

**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee - 21 May 2024

**Subject:** Update on recommendations made by the Crime and Antisocial Behaviour Task and Finish Group

**Report of:** Strategic Director (Neighbourhoods)

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**Summary**

An update on progress made with the recommendations of the Communities and Equalities Scrutiny Committee on the approach to Anti-social Behaviour in Manchester.

**Recommendations**

The Committee is recommended to:

- To consider and comment on the progress made on the recommendations from the Task and Finish Group
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**Wards Affected:** All Wards

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|--|--|
| <b>Environmental Impact Assessment</b> -the impact of the issues addressed in this report on achieving the zero-carbon target for the city                               | None   |
| <b>Equality, Diversity and Inclusion</b> - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments | An Equality Impact Assessment has been completed for Manchester Community Safety Partnership Strategy, this explores the impact of tackling ASB as a priority in terms of Equality Diversity and Inclusion. Access to ASB services for all our communities is key to delivering on our Public Sector equality duty |

| <b>Manchester Strategy outcomes</b>   | <b>Summary of how this report aligns to the Our Manchester Strategy/Contribution to the Strategy</b>  |
|---|---|
| A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities | Effective services are critical to ensuring the safety of our citizens, who can connect and support the drive towards a thriving and sustainable city   |
| A highly skilled city: world class and home grown talent sustaining the city's economic success                   |   |
| A progressive and equitable city: making a positive contribution by unlocking the potential of our communities    | Supporting individuals, children and families to prevent ASB will ensure that they are able to reach their potential  |
| A liveable and low carbon city: a destination of choice to live, visit, work                                      | Effectively addressing anti-social behaviour will ensure that our neighbourhoods look and feel safe contributing to the quality of life for our residents and ensuring our neighbourhoods are a destination of choice |
| A connected city: world class infrastructure and connectivity to drive growth                                     |   |

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

### **Financial Consequences – Revenue**

None

### **Financial Consequences – Capital**

None

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

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

Manchester City Council ASB Policy and Procedure

Manchester Community Safety Partnership Strategy 2022-2025

## **1.0 Introduction**

- 1.1 Communities and Equalities Scrutiny Committee has requested a response on recommendations made by the Crime and Antisocial Behaviour Task and Finish Group, including whether these recommendations are accepted or rejected, and progress made to implement accepted recommendations.

## **2.0 Background**

- 2.1 The Communities and Equalities Scrutiny Committee requested a series of meetings to gain a better understanding of antisocial behaviour in Manchester in Autumn 2023. The key lines of enquiry were:

- What trends and patterns of ASB do we see in the city.
- What partnership responses are provided to address ASB in the city.
- What works in addressing ASB.
- What gaps are there in service provision for ASB.
- What training Members need in relation to ASB.

Following careful consideration of all the evidence presented throughout the course of this investigation, the Crime and Antisocial Behaviour Task and Finish Group put forward a number of recommendations that were agreed by Communities and Equalities Scrutiny Committee at the meeting on 5 December 2023.

- 2.2 The recommendations of the Committee have been developed into a programme of work for Community Safety Partners to improve our response to ASB throughout the city. This has included work with the Manchester Housing Providers Partnership to coordinate the approach to ASB and work to engage residents to help draft meaningful communications for the public. The ASB Action Team has looked to explore opportunities to use a youth participatory approach in its practice which will contribute to the Child Friendly Cities Programme. The progress with each of the recommendations is detailed below.

## **3.0 Update on progress with the recommendations**

### **3.1 Recommendation 1**

- 3.1.1 The Council publishes guidance, through leaflets, posters for notice boards and on social media, to be clear on how antisocial behaviour can be reported, what constitutes unacceptable behaviour, including ASB by businesses, and potential penalties. This should clearly highlight which issues should be reported to specific agencies, including the Council, Greater Manchester Police, and housing providers, and should also include contact details of relevant services both within the Council and the Council's partners.

### **3.1.2 Update**

- Planning and consultation have started, to develop the communication messages for residents. Engagement with residents and young people is ongoing and colleagues from Communications have been commissioned to develop the initial draft. The draft communication messages have been shared with the ASB Task and Finish Group members for comment and feedback as part of the consultation.

## 3.2 Recommendation 2

3.2.1 Members of the Task and Finish Group, service users of ASBAT, and young people be consulted on the guidance and communications referenced in recommendation 1 prior to publication.

### 3.2.2 Update

- A session was held on 13 March with young people on the Youth Board to get feedback on our approach and the best ways to support young people about ASB.
- Equality impact. From the GM Safety surveys carried out across the city it is understood that feelings of safety are disproportionately lower for women, LGBTQ+ and disabled individuals. It is therefore important to ensure that we are reaching these groups through our consultation and communications. Specific consultation sessions are being held with services that support women, LGBTQ+ and disabled individuals.

## 3.3 Recommendation 3

3.3.1 Through the Community Safety Partnership, the Council encourages Youth Outreach Services across the city to adopt a consistent approach to tackling ASB and barriers to reporting experienced by children and young people.

### 3.3.2 Update

- The ASB Team have requested time on the Area Youth Partnership meetings to reach the providers across the city.

## 3.4 Recommendation 4

3.4.1 Through the Manchester Housing Provider Partnership, the Council encourages housing providers across the city to create and adopt a 'Manchester Standard', a consistent approach to tackling ASB and barriers to reporting ASB across all housing providers.

### 3.4.2 Update

- An initial discussion has taken place at the Manchester Housing Provider Partnership – a lead officer from the Partnership has commenced pulling together information from different providers to inform the standard. This work will contribute to the local ASB plan for the city to set out a consistent

approach. This will include response times, and the services on offer for victims of ASB.

### 3.5 Recommendation 5

3.5.1 The Council's Out-of-Hours staff be provided with body camera recording devices to provide additional protection and, where required, evidence of ASB.

#### 3.5.2 Update

- This has been raised with service leads in the out of hours service for feedback. The Health and Safety Risk Assessment has not identified a need for additional protection involving Council Officers wearing body cameras. In circumstances when any potential risks to officers such as verbal abuse, weapons or risk of violence are identified officers would either attend with a police officer/s wearing body cameras or consider an alternative way to collect or deliver information. Witness testimony of a Council Officer is considered a reliable source of information and evidence to support ASB proceedings. Out of Hours officers work closely with the ASB Team and often provide witness statements and information. There is no additional need for body cameras to support evidence gathering for ASB proceedings.

### 3.6 Recommendation 6

3.6.1 Recognising that many residents in the city live in apartment buildings, the Council's online form for reporting ASB should be amended so that users can provide a building name or floor number, rather than an exact flat number.

#### 3.6.2 Update

- Systems have been checked to ensure that this can be reported in a free text field, which it can. The online form can be found at <https://www.manchester.gov.uk/xfp/form/1960>
- Recommendation completed.

### 3.7 Recommendation 7

3.7.1 The Council continues to work collaboratively with partners and other local authorities in Greater Manchester to share best practice and success.

#### 3.7.2 Update

- This is facilitated through GM ASB Theme Group and GM Housing Provider Groups, and Nationally through the Core Cities Network and National Policy Advisory Group.

### 3.8 Recommendation 8

3.8.1 The Council continues to communicate with multi-agency partners on ASB issues to ensure appropriate support is provided to both victims and perpetrators.

### 3.8.2 Update

- Repeat and vulnerable victim ASB and Hate Crime cases are being routinely reviewed with partners.
- The ASB Case review is promoted for those victims who request a coordinated response where the ASB is not being resolved.
- Local Partnership Meeting and bespoke case conferences are held to escalate cases for further scrutiny/response.

### 3.9 Recommendation 9

3.9.1 The Manchester Housing Provider Partnership includes ASB as a standing item on the agenda at their meetings to share good practice and monitor work being undertaken to address ASB.

### 3.9.2 Update

- This has been adopted for the Community Safety MHPP workstream. Recommendation completed.

### 3.10 Recommendation 10

3.10.1 That the final report of the Task and Finish Group be shared with all partners in Manchester's Community Safety Partnership to inform of the findings and recommendations that arose from this review.

### 3.10.2 Update

- Reported at 6 March CSP Board.
- Recommendation completed.

### 3.11 Recommendation 11

3.11.1 The Communities and Equalities Scrutiny Committee continue to be involved in the development and review of strategies and policies in relation to antisocial behaviour.

### 3.11.2 Update

- ASB Policy and Procedure was amended in line with Communities and Equalities Scrutiny recommendations before approval by Executive.
- No further policies or strategies currently due for review.

## **4.0 Recommendations**

4.1 The recommendations of the Communities and Equalities Scrutiny Committee will continue to be driven by the Community Safety Partnership. Partners will embed the recommendations into our partnership response to anti-social behaviour to improve the outcomes for victims of ASB in Manchester.

4.2 The Committee is recommended to:

- To consider and comment on the progress made on the recommendations from the Task and Finish Group.