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# Community Safety Strategy

2014-2017



Manchester Community Safety Partnership

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## Introduction

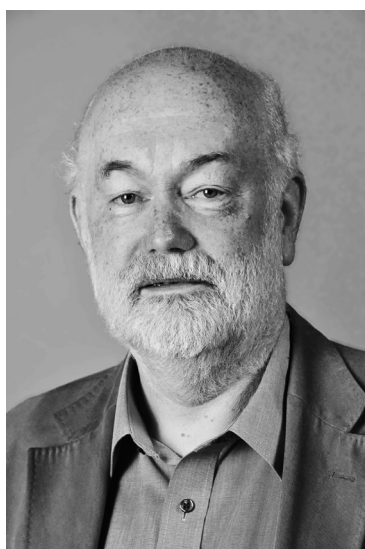
We are pleased to introduce Manchester Community Safety Partnership's Community Safety Strategy 2014-2017. The Community Safety Partnership (CSP) brings together the local Council, Greater Manchester Police, Offender Management Services, GM Fire and Rescue Service, Public Health Manchester, the universities, housing providers, and community and voluntary organisations. Collectively, the agencies of the CSP work with one overriding objective - to make Manchester a safe place to live, work and visit.

Manchester's Community Safety Partnership published its first Crime and Disorder Reduction Strategy 15 years ago. During that time we have achieved significant reductions in crime and antisocial behaviour. We are proud of these achievements and are committed to preventing crime and disorder, protecting people and bringing offenders to justice. However, we know that more needs to be done.

Reducing crime and antisocial behaviour is an important element in improving the lives of Manchester residents. We will achieve this through partnership working, particularly through early intervention and prevention, and challenging and changing behaviour.

We have also been working with local people to make Manchester safe, and this strategy contains information on how residents can further get involved in volunteering.

### **Councillor Bernard Priest, Deputy Leader, Manchester City Council**



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## 1. Our vision for a safe city

### **Working together to make Manchester a safe place to live, work and visit**

Manchester is a dynamic city that continues to change at a rapid pace. Economic growth has been sustained despite a period of global recession, and economic forecasting models project a continuation of this growth. People continue to be attracted to the city to take advantage of the employment opportunities associated with a growing economy, while domestic and international students are attracted by the world-class higher education offer. Despite this positive outlook, the benefits of growth are not being felt equally across all communities within the city. Child poverty is falling but remains much higher than the national average, with the vast majority of children in poverty living in workless households. Unemployment is also falling following a sharp increase during the post-2008 recession, but there remain pockets of severe deprivation and unemployment within certain neighbourhoods that need to be addressed.

Manchester's Community Strategy provides the overarching strategy for the city and will be refreshed in 2015. A new strategic narrative was produced during 2012 that outlined a vision for Manchester as a world-class city as competitive as the best international cities. The vision is of a city that stands out as enterprising, creative and industrious, with highly skilled and motivated people living in successful neighbourhoods whose prosperity is environmentally sustainable, and where all our residents are valued, feel secure and can meet their full potential.

Ensuring that Manchester's communities and neighbourhoods are safe places to live, visit and work is clearly one of the foundations on which this wider strategy is built. The challenge facing the city is how to deliver this ambitious vision during a period of finite public sector resources. The Public Service Reform agenda is one of the ways in which new evidence-based interventions are being developed to try and reduce dependency on public services by delivering improved long-term outcomes for residents. Many elements of this work are beginning to have a positive impact on community safety, including work with repeat offenders, perpetrators of domestic violence and abuse, and young people who are persistently absent from school and committing ASB.

Manchester's growing population is an indicator of growth, but it can bring additional challenges such as the growing pressure on primary and secondary school places and an increased demand for services. Inward migration, coupled with a reduction in the number of people leaving the city, has reversed several decades of population decline, which has seen the population of the city grow from 423,000 in 2001 to approximately 518,000 in 2014 (ONS).

Manchester continues to profit from its reputation as a tolerant and welcoming place for new arrivals, but tensions can develop in communities that undergo rapid demographic change and these must be effectively managed. The city's growing population is also becoming younger, with a major increase in the number of working-age residents and increasing birth rates reflecting the average age of new arrivals.

A major challenge for Manchester has been the supply of new housing, which (as with the rest of the UK) has not kept pace with the growing population. The number of residents living in private rented properties has increased dramatically and the proportion of people living in this tenure has now overtaken those living in social housing. Although there is a clear correlation between the increase in private renters and increases in employment, the quality of properties and management within this sector is varied and has major implications for neighbourhood management and policing resources.

The next three years will bring further economic growth, increases in the population, and new commercial and residential investment to the city. It is within this rapidly changing environment that the Manchester Community Safety Strategy must operate, and its effective delivery will be critical in ensuring that the city remains internationally competitive and is a place where people want to live, visit and work.

This strategy sets out the community safety priorities we will focus on over the next three years. We will review the strategy every year, and we have set out our priority actions for the first year of the strategy.

Within the pages that follow you will find information on:

- Our successes in reducing crime and antisocial behaviour over the past three years
- Our priorities for the next three years - based on what you told us and our detailed assessment of crime and antisocial behaviour in Manchester
- Where we will focus our efforts as a partnership over the next three years
- How you can get involved in making Manchester a safe place.

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## 2. Building on success

Since producing our first strategy in 1999, by working together we have reduced crime by 45%, with the total number of crimes falling from 94,829 in 1998/99 to 51,828 in 2013/14.

During the past year there has been a national increase in recorded crime. Manchester has followed this trend with a 3% increase in overall recorded crime. These increases are small but we are determined to tackle the underlying issues that can lead to increased crime and antisocial behaviour.

Below are some examples of how we have reduced crime and antisocial behaviour over the past three years.

### Work to reduce key crimes

The Spotlight scheme was established in Greater Manchester in 2010 to reduce reoffending and provide effective risk management through Integrated Offender Management (IOM).

Manchester (City) Spotlight multi-agency teams comprise public sector organisations (the police, Youth Offending Service and Offender Management Services) and other private, voluntary and charitable agencies, such as drug services, mentoring services and education, as well as training and employment providers. At any one time the teams supervise between 400 and 460 offenders who have committed a range of offences, from serious acquisitive crimes such as robbery and burglary, to high-risk domestic violence and abuse and firearm offences.

The Spotlight scheme delivers intensive supervision and ensures that offenders who cause the most harm are closely monitored and engaged in rehabilitation programmes. This can include reparation and community payback schemes. These schemes are designed to protect the public from harm while rehabilitating offenders and reducing the likelihood of them reoffending in the future. Daily sharing of information and intelligence contributes towards effective public protection interventions, including timely enforcement for those offenders who do not comply.

### Positive outcomes

The Manchester City IOM achieved a 10% reduction in reoffending during April 2013 – March 2014. There were significant improvements in the number of serious acquisitive crimes and serious violent crimes, with a 22% reduction in the 2012/13 figures. The saving costs based on the reduction of burglary, robbery and serious violent crime are estimated to be £190,534.

### Work to tackle hate crime

Following consultation with representatives from voluntary and community groups and criminal justice agencies, Manchester published its Hate Crime Strategy 2013-16 in January 2013.

The strategy provides practitioners from across the public, voluntary and community sectors with a consistent framework of shared definitions and processes for reporting, recording and tackling hate crime across Manchester. It contains the following five objectives:

- To prevent hate crime and hate incidents
- To increase reporting of hate crime and hate incidents
- To take effective action against perpetrators
- To support victims of hate crime
- To improve partnership responses.

The second annual Hate Crime Awareness Week in January 2014 saw over sixty voluntary and community sector organisations hold events to raise awareness and encourage the reporting of hate crime.

Since October 2013, the CSP have also been reviewing, refreshing and establishing new hate crime third-party reporting centres. These centres enable victims to report hate crimes and incidents to specialist agencies, which can deal with the report, in confidence if required, while providing support and assistance.

### Positive outcomes

To date, 29 organisations across Manchester have signed up to be a third-party reporting centre and received appropriate training. Minimum standards have been developed for third-party reporting centres, which require the centres to:

- Promote hate crime awareness within the workplace
- Provide staff with access to ongoing training
- Provide a safe and confidential environment for people to report hate crime
- Provide advice and support for victims.

### Work to tackle alcohol-related crime

Following increasing concerns that street drinking was resulting in a number of alcohol-related problems in the Northern Quarter and Piccadilly area of Manchester city centre, officers from the Council, Greater Manchester Police and Public Health developed a partnership project to pilot elements of the Reduce the Strength initiative.

To date, the Manchester city centre pilot has used voluntary agreements to encourage off-licences to stop selling high-strength beers, lagers and ciders (6.5% ABV and above) and to continue not to sell any such products and remain 'super-strength free'. The Designated Public Place Order was also enforced both at the point of sale and in the community with high-visibility joint patrols.

### Positive outcomes

There are currently 22 off-licensed premises eligible to participate in the pilot, with 20 (91%) participating. For the first year of the pilot (April 2013 - March 2014), alcohol-related crimes in the defined zone reduced by 32% compared to the same period the previous year. Off-licences that took part have been extremely positive about the changes the scheme has brought, with one licensee saying: "Changes for the better - less people hanging around outside the street drinking," while another reported: "Business-wise it's been better and has improved the atmosphere."

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## 3. Our priorities for the next three years

We have consulted widely with Manchester residents and with people who work in and visit the city. Following these consultations we have a clear set of priorities that are based on sound evidence and reflect the views and concerns of people who live in, work in and visit the city. We have based our priorities on information from the following sources:

### 3.1 Strategic Threat Assessment

We have undertaken a Strategic Threat Assessment (STA) that informed us of the types of crimes, antisocial behaviour and emerging issues we need to focus on to make Manchester safe. These are:

- Tackling antisocial behaviour
- Tackling alcohol and drug-related crime
- Changing offender behaviour
- Protecting vulnerable people
- Tackling serious and organised crime
- Tackling the crimes that are committed most frequently and which have the most impact on communities
- Tackling hidden crimes and behaviour
- Making the city centre safer.

### 3.2 What you told us

During April, May and June 2014, the CSP undertook a number of consultation exercises to discuss our proposed priorities with people who live in, work in and visit Manchester. This consultation took three forms:

- Manchester City Council's Quarterly Telephone Survey
- Public consultation events
- An online questionnaire and a paper version in all libraries across Manchester.

#### Manchester City Council's Quarterly Telephone Survey

The CSP included a number of questions around the priorities in the April 2014 Manchester City Council Quarterly Telephone Survey.

Responses were received from 1,100 residents, with 85% agreeing or strongly agreeing that the CSP should focus on the priorities set out in this strategy.

Residents thought the CSP in particular should focus on protecting vulnerable people, tackling victim-based crime such as burglary and robbery, tackling serious and organised crime, and tackling antisocial behaviour.

#### Public consultation events

Four public consultation events were held across Manchester during May and June 2014. The events were in two parts. Residents were first invited to say what crime and disorder issues they experienced in their area and whether they agreed or disagreed with the proposed priorities. Residents were then invited to discuss how they could get involved in addressing crime and antisocial behaviour in their area. The main crime and disorder issues for residents in their area were highlighted as:

- Burglary and robbery (83% of respondents)
- Antisocial behaviour (82% of respondents)
- Drug-related crime (81% of respondents).



More than 85% of respondents at the public consultation events thought the strategy should focus on:

- Tackling burglary and robbery (97% of respondents)
- Protecting vulnerable people (94% of respondents)
- Tackling violent gangs (92% of respondents)
- Tackling sexual violence (90% of respondents)
- Tackling organised crime (89% of respondents)
- Tackling antisocial behaviour (89% of respondents)
- Tackling drug-related crime (86% of respondents).

### Questionnaires

During June and July 2014, the CSP published a questionnaire on [makingmanchestersafer.com](http://makingmanchestersafer.com) to gather views about crime and disorder issues and priorities for the new strategy. For members of the public who did not have direct access to the internet, paper copies of the survey were available in Manchester's libraries. Views from the respondents were captured using this consultation method and the main crime and disorder issues they highlighted were:

- Burglary and robbery (71% of respondents)
- Antisocial behaviour (64% of respondents)
- Drug-related crime (53% of respondents)
- Alcohol-related crime (43% of respondents).

More than 75% of respondents using this form of consultation thought the strategy should focus on:

- Protecting vulnerable people (86% of respondents)
- Tackling burglary and robbery (85% of respondents)
- Tackling violent gangs (79% of respondents)
- Tackling sexual violence (78% of respondents)
- Tackling antisocial behaviour (77% of respondents).

### 3.3 Greater Manchester priorities

Manchester's priorities identified through the STA, local residents and partners are aligned to those of the Greater Manchester Police and Crime Commissioner (PCC). The CSP is working closely with the PCC to develop and implement the Police and Crime Plan. We are also working with the PCC to ensure Manchester receives appropriate resources and services.

Together with the PCC, Manchester also works collaboratively with the other nine local authority areas on a number of areas. Greater Manchester was accepted as one of 20 Home Office Local Alcohol Action Areas (LAAA) in February 2014. This involves working together to reduce alcohol-related crime and disorder, reducing the harmful impact of alcohol on health, and promoting diverse night-time economies. To assist in achieving these aims, collectively, the ten authorities are developing a Greater Manchester Alcohol Strategy.

Manchester CSP is a key partner involved in Operation Challenger and provides a Greater Manchester-wide response to tackling serious and organised crime. We are also involved in Project Phoenix, a multi-agency approach to tackling child sexual exploitation across Greater Manchester.

The CSP is committed to Greater Manchester's drive for Public Sector Reform. This includes helping people to become less dependent on services. Reducing the demand that reoffending, antisocial behaviour and domestic violence and abuse perpetrators place on services will allow the CSP to focus resources on other priorities.

### **3.4 National priorities**

The CSP has been working with colleagues in the Government on a number of initiatives.

Working with the Home Office, Manchester played a key role in developing the new antisocial behaviour tools and powers, which came into effect in October 2014, under the Antisocial Behaviour, Crime and Policing Act 2014.

The CSP worked closely with the Ministry of Justice to develop a toolkit and set of principles around neighbourhood justice panels. These panels aim to address low-level offending behaviour and bring together the victim and offender of certain crimes to agree a remedy to repair harm caused.

Through the work undertaken with Operation Challenger, the CSP is working towards meeting the objectives of the Serious and Organised Crime Strategy 2013.

The Ministry of Justice Transforming Rehabilitation programme is currently reforming how probation services are delivered. As a result, Probation Trusts are being restructured into one National Probation Service (managing high-risk offenders) and new Community Rehabilitation Companies (managing low and medium-risk offenders).

Manchester, alongside other local authorities in Greater Manchester and Cheshire, is working with the Ministry of Justice to ensure that engagement with local partners and communities is reflected in the selection of the new Community Rehabilitation Company.

### **Thematic Priority 1: Tackling antisocial behaviour**

#### **Background to this priority**

Our approach to tackling antisocial behaviour focuses on its prevention, taking positive action and protecting victims and witnesses. By working together we are building more resilience in communities to challenge the corrosive effect of antisocial behaviour, intimidation and harassment caused by a minority of people.

There has been a general reduction in the number of incidents of antisocial behaviour across Manchester over the past three years, in particular youth nuisance. However, there has been a marked increase in rowdy and inconsiderate behaviour and new types of antisocial behaviour associated with social media, such as Facebook and messaging.

The Partnership has identified priority areas for targeted activity that are based on analysis of calls for service and perceptions of antisocial behaviour.

Working with a triple-track approach of early intervention/prevention, non-negotiable support and strong enforcement action where necessary will help us achieve a reduction in antisocial behaviour.

## Priority actions 2014/2015

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**Theme:** Tackling antisocial behaviour

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### Priority action and supporting activity:

- Develop a local strategy on tackling antisocial behaviour
  - Strengthen community capacity to resolve issues
  - Protect and support victims
  - Use all available tools and powers to tackle antisocial behaviour
  - Continue to work with the Home Office to influence and develop new initiatives to benefit Manchester residents.
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### How will we measure success?

There are a number of local indicators that help to measure improvements in antisocial behaviour. These indicators are included in the quarterly residents' telephone survey and in the annual State of the City Report. They measure the:

- percentage of people who agree the police and Council are dealing with antisocial behaviour and crime issues that matter in their area
- percentage of people who perceive high levels of antisocial behaviour in their local area.

Local vulnerability panels have been established that will prioritise and respond to cases that cause the most harm to vulnerable people. The aim of the panels will be to support victims and bring perpetrators to account, thereby increasing resilience and confidence in neighbourhoods.

There will be a strong emphasis on local delivery of active citizenship, encouraging people to resolve differences and conflicts through communication and mediation, rather than relying on public agencies to intervene in minor disputes.

## Thematic Priority 2: Tackling alcohol and drug-related crime

### Background to this priority

Alcohol and drug misuse lead to health and social problems. They are also drivers of crime, disorder and antisocial behaviour.

We know that violent crime such as assault and domestic violence and abuse often involve alcohol. Drug misuse and crimes such as burglary and robbery are closely linked and antisocial behaviour can also be related to alcohol and drug misuse.

Manchester has led the way in responding to alcohol and drug-related crime. There are effective services in place to divert drug users into treatment. Our alcohol strategy, which was one of the first in the country, has an integrated approach to tackling alcohol-related crime. We have seen some positive changes in relation to alcohol and drug-related crime, but we know there is more to do. We are determined to further reduce the number of people who experience crime and antisocial behaviour as a result of alcohol and drug misuse, while providing effective treatment and rehabilitation.

During the coming year we will give particular attention to the problems caused by alcohol misuse in the city. Through the Local Alcohol Action Area, we have the opportunity to strengthen our responses to reducing alcohol-related crime.

## Priority actions 2014/2015

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**Theme:** Tackling alcohol and drug-related crime

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### Priority action and supporting activity:

- Develop and implement the Local Alcohol Action Area and ensure that the LAAA supports the most effective programme of services
  - Review and redesign alcohol early intervention and treatment services for adults
  - Continue to deliver and develop pathways for alcohol misusers at all stages of the criminal justice system
  - Increase rates of recovery from drug addiction
  - Demonstrate achievements in supporting drug users to maintain independent living
  - Continue to deliver and develop the continuity of care from custody to the community, including engagement services in custody suites and in courts.
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### How will we measure success?

The national Public Health Outcomes Framework includes an indicator to measure alcohol-related admissions to hospital, and the Local Alcohol Profiles for England gives an overview of the impact of alcohol across a range of domains, including estimates of the local prevalence of alcohol-related crime, violent crime and sexual crime. There are opportunities to develop further outcome indicators through GM-level work on the Greater Manchester Alcohol Strategy and GM-wide Local Alcohol Action Area programme. The Drug and Alcohol Partnership Board also monitors delivery of activity under the Manchester Alcohol Strategy, including performance information on early intervention and treatment services commissioned by Public Health. GMP also reports on the performance and compliance of various diversionary schemes established within the criminal justice system.

We will continue to monitor trends in alcohol-related crime and antisocial behaviour and to develop locally based schemes and initiatives that aim to prevent it. We will also respond effectively to those who want to access treatment for alcohol dependency.

There are several national and local indicators of success in relation to drug misuse. These include the number of drug users who are diverted from the criminal justice system into drug treatment, and the number of people successfully completing drug treatment programmes. We will continue to monitor these indicators and strive to improve performance against these indicators year on year.

## **Thematic Priority 3: Changing offender behaviour**

### **Background to this priority**

Reducing the number of offenders in Manchester and the number of offences they commit remains a significant priority and a significant challenge; in 2013, 52% of offenders accused of a crime in Manchester had previously been accused of at least one offence in the city. A total of 4,530 individuals out of 8,780 had been accused of a total of 46,908 offences in previous years.

While women offenders constitute only 15% of the offender population in Manchester, they are a significant group. The majority of women do not pose a high risk of harm to the public, but their offending is often prolific, they have complex needs, and often access services in a chaotic way while in crisis. In addition, many women offenders have children and the effects of their offending on their families is significant.

We will continue to focus on reducing first-time offending by young people in the city. Manchester had a First Time Entrants (FTE) to the Youth Justice System rate of 704 per 100,000 of the 10-to-17-year-old general population during the financial year 2012/13. This was higher than all other areas, but it also represented a bigger reduction (down 30.7% from a baseline of 1,016 in 2011/12).

### **Priority actions 2014/2015**

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**Theme:** Changing offender behaviour

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#### **Priority action and supporting activity:**

- Reduce the harm caused to victims, offenders' families and the wider community
  - Continue to reduce reoffending among offenders
  - Work in a more integrated and preventative way with offenders
  - Ensure that initiatives such as restorative justice are victim-led
  - Improve rehabilitative prospects by developing access to accommodation, employment and health opportunities for offenders
  - Reduce the number of young people entering the justice system.
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#### **How will we measure success?**

Manchester's Reducing Reoffending Strategy contains a number of targets and indicators that measure interventions to reduce reoffending and prevent young people entering the criminal justice system. These targets are monitored by Offender Management Services on behalf of the Community Safety Partnership.

## **Thematic Priority 4: Protecting vulnerable people**

### **Background to this priority**

Some communities, groups and individuals are more likely to be victims of crime because of specific vulnerabilities. Protecting vulnerable people through safeguarding and prevention helps to reduce crime and increase confidence, building safer and stronger communities.

Manchester City Council and its partners are committed to developing effective methods of early identification and intervention to tackle vulnerability. A recent review of safeguarding across the city has resulted in work to put in place a Multi-Agency Safeguarding Hub (MASH). This multidisciplinary team will manage and respond to all incoming contact and safeguarding alerts, sharing information more effectively, jointly assessing risk, and investigating more serious cases.

The concept of the MASH was designed and developed to create an environment where all statutory and non-statutory safeguarding partners are embedded in an integrated workplace in order to deliver partnership assessment and decision-making in relation to concerns about both children and adults at risk.

The MASH is designed to create the confidence and trust among all professions and partners to share information and both confidential and non-confidential information in order that the best possible decisions concerning interventions or support can be made.

MASH is designed to deliver three specific outcomes:

- **Early identification and understanding of risk**  
- earlier and better decisions based on the full partnership information picture.
- **Victim identification and intervention** - the identification of unseen victims, the recognition of multiple notifications of concern falling below threshold, and the earliest identification of harm and risk driving earliest interventions and support.
- **Strategic harm identification and reduction**  
- analysis and research across the rich partnership data within a MASH to identify the harm of today and tomorrow. Enables targeted intervention and support for best outcomes and the business case for commissioning of services against a true picture of harm.

The Community Safety Partnership will play a central role in developing Manchester's Multi-Agency Safeguarding Hub. The partnership will ensure that the proposals being developed take account of:

- Neighbourhood delivery teams
- Housing providers
- Specialist care services, including domestic abuse, drugs and alcohol services
- Troubled Families delivery services
- Early Help delivery service.

## Priority actions 2014/2015

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**Theme:** Protecting vulnerable people

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### **Priority action and supporting activity:**

- Protect those individuals and communities most vulnerable to the impact of crime and antisocial behaviour
  - Ensure that the Community Safety Partnership and the MASH Executive Group have joint senior representation and shared action plans
  - Continue to provide and strengthen responses to specific issues of vulnerability, including domestic violence and abuse, hate crime, homelessness, sex work, trafficking, mental health, and drugs and alcohol misuse
  - Integrate the principles and practice of the MASH into neighbourhood delivery plans to ensure that community safety activity and resources are effectively targeted towards tackling vulnerability.
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### **How will we measure success?**

There are no national or local targets or indicators in relation to protecting vulnerable people; however, the MASH will be developing targets and working towards a shared definition of vulnerability. This work is in its early stages, and we would expect to see progress in this area by early 2015. In the meantime the CSP partner agencies will continue

to address specific elements of vulnerability, such as drugs, alcohol, domestic violence and abuse, mentally disordered offending, human trafficking, sex work, and hate crime through the services and delivery plans that are already in place.

As MASH becomes embedded in the city, this strategy will be updated to reflect new and enhanced mechanisms for protecting vulnerable people and reducing crime and antisocial behaviour.

## **Thematic Priority 5: Tackling serious and organised crime**

### **Background to this priority**

Organised crime is a threat to our national security. It costs the UK at least £24 billion each year, leads to loss of life and can deprive people of their security and prosperity. Crime groups intimidate and corrupt and have a corrosive impact on some communities.

The Serious and Organised Crime Strategy published by the Government in October 2013 has four main objectives: prosecuting and disrupting people engaged in serious and organised criminality (Pursue), preventing people from engaging in serious and organised crime (Prevent), increasing protection against serious and organised crime (Protect), and reducing the impact of this criminality where it takes place (Prepare).

Work is being progressed locally under each of these headings through the Community Safety Partnership working alongside Programme Challenger. This involves identifying organised crime groups across Manchester and developing partnership plans to address each of them.

Work is ongoing to better understand the routes into organised crime and the links between organised crime and troubled families. Plans are being developed to test whether a 'troubled families' model of working can be applied to families engaged in serious organised crime.

Within this theme we will also continue to target the criminal use of firearms.

### **Priority actions 2014/2015**

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**Theme:** Tackling serious and organised crime

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#### **Priority action and supporting activity:**

- Protecting communities from the impact of serious and organised crime through prevention, targeted intervention and disruption and bringing criminals to justice
  - Targeting organised crime groups that cause obvious or hidden harm to communities
  - Creating new delivery models and innovative ways of disrupting and dismantling serious organised crime groups
  - Tackling the criminal use of firearms.
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#### **How will we measure success?**

The Government strategy on tackling serious organised crime has set indicators of progress for local partnerships. We will work to these indicators, which include mapping organised crime groups (OCGs) and constructing a delivery plan to tackle each OCG.

There is a range of local indicators that will be used to measure success in this theme, including reducing the number of firearms discharges, seizure of criminal assets, number of warrants executed on individuals involved in OCGs, and the number of gang injunction orders.

Other indicators will be developed in relation to prevention and early intervention. These will include links with the troubled families work in the city, as well as measures in relation to community cohesion.



## **Thematic Priority 6: Tackling the crimes that are committed most frequently and which have the most impact on communities**

### **Background to this priority**

Victim-based crime is a broad category that includes offences of violence against the person (including homicide, violence with injury and violence without injury), sexual offences (including rape and other sexual offences), robbery, theft (including theft from person, domestic burglary and vehicle crime) and criminal damage.

A total of 47,243 victim-based crimes were reported across the city between April 2013 and March 2014, a 3.3% increase compared to the same period the previous year.

There are a high number of domestic violence and abuse incidents and crimes reported across the city each year, and many more incidents remain unreported. Domestic violence and abuse has a significant impact on victims, families and children, as well as the wider community.

While all crime in this category is of concern, not all crimes have the same impact upon individuals and communities. To ensure that we target our resources at the right crimes and make the biggest impact, the CSP will focus specifically upon house burglary, robbery and domestic violence and abuse.

### **Priority actions 2014/2015**

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**Theme:** Tackling the crimes that are committed most frequently and which have the most impact on communities

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#### **Priority action and supporting activity:**

- Reduce repeat incidents of domestic violence and abuse
  - Continue to focus on reducing robbery and house burglary
  - Strengthen community responses to tackling high-volume crime
  - Continue to develop integrated models of working at neighbourhood level to ensure a multi-agency response to prevention and detection.
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#### **How will we measure success?**

There are no national or local targets that have to be met in relation to these crimes; however, the police record all incidents of crime and are able to monitor any changes, whether positive or negative.

Fewer victims and fewer perpetrators of domestic violence and abuse is the ultimate measure of success. Similarly, repeat incidents of domestic violence and abuse come to the attention of the police where the incident is reported, irrespective of whether a prosecution takes place. The partnership will establish its own performance target in relation to reducing repeat incidents of domestic violence and abuse.

Through the Delivering Differently programme, the redesign of services to prevent, intervene in earlier and reduce all incidents of domestic violence and abuse will be a priority action for the partnership, and underpins many of the themes and actions in this strategy.

The police will work in partnership with other agencies to achieve reductions in robbery and house burglary. Performance in relation to reducing these crimes will be monitored and reported to the CSP and to the Police and Crime Commissioner.

## **Thematic Priority 7: Tackling hidden crimes and behaviours**

### **Background to the priority**

There are some crimes and behaviours where people who experience it are less likely to report what has happened to them to the police or other agencies. This may be because they are afraid of repercussions, they may have told someone previously and not been listened to, or they may think it isn't worth reporting for other reasons.

These types of crimes and behaviours can have a long-term damaging effect on people's lives. They include so-called honour-based violence, female genital mutilation, forced marriage, hate crime, sexual violence, and sexual exploitation. They can also include restricting a person's freedom through modern slavery and human trafficking.

We are determined to bring hidden crimes and behaviours out into the open by encouraging victims to report these crimes and behaviours. We will take a preventative approach by working together in partnership to identify potential victims and perpetrators at an early stage.

We want to find out more about problems that remain hidden so that we can work together to improve the confidence of victims to take action. There are a number of initiatives that are currently underway to find out more about hidden crimes and behaviours:

- Programme Challenger is focused on serious and organised crime in partnership. Some manifestations of organised crime can be difficult to identify and there can be a lack of understanding about what can be done with concerns or information. Intelligence flows will be developed so that staff and communities have an improved awareness of the impact of organised crime, how to spot it and how to report it. This includes more effective identification of hidden crime that may be linked to organised crime such as child sexual exploitation and human trafficking.

- Manchester CSP is currently working with local A&E departments to improve information about assaults.
- The Protect Team is working to develop a more detailed understanding of the problems of child sexual exploitation.
- Third-party reporting centres for hate crime have been reviewed and refreshed. They allow victims to report hate crime to specialist agencies, in confidence if required, enabling support and assistance to be provided.

### **Priority actions 2014/2015**

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**Theme:** Tackling hidden crimes and behaviours

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#### **Priority action and supporting activity:**

- Take action to break down the barriers that exist to prevention, identification and response to behaviours and crimes that can remain hidden due to victim fear and intimidation
  - Influence partners' strategies and policies around honour-based violence, female genital mutilation, sexual violence, exploitation and human trafficking
  - Work across the Partnership to increase the confidence of victims to report these behaviours and crimes
  - Create stronger links with commissioners of support services to support the development of integrated pathways and responses across services
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### **How will we measure success?**

There are no national or local targets that have to be met in relation to these crimes; however, police record all incidents of crime and are able to monitor any changes.

The Community Safety Partnership will continue to review and refresh third-party reporting centres across Manchester, encouraging agencies to become reporting centres where appropriate.

## **Thematic Priority 8: Making the city centre safer**

### **Background to this priority**

A safe and well-managed city is critical in terms of our strategy for growth. The city centre is a place that people want to visit. There has been continued growth in the cultural offer as well as in licensed premises such as bars, restaurants and pubs. However, there are 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 groups. This creates significant demands on key resources.

The partnership is working to develop a model to manage the city centre at night. This will include working with licensed premises and existing networks such as the Pub and Club Network, the Village Business Association and the Northern Quarter Business Association around responsible retailing.

The development of the Local Alcohol Action Area (LAAA) will assist in this aim. The LAAA seeks to reduce alcohol-related crime and disorder as well as promote diverse night-time economies.

### **Priority actions 2014/2015**

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**Theme:** Making the city centre safer

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#### **Priority action and supporting activity:**

- Work together to establish a new 'tone' for the city centre that encourages positive behaviour and deals effectively with unwanted behaviours
  - Develop approaches to reduce the impact of alcohol
  - Work with partners including Health, pub and club networks, and MCC/GMP licensing teams to develop a partnership response to managing premises selling alcohol
  - Liaise with partners to explore night-time transport options.
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#### **How will we measure success?**

A suite of indicators will be developed, including reductions in alcohol-related incidents and crimes in the city centre, membership of safer pub and club networks, responsible licensing indicators, and reduction in hotspots for alcohol-related disturbance.

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## 4. Getting things done

### How we will deliver our priorities

Local delivery of our priorities is key to the success of this strategy. We know that the wards and neighbourhoods making up the city face differing challenges and have different strengths. That is why the community safety priorities will be integrated into existing local delivery plans. By doing this we will 'join up' our resources and efforts at local level, ensuring that we are focused on the most important issues in that area.

Tackling antisocial behaviour is already an integral part of local planning and delivery. Neighbourhood Delivery Teams are focused on identifying and responding to incidents of antisocial behaviour while also maintaining a strong emphasis on prevention.

Public Health Manchester will continue to commission early intervention and treatment services for alcohol misusers, and will ensure that there are pathways in place to access these from the criminal justice system. These services will be delivered within the wider framework of the Greater Manchester Alcohol Strategy (and associated delivery plans), which will be overseen by the Drug and Alcohol Partnership Board.

We will continue to provide services for people who want help to stop their misuse of alcohol and drugs, and to divert into treatment programmes those who commit crime to support their alcohol and drug misuse. We will take strong enforcement action against all alcohol and drug-related crime, and work together to tackle the things that can cause alcohol and drug misuse.

RISE is the adult drug treatment system that has been commissioned by Public Health Manchester. RISE comprises three agencies: ADS (Addiction Dependency Solutions), CRI (Crime Reduction Initiatives), and Lifeline. These agencies are governed by contracts and a performance framework that require them to report on their performance on a quarterly basis.

Integrated Offender Management (IOM) Spotlight is responsible for delivering the strategic objectives

of the Community Safety Partnership in relation to reducing reoffending. IOM targets a cohort of offenders identified as being the most prolific and at high risk of reoffending, taking a multi-agency partnership approach.

The current cohort criteria are based upon high-volume theft and violence offences, although they are due to be reviewed. IOM Spotlight works across the criminal justice sector to ensure effective delivery in relation to offender management, particularly focusing on changing behaviour.

The Youth Offending Service will work with partners to identify those young people who are committing the most offences, and through the enforcement of court orders and licences, engage them in effective activity and rehabilitation to reduce their reoffending. Together with GMP we will offer interventions to young people whose behaviour is causing concern, in an effort to divert them away from the criminal justice system at an early stage.

The Community Safety Partnership has established a Restorative Justice Steering Group and Delivery Group to develop a model for restorative justice throughout Manchester.

The MASH will provide a neighbourhood delivery and monitoring function for protecting vulnerable people and improving safeguarding that will strengthen delivery in relation to hidden crime, domestic violence and abuse, vulnerable children and adults, and a range of harmful behaviours. This will link closely with Manchester's Troubled Families programme ensuring that services function in an integrated way.

The police focus on crime prevention and detection will continue. Crimes such as burglary, robbery and other types of theft, as well as violent crime and tackling serious organised crime, will be prioritised at neighbourhood level. Neighbourhood policing teams are already working closely with partners at local level to ensure that local resources are effectively targeted to deal with the most harmful, serious and frequent offenders.

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## 5. Getting involved

### **How you can help to make Manchester safe**

Tackling crime and antisocial behaviour is everyone's business. All the agencies involved in the Community Safety Partnership are committed to making Manchester safe by providing high-quality services in an efficient and effective way.

Without your involvement, the Partnership can only do so much. We know that people working together in their communities will help to prevent crime and antisocial behaviour. The achievements set out in this strategy have happened because local people have been actively engaged in tackling crime.

There are lots of ways you can get involved - here are some of the things you can do as an active citizen to make Manchester a safe place to live, work and visit.

### **Being a good neighbour**

You don't have to join a scheme to be a good neighbour - just taking notice of what is going on around you, helping out in your community and supporting local crime prevention campaigns is a great way to make your neighbourhood a safe place.

### **Community Guardians**

A Community Guardian is someone local who cares about where they live, wants to be actively involved, and is prepared to volunteer to make a difference.

How much time you put into the role is up to you, but whatever you do, you'll really make a difference. The Community Guardian scheme can offer you support and guidance to develop your voluntary work or to join up with others in your area.

For more information on the role of Community Guardians and information on how to apply, please visit the Manchester City Council website: [manchester.gov.uk](http://manchester.gov.uk)

### **Home Watch**

The aim of Home Watch is to bring neighbours together to create strong, friendly, active communities where crime and antisocial behaviour are less likely to happen.

Visit the Home Watch website for more details about starting a scheme in your area: [ourwatch.org.uk](http://ourwatch.org.uk)

### **Volunteering**

Manchester has a vibrant and diverse community of volunteers. There are many opportunities for you to get involved in an area of volunteering that is of interest to you, and you can give as much or as little time as you want. Volunteering is a great way to help your local community and to develop your skills.

Here are some ways you can get involved through volunteering:

### **Greater Manchester Police (GMP)**

GMP started their Police Support Volunteers Programme in 2007. Volunteers assist GMP in a variety of ways. Applicants over 18 are welcome to apply by visiting [gmp.police.uk](http://gmp.police.uk) and searching for Volunteers or Special Constables.

If you are a young person who wants to make a difference in your community and gain some key life skills, you could consider becoming a volunteer police cadet. [nationalvpc.org](http://nationalvpc.org)

### **Manchester Community Central**

Provides information, support and training for Manchester residents who want to volunteer. For more information visit [manchestercommunitycentral.org](http://manchestercommunitycentral.org)

### **Manchester Event Volunteers**

Manchester Event Volunteers is the legacy of the Commonwealth Games. Their volunteers have supported thousands of national, regional and community sporting and non-sporting events. For more information visit [mev.org.uk](http://mev.org.uk)

### **Do-It**

To find out more about volunteering, search for volunteering opportunities, locate your nearest volunteering centre, or visit [do-it.org.uk](http://do-it.org.uk)



