

GREATER MANCHESTER POLICE AND CRIME PANEL

Date: 23rd September 2019

Subject: Standing Together Outcomes framework – update report

Report of: Bev Hughes – Deputy Mayor for Police, Crime, Criminal Justice services and Fire

PURPOSE OF REPORT

To provide an update to members of the Panel regarding the Standing Together Outcomes Framework.

RECOMMENDATIONS:

Members of the Panel are requested to note the progress outlined in this report.

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1. INTRODUCTION AND BACKGROUND

- 1.1 Following the publication of the Standing Together Police and Crime Plan, an outcomes framework has been developed to provide an understanding of the impact that the Plan is making. This outcomes framework has been developed in close collaboration with GMP and the 10 districts of Greater Manchester to ensure that it is meaningful at both a GM and locality level.
- 1.2 The outcomes framework has been developed using a wide range of data, including data from GMP, the Office of National Statistics and Ministry of Justice.
- 1.3 In addition to data that is already available, there was an identified gap of data providing insight into public protection that was consistent across GM. To fill this gap in knowledge the Deputy Mayor commissioned an ongoing public perception survey which asks a sample of 3,250 Greater Manchester residents (representative of age, gender and ethnicity at a district level) which asks people's perceptions of safety, confidence in GMP and other community safety organisations, satisfaction with services that the person has been in contact with, some indicators of community cohesion and a number of demographic questions.

2.0 SURVEY OF POLICING AND COMMUNITY SAFETY

- 2.1 The survey was commissioned through a compliant route to market and following a multi-agency evaluation process, was awarded to DJS research, a Stockport based organisation.
- 2.2 The contract was awarded in 2 phases;
 - Phase 1 (15 months);
 - Development, testing, and evaluation of the of the questionnaire
 - Initial fieldwork, review and reporting
 - Phase 2 (2 years + 1 year);
 - Review of survey and reporting
 - Ongoing fieldwork and reporting
- 2.2 The questionnaire has been designed through the support of a survey management group, with representatives from GMCA, district representatives, GMP and Manchester Metropolitan University.
- 2.3 The first sample of the survey is currently being collected and the provider, DJS, reports that this collection is going well. The first data will be available in Oct 19 with reports at Greater Manchester district level being available in Nov 19.
- 2.4 The survey has four key themes which are set out below:
 - Feelings of safety – in the local area, at work, at study and when socialising
 - Confidence – in accessing services

- Contact and satisfaction – in services have been accessed
- Social Cohesion - in the local area (communities getting on well together, sense of belonging etc)

2.5 All areas will have access to a quarterly district level report in the form of a high level dashboard and detailed district report which provides some analysis of district level responses, compared to Greater Manchester as a whole.

2.6 Diagnostic questions have also been asked and will provide insight as to the reasons why respondents feel safe/ unsafe and whether they have changed their behaviour as a result.

2.7 Phase 2 of the contract will be subject to the achievement of agreed milestones and also provide an opportunity for review of the questionnaire and reporting.

3.0 ADDITIONAL SOURCES OF INFORMATION

3.1 Through engagement with a variety for colleagues both within the Combined Authority and broader, safety and community safety will now feature in a number of one off surveys in addition to the ongoing public perception survey. These include:

3.1.2 A survey of GM businesses jointly commissioned by GMCA, the Manchester Growth Company and Manchester City Council; this survey is due to go out for tender shortly with data due in early 2020.

3.1.3 A survey commissioned by TfGM which aims to gain a better understanding of people's use of transport (both public and private) at night time (currently live and due to close on 13th October 19).

3.1.4 A separate survey by TfGM which aims to understand accessibility to public transport.

4.0 DEVELOPMENT OF AN ELECTRONIC DASHBOARD

4.1 It is recognised that analytical expertise and capacity varies significantly across different organisations and localities. The Deputy Mayor committed to support districts to access data which will inform progress against the outcomes framework.

4.2 Given these differences in resource, an electronic dashboard has been developed, bringing together all of the relevant data in the outcomes framework under each of the Standing Together priorities. The dashboard is web based and provides a breakdown of data at a GM, Local Authority and lower (where data is available).

4.3 The dashboard has been presented to colleagues in districts and it is intended to be used to complement local arrangements and data collection.

- 4.2 To ensure that the dashboard is user friendly and meaningful, a small number of colleagues from across the 10 Local Authorities and GMP have been asked to test the dashboard and provide feedback. The overwhelming response has been positive, with many people feeling that the dashboard will add value and knowledge to local plans and resource planning. Where possible feedback has been acted on.
- 4.3 Community safety leads will be asked to provide a list of names for colleagues who will need access to the dashboard. The list of usernames will be managed at a Local Authority level and be reviewed on a quarterly basis.

5.0 REPORTING PROGRESS AGAINST THE DASHBOARD

- 5.1 Following consultation with district community safety partnerships, the dashboard aims to support reporting of local progress against the Standing Together priorities, enhancing existing reporting arrangements.
- 5.2 At a Greater Manchester level, a quarterly progress report will be provided for the Deputy Mayor for consideration against each of the Standing Together priorities. The design of the report is ongoing and will provide a narrative of the general direction of travel, supported by the work that is taking place.
- 5.3 The report will be presented to the Police and Crime Panel, following consideration by the Police and Crime Steering Group. Information will be drawn from district community safety partnerships, GM Boards and organisations as appropriate.

6.0 RECOMMENDATIONS

- 6.1 Appear on the front page of this report.