

**Manchester City Council  
Report for Resolution**

**Report to:** Communities and Equalities Scrutiny Committee - 4 January 2018

**Subject:** Community Safety Overview

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

---

**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.

---

**Ward Affected:** All

---

**Contact Officers**

Name: Fiona Worrall  
Position: Director of Neighbourhoods  
Telephone: 0161 234 3926  
E-mail: f.worrall@manchester.gov.uk

Name: Sam Stabler  
Position: Community Safety Lead  
Telephone: 0161 234 1284  
E-mail: s.stabler@manchester.gov.uk

**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 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 vision outlined in the Our Manchester Strategy.

1.2 The CSP's current Community Safety Strategy 2014/17 contains eight priorities:

- Tackling antisocial behaviour
- Tackling alcohol and drug 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 who is responsible for developing 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.

1.3 This report will highlight some of the work the CSP has undertaken since the last report to the Communities and Equalities Committee in July. The report will also provide details of the work taking place to develop the next three year Community Safety Strategy.

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

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

2.1.1 Within this priority and priority 6 (tackling crimes of most impact), the CSP addresses issues relating to students.

2.1.2 The further education sector in Manchester makes a significant contribution to the city both economically and in terms of building the city's knowledge capital. It also adds to the cultural diversity in Manchester, with world class education facilities attracting the best students in the world. Each year the population of Manchester swells by around 80,000 due to the influx of students, a large proportion of which choose to live in South Manchester, with those choosing the Private Rented sector accommodation gravitating towards the Fallowfield/Withington areas. It is widely recognised that such large concentrations of students can bring difficulties, in both their vulnerability to crime, and with the lifestyle of some adversely impacting on the wider community.

2.1.3 Compared with the first two months of the previous academic year, there has been a decrease in the crimes which affect students the most (burglary,

robbery, theft from person, violence against the person, and sexual offences). However, in the area around Fallowfield, there has been an overall increase fuelled by a rise in burglary and robbery. As a result, GMP have deployed extra 'plain clothed' officers in the area which appear to have had a positive effect.

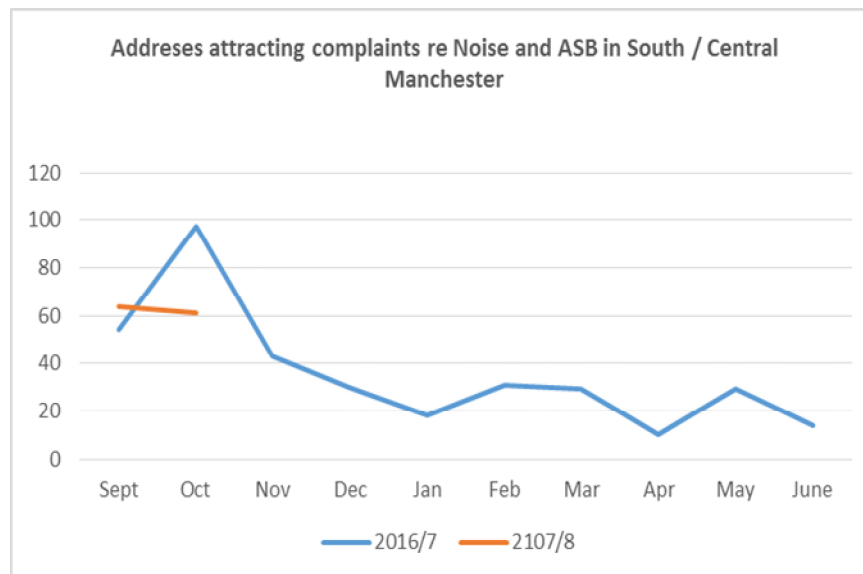
2.1.4 This year there has been an increase in the number of victims of crime taking to social media to share their experiences. This has culminated in a 10,000 strong petition created on a Facebook platform being handed to the Greater Manchester Deputy Mayor. As a result of this, the multi-agency Student Safety Group (SSG) has organised some specific interventions in the approach to the Christmas break. This will include messages on social media, including the platform that hosted the petition, that link to messages from the Partnership which show the additional work of the CSP and provides advice around personal safety and premises security. This includes the offer from the CSP of free light timers and personal attack alarms which Manchester Student Homes (MSH) are in the process of distributing.

2.1.5 The following additional work has also taken place:

- Targeted communications to MSH accredited landlords regarding various issues including safety and security as well as settling into the community.
- Welcome to the community stalls during Welcome Week in prominent off campus locations, hosted by MSH with support from GMP and the Council. Students were provided with safety advice in relation to our WOLF (Wary of Light Fingers) campaign and Manchester International Student Safety (MISS).
- Stalls on campus to highlight National Personal Safety Day which included handing out light timers, personal alarms, fake tins of food to store valuables, etc.
- Specific work at International Welcome fairs to promote safety messages in line with the MISS campaign

2.1.6 The approach taken last year to target the 12 streets with the highest levels of antisocial behaviour is being repeated this year. As last year, Licensing and Out of Hours staff continue to be available to witness noise and ASB, gather evidence, and determine the most appropriate course of action. MMU and the University of Manchester have agreed to fund an incident response team to implement dedicated patrols in the 12 streets in the same manner as the previous year. GMP have also secured funding for additional Student Safety patrols, mirroring the previous year's operation. This means that the statistics for this academic year are the first which are directly comparable for analysis.

2.1.7 The first two months of the last academic year saw 151 complaints of noise and ASB emanating from properties which house students and eight subsequent Noise Abatement Notices (NANs) compared with 125 this year and three NANs. These figures were a slight improvement but the graph below demonstrates that there is a pattern to this behaviour throughout the year.



## 2.2 Tackling Alcohol and Drug Related Crime

2.2.1 Alcohol and drug misuse are drivers for crime and antisocial 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 In 2015 the Public Health Team commissioned MMU to undertake research into New Psychoactive Substances (NPS). The subsequent report 'NPS: Prevalence, Nature and Challenges' (MMU, 2016) was presented to the CSP Board in November 2016 and the Health Scrutiny Committee. Since then, there has been good progress in implementing the suggested recommendations, some of which are summarised below.

2.2.3 The Greater Manchester Local Drug Information System (LDIS) established by Linnell Communications and launched by the GM Police and Crime Commissioner in March 2017 is fully operational in Manchester with 65 stakeholders from a variety of agencies signed up. The LDIS provides regular updates about emerging issues/knowledge around drug use, composition, legislation, and research.

2.2.4 In June, a case in Oldham led to the hospitalisation of 10 individuals. A warning and information sheet was issued across GM and nationally. The development of the Manchester Drug Research and Knowledge Exchange (MANDRAKE) with MMU and GMP has helped to facilitate the chemical analysis of substances.

2.2.5 Information sheets have been developed and widely circulated, and an animated film has been developed with ex-users to raise awareness and information about substance misuse services in the city.

2.2.6 A workshop was held to establish the content of bespoke training for front-line staff to be delivered by Change Grow Live (CGL), the adult drug and alcohol treatment service for Manchester. The training was rolled out in the summer

and sessions are consistently oversubscribed and are now being delivered as part of a rolling programme.

2.2.7 CGL have recruited additional staff to deliver outreach in the city centre, homeless day centres and supported housing. A number of outreach sessions are carried out jointly with GMP.

2.2.8 In July 2017, the 'Responding to Spice Event' organised by MMU and the Greater Manchester Combined Authority (GMCA) led to Manchester showcasing and sharing our response with several other areas in England and Wales including Newcastle and Wrexham. Manchester has responded to requests to share information with the Home Office and delivered presentations at national conferences including:

- Public Health England Annual Conference, Warwick, September 2017
- The Nottingham Partnership
- Welsh National Conference on Homelessness
- Developing the European Response to NPS, Policy and Early Warning Systems in Warsaw, Poland

In addition, Manchester has been invited to attend a meeting in Parliament in February 2018 to share our experience/response and to submit evidence to the All Party Parliamentary Group for NPS and Volatile Substance Abuse. This relates to the review of the Psychoactive Substances Act (PSA) 2016. The Director of Neighbourhoods and Director of Population Health will attend with GMP colleagues.

### **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 A separate paper on Youth Justice is being presented at this meeting and therefore has not been included in this report.

2.3.3 The Cheshire & Greater Manchester Community Rehabilitation Company (CRC) has been through a significant transformation programme during the last two years with its new operating model implemented in Autumn 2016. The theory underpinning the "Interchange Model" is strengths based, with a focus on rehabilitation. There has been significant progress in a number of key

features designed to maximise practitioner ability to work towards rehabilitation with offenders more effectively, including:

- Improved technology and better use of IT
- Commissioning and partnerships with key organisations (Shelter provide a robust Through the Gate service to individuals leaving custody, Riverside find suitable and stable accommodation for those without housing, and The Care Leavers Association and Partners of Prisoner's both work alongside the CRC to provide support and interventions to service users and their families on Intensive Community Order's)
- The introduction of the Breaking Free programme, which tackles offending behaviour. Breaking Free is unique in that it is an evidence based substance misuse recovery programme accessed and delivered online. Service users not only benefit from a flexible effective recovery programme but they also improve their I.T. skills as they navigate their way through the modules.
- Involvement of service users through the Service User Council and other forums

2.3.4 Community Led Initiatives (CLI) are jointly funded by the CSP, CRC, and NPS 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, employment and training (helping to find relevant courses and attending with them), and generic activities which ranged from baking, visiting a museum, jogging, horse riding, and martial arts. Almost half the clients engaged for a minimum of four months

2.3.5 The National Probation Service (NPS) was created in June 2014 as part of the Transforming Rehabilitation Programme. The NPS brought together parts of 35 former Probation Trusts to form a new organisation with over 9,000 staff and a caseload of 90,000 Offenders.

2.3.6 The NPS is in the process of implementing a new operating model which focuses on the standardisation of staffing and operations in six priority areas:

1. **Court work:** dedicated court teams have been established to prepare Pre-Sentence Reports and conduct enforcement work of the court they service. The proportion of same day short format reports will be maximised and the ambition is to complete over 65% of reports on the same day. NPS are currently achieving over this target enabling swifter justice and reducing the costs for partners in HMCTS.
2. **Community Supervision:** a new seven tier category framework was rolled out at the end of August 2016 that better reflects the risk and need of NPS cases. High risk of serious harm cases will be managed by Probation Officers with medium and low risk cases managed by appropriately trained Probation Service Officers. Quality Development

Officers now work with Offender Managers to promote effective practice, undertake quality assurance activities and offer staff mentoring and coaching opportunities. Interventions continue to be based on the desistance model of practice that focuses on positive factors and goals (akin to strength based approaches) to cause dissonance in order to effect change.

3. **Custody:** processes have been streamlined and measures put into place to improve quality and timeliness of parole work and recalls to custody as well as the management of Foreign Nationals. In 2016/17 NPS achieved 100% of parole reports being completed on time
4. **Approved Premises:** there has been a standardisation of staffing levels across Approved Premises and the delivery of an enhanced regime aimed at ensuring public protection and the rehabilitation of offenders.
5. **Victims:** 2017 will see a standardisation of Victim Contact Services to ensure consistency in service delivery.
6. **NPS and Youth Justice Services:** the implementation of the National framework for secondments has altered the way the NPS resource Youth Justice. This led to a reduction of staffing within Youth Justice to two Probation Officers. The seconded staff focus on high risk cases and those where transition to the adult world is the next step.

## 2.4 Protecting Vulnerable People

- 2.4.1 This section of the report will provide an update on the progress of Prevent since the last reports to the Communities and Equalities Scrutiny Committee in July and September and issues pertaining to far right extremism.
- 2.4.2 Manchester is committed towards delivering the national Prevent objectives and Prevent Duty through a set of three local Prevent priorities to support delivery:
  - Embedding Prevent into the mainstream
  - Safeguarding groups or individuals most vulnerable to the messages from extremists
  - Building long term resilience within communities
- 2.4.3 Manchester's implementation of Prevent has been informed by a comprehensive programme of analysis through its annual Restricted Counter Terrorism Local Profile (CTLP) along with other local information and outcomes of engagement across the public, voluntary and community sectors. These findings and outcomes have helped inform the priorities and activities set out in Manchester's Restricted Prevent Action Plan. The Prevent work is coordinated through a multi-agency Prevent Steering Group chaired by the Director of Neighbourhoods and overseen by the Community Safety Partnership.

2.4.3 Our approach to mainstreaming Prevent recognises the interplay with other agendas such as integration, cohesion and counter-extremism. Early intervention and prevention and building safer and more resilient communities is key to safeguarding those that are vulnerable to exploitation through radicalisation. It is acknowledged that:

- Communities play an essential role in keeping one another safe, building resilience and importantly creating and responding to extremist narratives. The RadEqual campaign and programme has been developed to build resilience to prejudice, hate and extremism and is Manchester's response to the Government's Prevent and Counter Extremism Strategy. It also support the promotion of community cohesion and integration. This programme was reported in detail to Communities and Equalities Scrutiny in September 2017.
- Grievances, perceptions, differences and experiences create divisions so celebrating diversity and community cohesion is important as is promoting what we all have in common as Mancunians
- This agenda is constantly shifting as a result of events, activities and incidents locally, nationally and internationally. It is important to understand the impact that these events can have on our local communities.
- There is a need for due diligence to ensure that our public and community venues are prevented from use by people promoting extremist views or promoting hate

2.4.4 The threat from all forms of terrorism is included in the Counter-Terrorism Strategy and the Counter-Terrorism Local Profile. This includes far right and extreme right wing activities. The current threat caused by activities of groups such as the English Defence League and Britain First is generally considered in terms of public disorder. The main threat the UK has seen concerning far right activity is that from lone actors such as Thomas Mair in the case of Jo Cox's murder, and Darren Osborne who attacked the Finsbury Park Mosque.

Understanding and recognising the far right threat is an integral part of the training and workforce development plan of the Partnership. Recent training has been delivered to Prevent Champions across partner and Voluntary and Community Sector agencies and will also be shared with wider community representatives and the Greater Manchester Network. This training is delivered by a Home Office approved project and includes raising awareness of the far right, spotting the signs of far right groups, and how to develop counter-narratives.

A number of CSP grant-funded projects include content with regard to the far-right threat alongside other forms of terrorism, for example the series of isolation and radicalisation workshops reported in the Cohesion Report to Scrutiny in September 2017. The WRAP training delivered to schools, MCC staff, and the wider partnership also includes information on recognising and understanding all forms of terrorism including far right extremism.



2.4.5 Channel is a multi-agency approach to safeguarding people at risk of being drawn into terrorism by:

- identifying individuals at risk
- assessing the nature and extent of that risk
- developing the most appropriate support plan for the individuals concerned, with participation being voluntary

Over the last 12 months, nine areas identified by the Office for Security and Counter Terrorism (OSCT) have been piloting Dovetail, assessing the feasibility of transferring the resources and responsibility for administering the programme and case management aspects of Channel from the police to local authorities. The pilot included 12 months funding for a Channel Coordinator to lead on managing the Channel process with Oldham being one of these national pilot areas. The evaluation was broadly positive with a number of improvements to the process being identified.

Oldham was one of the pilot areas and Greater Manchester is in a strong position to understand the challenges associated with the roll out of the pilot programme through Oldham's experience. Key points of learning include:

- Channel needs to be fully mainstreamed into existing multi-agency safeguarding arrangements to be most effective, and expertise needs to be further developed within mainstream services
- Recognition that there is a lot of learning for Channel coordinators to pick up in developing understanding of local safeguarding arrangements and building relationships.

Across Greater Manchester, all local authorities are committed to ensuring that Channel is embedded into and strengthened through existing multi-agency safeguarding arrangements. Greater consistency across the ten Greater Manchester local authority areas on this would help to deliver a stronger and consistent approach and in the longer term reduce the need for additional and specialist support. Dovetail also provides an opportunity to agree across Greater Manchester the referral access points, the forms to be used to make referrals, and how Channel needs to be part of strategy meetings.

The timetable for the roll out of Dovetail has not yet been confirmed, but colleagues across the Greater Manchester Prevent Network are working to develop the Greater Manchester model to ensure that it is effective, continues to strengthen partnership working, does not pose any risks, and safeguards those most vulnerable. Proposals will then be shared with the Home Office.

2.4.6 Support has been provided to a number of Mosques and churches across Manchester to access the Home Offices Places of Worship and Vulnerable Faith Institutions scheme. Three have been successful so far with a further round expected to be announced imminently.

The 'Building a Stronger Britain Together' (BSBT) programme has seen further investment into the city's VCSE sector with successful applications being

awarded to Rethink Rebuild, Greater Manchester Youth Network working to counter extremist ideologies and tackle the harms associated with extremism. The next call for applications is due to open in January 18 and Manchester is submitting an array of consortium applications from a cross section of partners.

- 2.4.7 The Commission for Countering Extremism was confirmed in the Queen's Speech and will have a remit to identify extremism and advise the government on new policies, laws and other actions that may be required to tackle it. The Home Office has reported that the Commission will support communities and the public sector to confront extremism wherever it exists and promote British values. The commission will also help to train schools and colleges to spot the warning signs and stamp out extremism. And because there is a strong correlation between extremism and the poor treatment of women and girls, the Commission will have a specific responsibility to ensure women's rights are upheld. The Home Office are currently recruiting a Commission Lead.
- 2.4.8 A separate paper on the development of the Complex Safeguarding Hub and the work taking place to protect vulnerable children, young people, and adults is being taken to the December Children and Young People Scrutiny Committee and is therefore not included in this report.

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

- 2.5.1 Since the last overview report to Scrutiny in July, the CSP's Serious and Organised Crime Executive (SOCE) have held two workshops to assess the harm, likelihood, and risk of organised crime themes and the combined capacity of the CSP to manage those risks. County Lines, serious youth violence, Spice, Modern Slavery, CSE, organised acquisitive crime, and firearm discharges were identified as the areas with the greatest risk of harm to individuals. The SOCE is now looking at these areas to understand what activity is taking place, identify gaps, and develop an action plan.
- 2.5.2 The County Lines 'Trapped' campaign was launched in October 2017 at The Factory Youth Zone with guest speaker Anne Coffey, MP. County Lines is the exploitation of young and vulnerable people by gangs to traffic drugs. As part of the campaign, a film 'Trapped - County Lines' has been produced to highlight the issue of child exploitation.
- 2.5.3 SOCE members have been supporting youth providers to raise awareness of child exploitation and to deliver targeted youth work to prevent young people from becoming involved in organised crime. The Executive have funded projects across the city to engage young people at risk of becoming involved in organised crime.
- 2.5.4 These projects will engage with small groups of young people on the cusp of becoming involved in organised crime. The sessions will cover awareness and consequence and positive activities will also be offered in order to reduce offending behaviour.

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

- 2.6.1 A wide range of work has been and continues to be undertaken under each of the five pledges contained in the Domestic Violence and Abuse Strategy launched in June 2016 and its action plan.
- 2.6.2 Good progress has been made with the roll-out of Operation Encompass, a process whereby police officers attending domestic incidents provide schools with information prior to the next school day about children who were present in the home when the incident occurred. Schools in North Manchester have been 'live' since September and early feedback from Heads and Designated Safeguarding Leads at schools that have received notifications has been very positive. They have reported case examples of where the notification has helped them to put timely and beneficial support in place to those children when they have attended school the next day, or be aware of the circumstances if the child has not attended. Schools in the Central and South areas of the city have been briefed and are expected to go live on 8 January 2018.
- 2.6.3 Officers from the Community Safety Team have been speaking to Cityco, City Centre Management Company, about raising awareness of domestic abuse amongst the staff of the major retailers in the city, with a view to them developing workplace policies and support arrangements for their employees, and also supporting campaigns run at various times of the year.
- 2.6.4 The LGBT Independent Domestic Violence Advocate (IDVA) service went live in February of this year. The service, which is a GM-wide provision, has dealt with over 100 referrals, around 50 of which were from within Manchester. Those referred into the service have received a range of support measures from trained staff. Discussions are currently ongoing with the Mayor's Office and colleagues from the other GM Boroughs regarding extension of the funding arrangements into 2018-19.
- 2.6.5 Planning is underway for a multi-agency workshop in January for partners and service providers to come together and consider the key findings and implications from the recently published Joint Thematic Area Inspection (JTAI) report on six authorities inspected in late 2016/early 2017 and those domestic abuse related findings that may be contained in the report of the recent OFSTED inspection. The aim of the workshop will be to consider where there are gaps in provision locally, where the balance and composition of services may need to be re-focused, and where there is good practice that may be able to be successfully replicated locally.

## **2.7 Tackling Hidden Crimes**

- 2.7.1 A total of 5,257 hate incidents and hate crimes were reported in Manchester in the two years between November 2015 and October 2017. Most (79%) were linked to the race monitored hate strand, 15% were linked to religion and 12% were homophobic. In the 12 months to the end of October 2017, total hate incidents and hate crimes reported in Manchester increased by 29%. The largest increase has been seen in religion hate crime, largely due to the 54% increase in hate incidents and hate crimes linked to Islamophobia. The figures,

which increased following the Manchester Arena and London attacks, reduced in October and are more comparable with the figures for the previous year.

Hate incidents and hate crimes, November 2015 to October 2017, by monitored strand

| Hate Incidents & Hate Crimes | Y1          | Y2          | Total       | %   | Difference | % change   |
|------------------------------|-------------|-------------|-------------|-----|------------|------------|
| Race                         | 1819        | 2335        | 4154        | 79% | 516        | 28%        |
| Religion                     | 269         | 494         | 763         | 15% | 225        | 84%        |
| Homophobic                   | 307         | 324         | 631         | 12% | 17         | 6%         |
| Disability                   | 68          | 104         | 172         | 3%  | 36         | 53%        |
| Transgender                  | 43          | 41          | 84          | 2%  | -2         | -5%        |
| Alternative Sub Culture      | 4           | 5           | 9           | <1% | 1          | 25%        |
| <b>Total</b>                 | <b>2300</b> | <b>2957</b> | <b>5257</b> |     | <b>657</b> | <b>29%</b> |
| Anti-Semitic                 | 56          | 61          | 117         | 2%  | 5          | 9%         |
| Islamophobic                 | 151         | 233         | 384         | 7%  | 82         | 54%        |

2.7.2 Since August 2017 the hate crime summer grant scheme has awarded over 20 community and voluntary organisations funding to hold a wide range of activities to raise awareness of hate crime, representing all groups and strands across the city. These have included a poetry and pottery session in Gorton raising awareness and encouraging young people to report hate crimes, Better Things ran five awareness events at the Lifestyle Centre focusing on LGBT and people with learning disabilities, North Manchester Radio produced a radio advert to promote reporting which reached 10,000 listeners a day, and Shining Stars ran a workshop during Black History Month.

The hate crime awareness grant scheme for 2018 ended on 24 November with over 50 applications received. The funding panel, which consists of representatives from GMP, community safety representative and voluntary organisations are meeting in December to assess the applications with Macc again supporting the CSP in this process.

Hate crime awareness week 2018 will be promoted throughout Greater Manchester and for the first time it is also being supported regionally with police forces across the North West promoting awareness. A Communications and Chanel plan to cover GM and the public transport networks has been agreed with all GM authorities supporting an overarching theme of 'No Bystanders' to encourage people to support each other and report incidents they witness.

2.7.3 The CSP continues to develop its work with third party reporting centres. There are now 44 centres across Manchester. Following hate crime analysis earlier in the year, some areas in the city were highlighted as having a relatively high number 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.

- 2.7.4 The Community Safety Team have recently attended the Designated Safeguarding Leads Network event to raise awareness of the support available and to encourage schools to report incidents.
- 2.7.5 As part of the Community Recovery Group plan (CRG) the CSP has delivered awareness sessions to all the Police Community Support Officers across Manchester. These sessions have raised awareness and led to a number of enquiries to set up TPRCs with new organisations.
- 2.7.6 A hate crime Task and Finish Group has been established to promote TPRCs, increase reporting, and consider the role Members play in promoting and reporting hate crimes. The group is chaired by Cllr Austin-Behan and has recommend that all Members be provided with the opportunity to attend training to increase awareness of hate crimes and reporting mechanisms, and to improve the online presence of reporting centres through a virtual map on the councils website.
- 2.7.7 Officers have met with a number of service users whose views have helped to inform the CSP funded Female Genital Mutilation (FGM) grants programme and support a range of organisations in the submission of bids under the Building a Stronger Britain Together (BSBT) programme. A grant has been awarded to a partnership comprising NESTAC and WAST (Women Asylum Seekers Together) to deliver a peer mentor and health advocate programme, delivered by women in the community to raise awareness and support the prevention of FGM. This grant will also increase the capacity for counselling and one to one support, and a Zero Tolerance event is planned for February 2018. Officers have also been involved in the Greater Manchester FGM Forum, driving forward the approach to addressing this issue across the region, including the declaration of Greater Manchester as an FGM Zero Tolerance area.
- 2.7.8 Similarly, colleagues have been working collaboratively with their counterparts across GM on the development of a multi-agency action plan to deliver work under each of the four key themes of the 'So called' Honour Based Violence and Abuse Strategy. Through the CSP, the HBVA grant programme has funded Independent Choices to extend their community language helpline to match the hours of the existing domestic abuse helpline. In addition this grant will deliver community outreach to provide one to one support at the earliest opportunity. There will be a focus on younger people and include work with schools, colleges and universities and involve participation in a community radio programme. The work being delivered through the FGM and HBVA grant programme is based on views from service users about how to involve communities in order to reach communities.
- 2.8. Making the City Centre Safer**
- 2.8.1 It is estimated that around 150,000 visit the city centre each weekend to enjoy the nightlife. The city centre and its evening and night time economy (ENTE)

are therefore extremely important to Manchester. Having a vibrant leisure and cultural offer is a key factor in people's choice about where they live, work and visit. It also contributes significantly to Manchester's economic growth. There are however challenges in how the city centre operates over a 24 hour period. One of these factors is how alcohol impacts on the behaviour of some people and the impact this subsequently has on public services such as the police, Council, ambulance service and A+E departments.

2.8.2 Discussions with other Local Authority areas around how they manage their ENTE effectively highlighted that one of the most significant factors in achieving a well-managed ENTE was the recruitment, training and retention of well-coordinated volunteer groups to work alongside existing resources such as the police, ambulance service, and Council working in the city centre.

2.8.3 The CSP is therefore currently working to build the capacity of volunteer groups such as Street Pastors, Street Angels and Village Angels working in the ENTE. A comms campaign to recruit new volunteers is being developed and a training programme has been created. This comprises 33 hours of training and covers mental health, drugs and alcohol, personal safety, safeguarding, active listening, housing, benefits, employment, homelessness, domestic abuse, sexual exploitation, and record keeping. These volunteers will be able to provide support to vulnerable people including those waiting for an ambulance. Those needing support but not requiring attendance at A+E (lost their friends, disorientated, low level injuries, etc.) can be taken to the Safe Haven which operates on a Friday and Saturday night at the Beacon, Bloom Street. A standardised reporting system to report activity and concerns by voluntary organisations to the CSP is also being developed

2.8.4 A pool of volunteers are also being developed at the MRI to work on a Friday and Saturday night and support vulnerable people (such as people with mental health issues, those affected by domestic abuse, and intoxicated people). Long waiting times can lead to people walking out which impacts on their vulnerability and wellbeing and which then has a knock on effect on GMP's resources. A safe space is being introduced at the MRI which will help address this issues.

2.8.5 An ENTE Partnership Group is in the process of being established to compliment the work currently being done by the NTE Officers and NTE Members Group. The first meeting is taking place in January where the group will begin to develop the ENTE strategy.

### **3. Community Safety Strategy 2018/21**

3.1 The current Community Safety Strategy 2014-17 requires renewal from early 2018. Before formulating the strategy, the CSP is required to identify, through local analysis and consultation, key local crime and disorder priorities.

3.2 For three months between August and October last year, the Partnership undertook consultation. A survey was designed which followed the Our Manchester approach and sought to identify both priorities for those living and working in Manchester and also ways that the CSP could work together with

residents and partners to improve community safety across the city. The consultation coincided with the review of the Police and Crime Plan for the Mayor of Greater Manchester, so the opportunity was taken to coordinate this activity and share the feedback from both processes to better inform the Community Safety Strategy and the Police and Crime Plan.

The Community Safety Team will analyse the survey responses and work with colleagues in Neighbourhoods to identify those areas where residents indicated that they would like to be more involved in tackling crime and antisocial behaviour. Working with residents, the CSP will look to develop initiatives such as Neighbourhood Watch schemes.

- 3.3 A number of face to face engagement sessions were also held to consult with specific groups, including residents, young people, the voluntary and community sector, offenders, businesses, and partners including those from the Greater Manchester Combined Authority.
- 3.4 As a result of taking the Our Manchester approach, and in particular holding face to face consultation sessions that were representative, the CSP was able to engage and gather the views that reflect the make-up of Manchester. The CSP were also able to participate in more in depth conversations with people and gather more feedback that identified ways in which partners could work together with local communities to address local areas of concern. When consulting with young people, the CSP used the expertise of youth providers and young people themselves to lead engagement sessions.

#### **4. Next Steps**

- 4.1 Following analysis of the responses, the Community Safety Partnership has now begun to develop its strategy. It is anticipated that a draft will be circulated to stakeholders for critical read in January 2018.
- 4.2 The strategy will then be taken to the February 2018 CSP Board for approval and launched in March 2018.
- 4.3 Following the launch, the CSP will develop a delivery programme for the new strategy with theme leads.