolan, Neighbourhood Team Lead ([m.nolan1@manchester.gov.uk](mailto:m.nolan1@manchester.gov.uk))