

ONE TEAM

Manchester Crime
and Antisocial
Behaviour
Reduction
Strategy

2011–2014

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Section 1

Our vision for a safer city

Over the past six years, crime in Manchester has fallen significantly. The purpose of our new Crime and Antisocial Behaviour Reduction Strategy is to maintain and build upon that good work.

Our vision is that, in three years' time, crime rates in Manchester will be much closer to the national average, and that residents and businesses, both in the city and beyond, will believe Manchester to be a safe place in which to live, work and enjoy.

Our One Team Crime and Disorder Reduction Partnership (CDRP), consisting of the Council, Greater Manchester Police, Offender Services, NHS, Housing Providers and community and voluntary organisations, has achieved a lot in the past few years. But we still have some way to go. Working together, we will get there.

Your main concerns are our main objectives

We want everyone to have confidence in the services that tackle crime and make communities safer. That's why we will focus on local priorities, concentrating on those crimes that harm the community the most.

An extensive public consultation process and our Strategic Threat Assessment identified your five main priorities.

That's why, over the next three years, we will focus on:

- Reducing key crimes such as burglary and violent crime
- Protecting vulnerable people
- Reducing antisocial behaviour
- Reducing drug and alcohol-related offending
- Reducing the number of first-time entrants into the youth justice system.

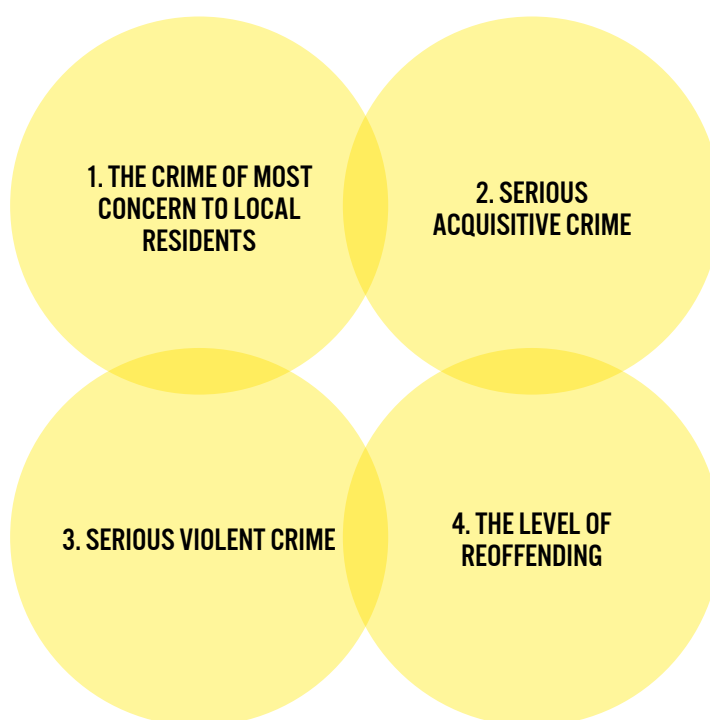
You can see how we plan to address these key priorities in greater detail on page 20.

Section 2

Where we are today

Over the past three years we have been working together as One Team to reduce crime and antisocial behaviour in Manchester. In that time, recorded crime fell by 38% and by 21% in the three-year period before that. Our challenge is to build on our success, to maintain that level of improvement, and to learn from our experiences – both positive and negative.

Manchester Crime Reduction Strategy 2008–11 was designed to address four key areas:



This section shows what we achieved, and the challenges we faced.

“Information on antisocial behaviour is vital to hold people to account”

Resident feedback at the Community Consultation event

1. The crime of most concern to local residents

Antisocial behaviour (ASB) can blight communities and ruin lives. Residents across the city told us that ASB was a key priority to them.

Here are some of the things we did to tackle it:

- In 2009 and 2010, Challenge and Support Officers diverted a significant number of young people away from antisocial behaviour, using early intervention and diversion into positive activity.
- From October 2009 to November 2010, we implemented a Drink Banning Order (DBO) project in the Gay Village and Piccadilly Gardens. This generated a high number of referrals to the Antisocial Behaviour Action Team, and gave the police greater knowledge of the individuals causing alcohol-related nuisance.
- Neighbourhood Policing Teams held regular surgeries at a neighbourhood level, organised street briefings and school events, and targeted crime prevention events.



Respect

Respect activity is the multi-agency partnership approach to tackle residents' concerns across the city. Respect activity has made residents feel safer and more confident in the ability of local agencies to deal with the issues that concern them most. It was this sort of action that reduced crime and antisocial behaviour, and we are going to continue it.

Moss Side residents told us they were concerned about drugs, environmental issues and youths causing a nuisance in the area. As a result, the local Neighbourhood Policing Team, Manchester City Council, Mosscafe Housing, City South Housing and Adactus held a Respect action week in February 2010.

During the week:

- Fly-tipping, graffiti and five tons of bulky waste were removed.
- A warrant led to the recovery of illegal drugs and the arrest of a person wanted by the police.
- Youth engagement work by Greater Manchester Police resulted in 15 stop searches and two arrests.
- Heavily littered and overgrown areas were cleared by staff from the participating agencies and students from Manchester University.
- Supervised offenders carried out work to improve the Moss Side adventure playground.



In **Newton Heath**, residents said they were concerned about antisocial behaviour, environmental issues and the speed of vehicles in the area. Greater Manchester Police, Manchester City Council, Northwards Housing and Guinness Northern Counties Housing Association worked together to address these concerns in July 2010.

As a result:

- Operation Synergy targeted antisocial behaviour in the area. The police took the names of people behaving antisocially and spoke to them or their parents about their behaviour.
- Local Police Community Support Officers (PCSOs) worked with resident groups to monitor the speed of vehicles along Amos Avenue and Scotland Hall Road.
- A closed-circuit television (CCTV) unit was relocated to Scotland Hall Road.
- Four and a half tonnes of bulky household waste was collected in the area.
- Greater Manchester Police and First Manchester bus company conducted a gateway check to deter poor behaviour on public transport and detect ticket fraud.



Support for victims and witnesses of crime and antisocial behaviour

We need victims and witnesses to report antisocial behaviour and crime, so that we can stop it. They need to feel confident that the information they give will be dealt with sensitively, that it will be acted upon quickly, and that their safety will not be compromised.

That's why we signed up to these three commitments in relation to antisocial behaviour:

- 1.** Take reports of antisocial behaviour seriously and respond in time.
- 2.** Provide a named contact who will keep victims and witnesses informed.
- 3** Offer support and practical help, especially to victims and witnesses who are vulnerable or suffering repeat incidents of antisocial behaviour.

Support for victims and witnesses of crime has developed significantly over the past three years.

Victim Support's Victim Unit now operates 8am to 8pm Monday to Friday and 10am to 2pm at weekends, providing victims with more easily accessible support. Victim Support's Witness Service provides support and information for witnesses in the run-up to the trial. This includes pre-trial visits to court, separate entrances into court and accompanying witnesses into the courtroom while they give evidence. It also provides support after the trial and a specialist service for witnesses aged 4–17.

The Specialist Domestic Violence Courts offer services to support victims and witnesses, including giving evidence behind a screen or via a video link.



The Partnership contributes funds to the following:

- The Independent Domestic Violence Advice (IDVA) service. The IDVA service provides advocacy, advice and support for survivors of domestic abuse. It also operates the Sanctuary Scheme, which provides professionally installed security measures allowing victims to remain in their own homes where it is safe to do so.
- A Domestic Violence caseworker at Victim Support.
- Manchester Women’s Aid, which provides emergency accommodation for women and children escaping domestic abuse.
- Saheli Asian Women’s Refuge, which provides refuge and support for Asian women and children who have been affected by domestic abuse, including forced marriage.

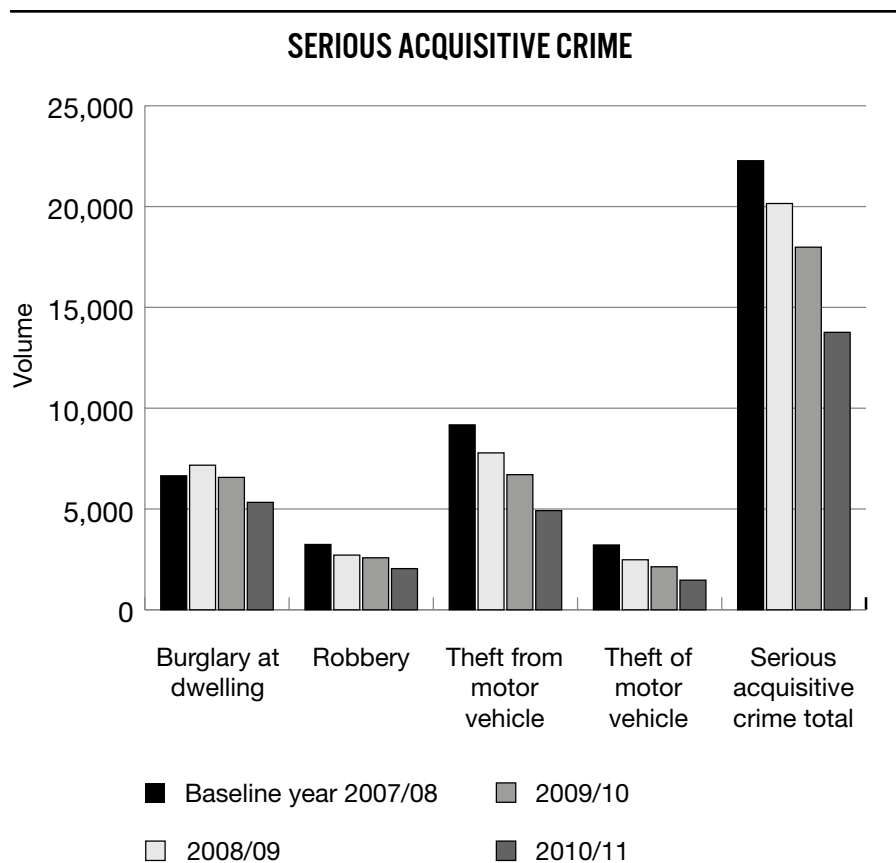
“Encouraging people to take pride in their area, keeping areas nice and well presented as a way of preventing crime and preventing the area from being targeted”


Resident feedback at the Community Consultation event

2. Serious acquisitive crime: burglary, robbery and vehicle crime

Serious acquisitive crime is a cause of distress and expense for many people in Manchester. But it’s a problem that is improving. In the past three years it has reduced by 38.2%, which means 8,500 fewer victims of burglary, robbery and vehicle crime.

The graph below shows how serious acquisitive crime has reduced over the past few years.





Here are some of the things we have done to achieve this success:

- Areas at the greatest risk of burglary have seen targeted partnership operations. They involve multi-agency teams offering crime prevention measures and face-to-face advice to residents.
- The Environmental Teams and Community Teams worked to ensure that neighbourhoods are free from rubbish and rubble that can be used to force entry into properties. Alleyways have been gated in the most vulnerable areas to improve security.
- In July 2010, we conducted the Think Lock burglary reduction campaign in the worst-affected neighbourhoods. It involved direct mail in hotspot areas, face-to-face communication on the doorstep, lamppost signs, bus stop posters, and banners. In the targeted areas burglary fell by 46.6% year on year, compared to a reduction of 21.3% in the rest of Manchester.



Simple 2 Start

Local Neighbourhood Teams applied a 'Simple 2 Start' approach to address burglary in vulnerable areas. This involves a detailed analysis of crime and ASB in the area, talking through problems with residents, and partners conducting site visits in the area to assess environmental factors.

One such street was The Fairway in New Moston, which had suffered 11 burglaries in 12 months.

Partner agencies committed to:

- Offer property-marking and security advice to all residents in the area
- Arrange further community meetings to encourage more community activity
- Implement environmental improvements
- Communicate the results and outcomes of partner activity back to local residents.

Sixteen residents expressed an interest in joining a Home Watch scheme.

In the following 12 months there was only one burglary in the area. We are now using the Simple 2 Start approach across the city.



Operation Student Safe

Operation Student Safe is the Greater Manchester Police response to the return of students in the new academic year. It co-ordinates activity across the city as well as linking to initiatives run by the universities and the Student Safety Action Partnership. It includes:

- High-visibility patrols in areas such as Oxford Road, Wilmslow Road, Fallowfield and Withington
- Recruitment of Key Individual Networks (KINs) to improve engagement with the student community; the partnership uses information from KINs to understand local priorities
- Distributing crime prevention information
- Targeting known offenders.

People living in the Student Safe zones are on average 43% less likely to be a victim of burglary or robbery.

“It is our duty as neighbours to try and look after vulnerable people who are our neighbours”

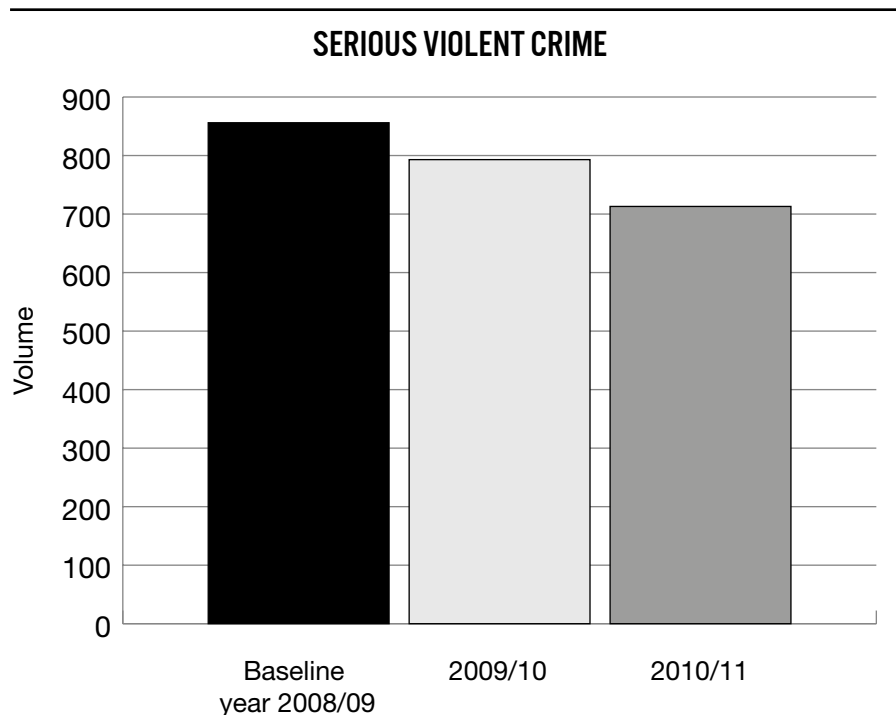
Resident feedback at the Community Consultation event

3. Serious violent crime

The number of serious violent offences is low in comparison to other crimes, but their impact can be devastating.

During the past three years we have succeeded in reducing the most serious violent crime by 16.7%, which is the equivalent of 143 fewer victims.

The graph below shows how serious violent crime has reduced over the past three years.



Our strategy hinged upon tackling alcohol misuse, strengthening our response to domestic abuse and continuing work to tackle violent gangs and hate crime.

Here are some of the specific things we did:

- Manchester City Safe Partnership carries out a range of initiatives to ensure the city centre is a safer and cleaner place. The City Safe Partnership was extended and continued to work to reduce alcohol-related violent crime in the city centre.
- Manchester Multi-Agency Gangs Team continued to focus on young people either at risk from or engaged in gang activity.
- We ran a very successful campaign during the World Cup to reduce domestic abuse.
- Gateway checks took place on Transport for Greater Manchester buses and trains to discourage the carrying of weapons.
- We delivered the Prevent Partnership Delivery Plan, establishing a community-led approach to preventing violent extremism.

Tackling domestic abuse

Reported incidents of domestic abuse increased by almost 27% between 2006 and 2010. This shows that more residents now know how to access help and that they are contacting the police for support, but it also reveals a higher number of incidents than in other UK cities.

Over the next few years the Domestic Abuse Management Group (DAMG) will tackle the problem with a strategy of early intervention, provision of services that let survivors continue with their lives, and effective protection through the criminal justice system.

“We need to understand all the community no matter where they are from, and we need to respect them”

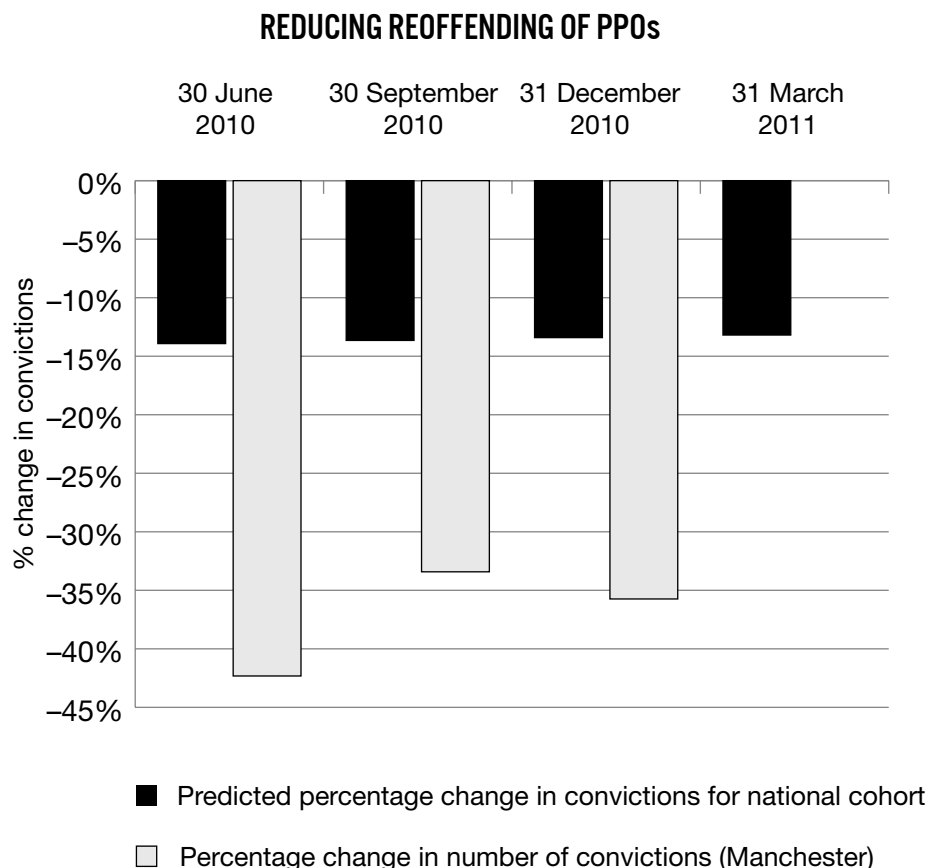
Resident feedback at the Community Consultation event

4. Reducing reoffending

A large number of crimes are committed by reoffenders. Statistics show 10% of offenders commit 50% of crimes.

The National Prolific and Priority Offender (PPO) strategy was launched in Manchester in 2004 to address this problem. In the last quarter of 2010 the number of convictions for PPOs had reduced by 36%.

The graph below shows the reduction in the number of convictions for PPOs.



We have worked to co-ordinate the services that rehabilitate offenders, making them less likely to commit crime again.



Here are some of the specific things we did to tackle it:

- Greater Manchester Probation Trust (GMPT), Supporting People and Manchester Housing work together to settle offenders into their own accommodation and to help them manage their lives.
- Four Probation Service Officers secure suitable accommodation for offenders and ex-offenders.
- We have increased the number of young offenders in education, training and employment, with services dedicated to find appropriate placements and to ensure young people attend school regularly. The latest results show that 68% of young offenders are currently in education, training or employment.
- Integrated Offender Management (IOM) teams provide a co-ordinated approach to offender management, focusing the interventions of agencies so they have the greatest impact on individual offenders.
- Intensive alternatives to Custody Orders delivered by the Greater Manchester Probation Trust provide a different way to manage offenders in the community. They are designed to reduce a reoffending rate of over 70% for offenders sentenced to short-term custody.
- From January 2009 to December 2010, offenders in Manchester worked 229,527 hours under the Community Payback scheme. They completed a range of tasks, including graffiti removal, litter clearance, repairing and decorating community centres, and maintaining public open spaces and churchyards.

Section 3

Shaping our strategy




We have a wealth of experience and intelligence about crime and disorder from Police Surveys, Probation and the Courts, resident surveys and our State of the City and State of the Wards Reports.

We also conduct an annual Strategic Threat Assessment (STA) with our partners. This pinpoints the main problems of crime and disorder in our city.

We know that no-one knows more about the impact of crime and disorder on our communities than the people who live there. That's why, when we were preparing this strategy, we conducted a city-wide consultation to identify your priorities.

Our public consultation and the STA identified the following common priorities:

- Residents told us that burglary was a problem they wanted to see addressed. The STA identified particular problems in student housing in south Manchester, as well as personal theft and cycle theft.
- Residents said they support early intervention with young people to stop them getting involved in crime. The STA identified young people as most likely to commit assault, robbery and theft.
- Residents and the STA said antisocial behaviour was still a significant problem in certain areas of the city.

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- Residents were concerned by the availability of alcohol and the harm it causes. The STA found the city centre to be the hotspot for alcohol-related crime and acknowledged the harm done to communities by high-profile drug-dealing.
 - Residents said domestic abuse and protection for vulnerable people should be taken seriously. The STA proposed specific work with children, domestic abuse training for key agencies, and piloting a non-statutory programme to challenge and change offenders' behaviour.

Residents also reported that seeing officers on the streets made them feel safer and that this was really important to them in the future. There was a great deal of support for the work of and the presence of Police Community Support Officers (PCSOs). Residents also said that it was important to know how to contact officers about local issues.

Section 4

Our priorities in detail



Having listened to feedback and analysed the issues, we have prioritised five key priority areas. They are explained below in more detail.

1. Reduce key crime:
 - We will work with residents of private rented properties and houses with multiple occupation to reduce burglary. We will also do further work to gather intelligence on the stolen goods market.
 - We will tackle robbery and serious violent crime, with a focus on student safety and alcohol-related crime.
 - We will work to reduce vehicle crime, particularly in hotspot areas.
 - We will work with partner agencies to reduce reoffending.
2. Protect vulnerable people:
 - We will target domestic abuse by working with children and families and piloting a voluntary perpetrator programme.
 - We will take measures to tackle hate crime, including support for the third-party reporting system. Third-party reporting centres allow victims to report hate crime to partner agencies in confidence, instead of going directly to the police.

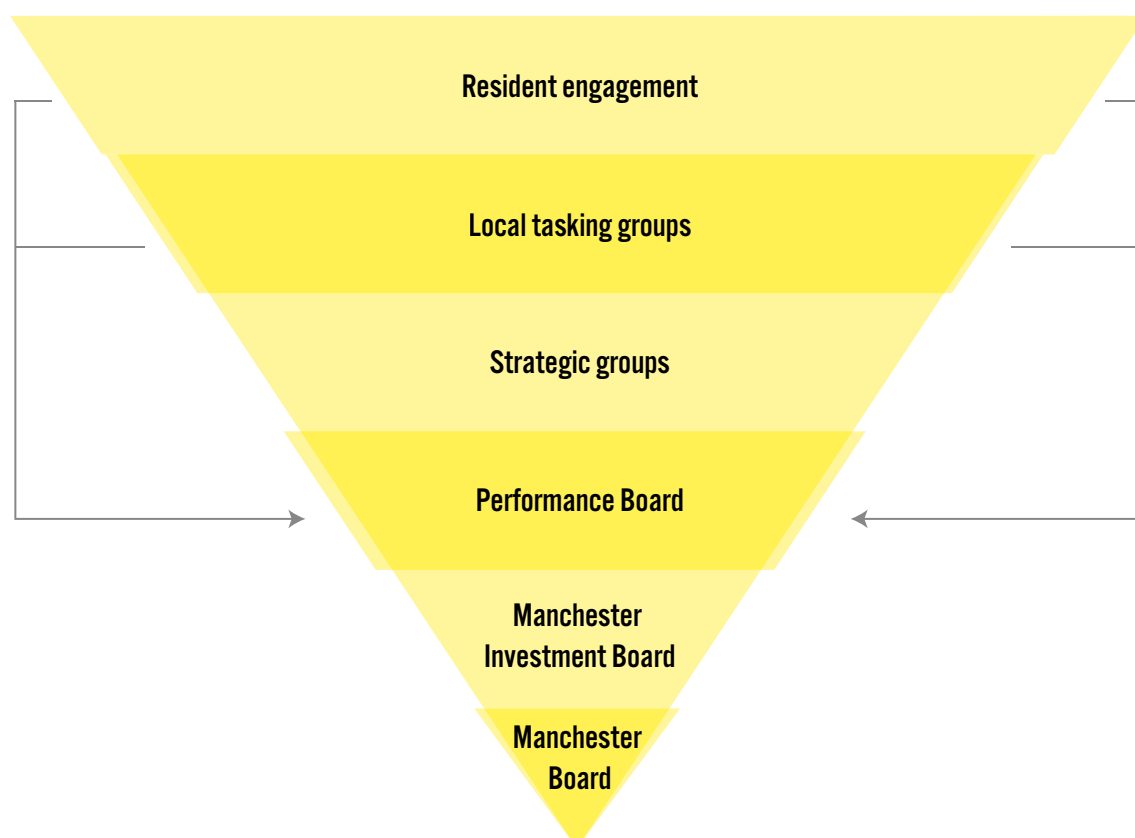
- We will identify and support victims and witnesses in antisocial behaviour cases.
- 3.** Continue to reduce antisocial behaviour:
- We will maintain a triple-track approach, combining early intervention and prevention with enforcement and support.
 - We will work with Licensing to target venues that sell alcohol irresponsibly, and we will focus on all areas that have a high volume of alcohol-related offences.
- 4.** Reduce drug and alcohol-related offending:
- We will work with partners to continue to deliver and develop integrated offender management.
 - The Drug and Alcohol Strategy Team will lead an overhaul of adult drug treatment services, including the Drug Intervention Programme.
 - We will work with partners to ensure that offenders with alcohol-misuse issues can benefit from treatment.
- 5.** Reduce first-time entrants into the Youth Justice System:
- We will work with Children's Services and housing providers on accommodation for 16 and 17-year-olds.
 - We will continue programmes to prevent young people going into custody.
 - We will strengthen our prevention and early intervention work through links with Children's Services and other crime and disorder services, and integrated neighbourhood action.

We will set ourselves targets to ensure that our performance continues to improve, and we will monitor these targets through the partnership governance structures.

Section 5 Delivering the strategy

Building on success

Over the next three years we will build on the current partnership structures that have worked in reducing crime and antisocial behaviour in Manchester. Respect action, ward co-ordination, Key Individual Networks and neighbourhood-based meetings will all continue to co-ordinate the activity of partnership agencies, engage with residents and benefit local communities. We will further develop our partnership governance structures to support a more integrated approach. The partnership governance structure provides a direct link between our neighbourhoods and strategic decision-makers. This structure is shown in the diagram below.



The Police Reform and Social Responsibility Bill 2010–2011, proposes that in 2012 responsibility for overseeing policing, crime and community safety will pass to directly elected Police and Crime Commissioners. If this happens, our partnership will work closely with the Commissioner to ensure a continuing focus on Manchester neighbourhoods.

As well as building on our past successes, we will develop our partnership in the following ways:

Increasing community engagement

Our last strategy brought agencies and local people together into ‘One Team’. We remain committed to building on this approach to ensure greater involvement within the neighbourhoods. We will give local people more opportunities to get involved to deal with the issues that matter to them.

A new Community Force will encourage people to get involved in improving their local communities. We will provide the support and organisational structure to let people:

- Attend local meetings to agree priorities and develop solutions to local issues
- Support and hold community events
- Organise clean-ups and fun days
- Report local issues
- Get involved in crime reduction or neighbourhood management activities, such as Home Watch or Community Guardians
- Influence regeneration plans and initiatives.

We will also develop further opportunities for residents and businesses to become part of Manchester’s Community Force.

Strengthening links with the justice system


The next three years will see some significant changes to the criminal justice system. In particular, local people will play a much bigger part in criminal justice processes and outcomes.

The Government is planning a number of changes that will result in a reform of the criminal justice system. These include an increased use of restorative justice and trialling Neighbourhood Justice Panels to divert a number of low-level cases from court to a panel of community volunteers and criminal justice practitioners. These approaches will enable local people to play a more central role in criminal justice. We will be working with criminal justice partners to develop these areas of work in a way that works best for Manchester.

Ensuring a strong and inclusive partnership approach

We are committed to continuing the improvement in levels of crime and disorder in Manchester. However, all the main partners in One Team now face significant budget reductions, which makes the challenge even greater. We will meet it by strengthening our partnership with other agencies and the public and by using our reduced resources more effectively.

Over the next three years we will transform how services are delivered across the city. This will make best use of resources at neighbourhood level and ensure that effective services are provided for residents and businesses. The Council, police and other partners will also be introducing a model of integrated working. Teams will work together from shared offices to resolve neighbourhood issues and ensure that public sector resources go further.



We are developing an approach to make the most effective use of our financial resources. The Integrated Commissioning model will bring together all partners, including other local authorities, to develop an approach to target resources in priority areas in order to reduce overall financial demand. For example, by providing the most effective interventions for offenders at an early stage of their offending career we can save money on costly prison places later on. This approach will be developed across a range of services that will help us cope with spending cuts.

Working together in this way we will continue to reduce crime and antisocial behaviour in Manchester and make our city safer for everyone.

Links to other priorities

Strategy	Priorities
Alcohol Strategy	<p>The Alcohol Strategy reflects the range of responses that are needed to tackle the impact of alcohol misuse. Responses to alcohol-related crime and antisocial behaviour include:</p> <ul style="list-style-type: none">– Tackling it by using available tools and powers– Providing pathways into early intervention and treatment for people whose offending is linked to alcohol misuse– Alcohol education, early intervention and treatment for young people, as part of wider work to address young people's substance misuse– Working across partner agencies to tackle irresponsible sales of alcohol and promote and support responsible retailing.

Strategy	Priorities
Domestic Abuse Strategy	<p data-bbox="734 840 1348 929">Manchester’s Multi Agency Domestic Abuse Strategy aims to:</p> <ul data-bbox="734 952 1436 1456" style="list-style-type: none"> <li data-bbox="734 952 1340 1030">– Ensure domestic abuse is a strategic priority for all <li data-bbox="734 1052 1404 1131">– Provide early identification and prevention of domestic abuse <li data-bbox="734 1153 1412 1209">– Reduce the prevalence of domestic abuse <li data-bbox="734 1220 1428 1355">– Ensure that victims of domestic abuse and their children are adequately protected and supported, and can continue with their lives <li data-bbox="734 1366 1364 1456">– Hold perpetrators accountable through effective and early intervention.

Strategy	Priorities
Drug Misuse Strategy	<p>The aim of drug misuse services across Manchester is to engage with drug users and help them access appropriate treatment to initially stabilise them and then to move them towards recovery. This has proven effective in reducing reconviction rates – especially as many interventions are now focused on criminal justice settings (custody suites, courts, prisons) and Probation. These interventions are embedded in partnership responses such as Integrated Offender Management and Intensive Alternatives to Custody.</p> <p>The Young People’s Substance Misuse Strategy focuses upon education and prevention, early intervention, targeted support for vulnerable young people, and specialist treatment.</p>

Strategy	Priorities
<p>GMPA Policing Plan</p>	<p>The five overall aims in GMPA's Policing Plan 2011–12 have strong links with the main priorities of this strategy. Policing priorities include reducing serious acquisitive crime, working with others to reduce offending, protecting vulnerable people, tackling antisocial behaviour and street-level drug-dealing. The Plan also aims to strengthen visible policing, which should help to address residents' desires to see more officers on the street.</p> <p>More specific links are to be found in shared plans to address burglary, alcohol-related crime, hate crime and domestic abuse. Support for victims of antisocial behaviour is key to both strategies, as is a focus on targeting those licensed premises that cause the most serious problems.</p> <p>Delivering value for money is a key issue. GMP's new Policing Model and Project Optimus mirror our drive towards integrated working, and there are examples of this crossover in action in the work of joint neighbourhood teams and the Better Life Chances pilots.</p>

Strategy	Priorities
<p>Joint Strategic Needs Assessment (JSNA)</p>	<p>The Local Government and Public Involvement in Health Act 2007 placed a statutory duty on Directors of Public Health, Directors of Adult Social Care and Directors of Children’s Services to produce a Joint Strategic Needs Assessment (JSNA). The JSNA is designed to be ‘the means by which Primary Care Trusts (PCTs) and local authorities describe the future health, care and wellbeing needs of the local population, and the strategic direction of service delivery to meet these needs.</p> <p>It is expected to influence the commissioning process across both health and social care and support the ongoing development of the Community Strategy. In November 2010, a series of Locality JSNAs that look in detail at the health and social care needs in different parts of the city were published. The documents explicitly recognise the links between crime (and the fear of crime) on people’s health and wellbeing and include a section describing the variations in recorded crime and antisocial behaviour at ward level using data from the GMAC data hub. Moving forward, there is a desire to develop a more integrated approach to needs assessment that draws on the elements of best practice underpinning the JSNA and the Crime and Disorder Strategic Threat Assessment.</p>

Strategy	Priorities
Reducing Reoffending Strategy	<p>The aims of the Reducing Reoffending Strategy are offender management and the protection of the public (including victims, children and vulnerable adults).</p> <p>Greater Manchester Probation Trust has a strong track record in working with partners to effectively manage offenders in the community. Every offender under the supervision of the Greater Manchester Probation Trust will be assessed and clear objectives will be set to reduce their risk of reoffending, thus reducing the risk of harm to the public. Each will have a planned package of interventions from a range of partners. Rigorous enforcement applies to all offenders sentenced to a Community Order and those released on licence following a custodial sentence. If an offender breaches the terms of his/her supervision, they will be brought back before the court within specified timescales. In the case of licences, they will be swiftly returned to custody.</p>

Strategy	Priorities
Offender Management (young people)	<p>The main priorities of the Youth Offending Service are to:</p> <ul style="list-style-type: none"> – Reduce reoffending by young people. – Reduce the number of young people sentenced to custody. – Reduce the number of first-time entrants into the Criminal Justice System. <p>The Youth Offending Service utilises a multi-agency approach to offer a holistic programme of support for young offenders to ensure compliance with court orders. Interventions are tailor-made and address offending behaviour, substance misuse, accommodation and education issues, among many other factors. YOS case managers will also work in tandem with partner agencies wherever appropriate to achieve positive outcomes for the young people and the wider community.</p>

Strategy	Priorities
<p>Manchester’s Children and Young People’s Strategic Plan 2010–2012</p>	<p>The Manchester’s Children and Young People’s Strategic Plan aims to ensure that every child and young person achieves their full potential, benefiting from and contributing to supportive neighbourhoods. Our vision is that all children and young people will be healthy, safe, and enjoy and achieve in school so they will have the skills, abilities, self-esteem and positive outlook to get good jobs, make a positive contribution and be successful in adult life. The Crime and Antisocial Behaviour Strategy will contribute to this by ensuring that services are focused on:</p> <ul style="list-style-type: none"> – Prevention and early intervention – Taking a ‘think family’ approach – A neighbourhood focus that provides easily accessible services – Closing the gap on national outcomes and reducing inequality – Safeguarding children – Improving engagement and participation of children and young people.