

GREATER MANCHESTER POLICE AND CRIME PANEL

Date: 28th January 2020
Subject: Standing Together: Priority 3 – Strengthening Communities and Places
Report of: Bev Hughes – Deputy Mayor for Police, Crime, Criminal Justice services and Fire

PURPOSE OF REPORT

The purpose of this report is to update members of the Police and Crime Panel regarding progress against the commitments under priority three of the Standing Together Police and Crime Plan - Strengthening Communities and Places.

RECOMMENDATIONS:

The Panel is requested to note the progress made.

CONTACT OFFICER:

Clare Monaghan

Director – Police, Crime and Fire team

Clare.monaghan@greatermanchester-ca.gov.uk

DELIVERING STANDING TOGETHER - PRIORITY THREE

1. BACKGROUND

1.1 Standing Together, the police and crime plan, is the overarching strategy which outlines the Mayor's vision for how policing and other services which contribute to community safety will be delivered across Greater Manchester.

1.2 Standing Together was launched in March 2018 following extensive consultation with district community safety partnerships, partners, communities and organisations from the voluntary and community sector.

The plan identifies 3 key priorities:

- Keeping People Safe
- Reducing Harm and Offending
- Strengthening Communities and Places

1.3 Included in the plan are 34 high level commitments, which describe the ambitions we have agreed for Greater Manchester.

1.4 Progress towards priorities one and two of the plan were reported at the September and November 2019 meetings of the Police and Crime Panel. This report focusses on priority three of the plan – Strengthening Communities and Places and provides a summary of progress to date.

2. INTRODUCTION AND OVERVIEW

2.1 Priority Three in the Police and Crime Plan is:

“Helping to build resilient and resourceful communities including on-line communities and protecting the places where people live, work, socialise or travel. Supporting the delivery of the IT systems, buildings, roads, street lighting and other public assets needed to solve problems in a 21st century society”.

2.2 There are seven high level commitments in Standing Together priority three and the success of each is equally dependent upon partnership activity in the districts, in addition to that which is being delivered at a Greater Manchester level and within Greater Manchester Police.

Progress and activity relating to each commitment is highlighted in this report:

- A vibrant and safe night time economy;
- Using tools and powers effectively to improve community safety on the roads;
- Safer transport and public transport networks;
- Reducing and preventing homelessness and rough sleeping;
- Supporting people to build resilience through community safety funds;
- Protecting public spaces and places through local solutions;

- Working with communities to establish a shared understanding of rights and responsibilities.

3. STRATEGIC APPROACH

3.1 A Focus on People and Places

Priority Three of Standing Together has people and place at its heart and relies on some key cross cutting areas of work, which are highlighted below.

We have been working together in partnership across Greater Manchester to develop local solutions, in local places, with local communities for a number of years.

3.2 Our **Greater Manchester Model of Unified Public Services** has been built from an understanding of the needs of organisations and communities across Greater Manchester and puts people and places firmly at the centre. There are public service hubs on each district and community safety partnerships, safeguarding teams and local neighbourhood police teams are intrinsic to the successful delivery of this local work. The aim is for co-located professionals from all public services to work together. This approach underpins the ambitions outlined in the priority three commitments, which focuses on strengthening communities and places, in particular where there is the highest vulnerability and demand. Alongside other strategic work, this approach supports individuals and communities to realise their potential with the ambition that resilience is strengthened and unnecessary demand on public services is reduced.

3.3 Our **Greater Manchester Health and Justice Strategy** seeks to reduce the health inequalities of those people who enter the criminal justice system, as either a victim or an offender and places a significant focus on building resilience in people, communities and our workforce.

3.4 Our **Greater Manchester Resilience Forum** is a partnership of agencies including the emergency services from across Greater Manchester with responsibility for coordinating and overseeing emergency planning. Its overall purpose is to ensure that there is an appropriate level of preparedness to enable an effective multi-agency response to emergency incidents, which may have significant impact on the communities of Greater Manchester.

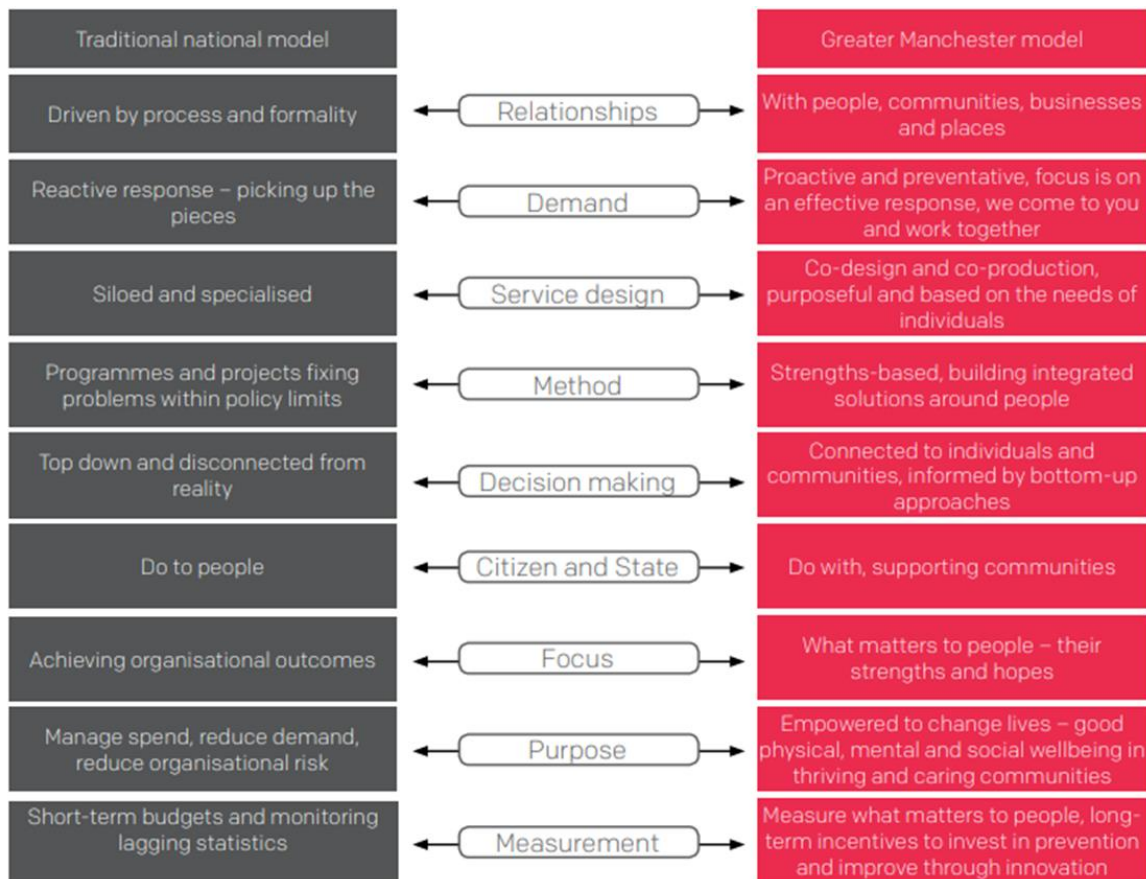
Our **Greater Manchester Resilience Strategy**, currently in development and due to be launched in 2020, will confirm Greater Manchester's international influence and its place as a world leading city region in the development of resilience. Most importantly, however, this strategy supports the Greater Manchester Strategy (GMS) and will help it achieve its ambitions for our communities in creating one of the most resilient places, in a changing and complex world, in which to grow up, get on and grow old together.

3.5 Our **Greater Manchester Cyber Resilience Centre** is a multiagency partnership that works with local businesses and the digital economy to both prevent cyber attacks against small and medium enterprises and where attacks do occur provide support for victims.

3.6 Our **Greater Manchester Ageing Strategy** ambition is that older residents are able to contribute to and benefit from sustained prosperity and enjoy a good quality of life and be involved in their local communities for as long as possible.

3.7 This work is all underpinned by the **Greater Manchester Voluntary Community and Social Enterprise Sector Accord**, which strives to ensure that communities are both involved in local activities and played into the decisions that affect them.

3.8 The Greater Manchester Model of Unified Public Services

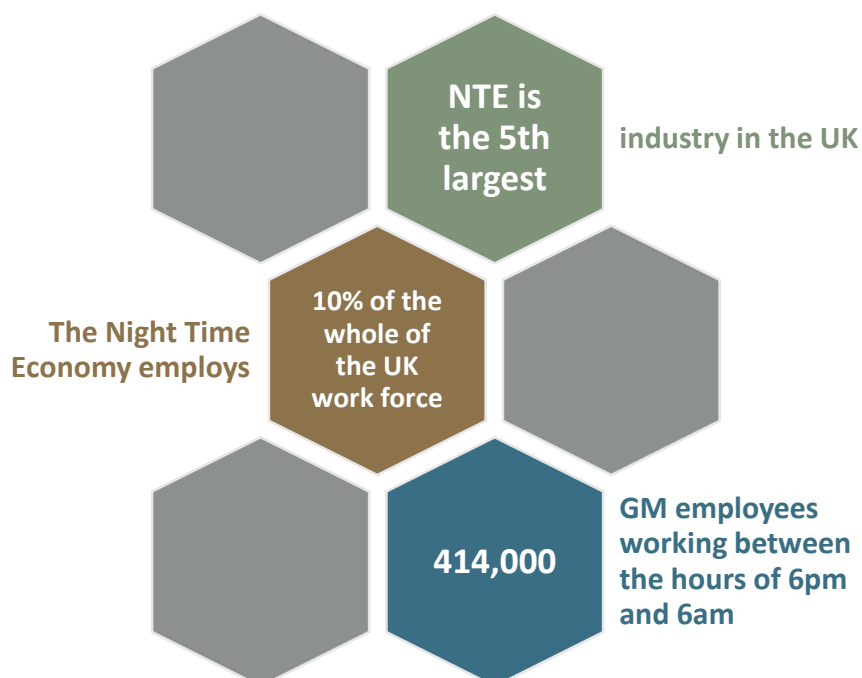


4. COMMITMENT 1:

4.1 A vibrant and safe Night Time Economy

We commit to encouraging the adoption of integrated town centre management practices, such as those that have been pioneered and operated successfully in Bury and has helped build a vibrant Night Time Economy (NTE) with increased numbers of visitors to the town centre as confidence that this is a safe place to visit has grown.

Greater Manchester is known across the country and beyond for its thriving nightlife whether it be through live music, sport or food. Around one third of our workforce work in jobs or businesses that are significantly active at night - from our NHS to Manchester Airport to our cultural and leisure sector.



Through his appointment of Sacha Lord as Greater Manchester's first ever **Night Time Economy Adviser**, the Mayor wanted to deliver a vision that Greater Manchester will be one of the best places in the world to go out, stay out, work and run a business between the hours of 6pm and 6am.

The **Greater Manchester Night Time Economy Blueprint**, published in July 2019, provides an ambition to deliver this vision, with key milestones to be achieved by April 2020. This includes a voluntary Operators Standard to ensure employees have a safe, supportive and fair working environment; the pilot development of night-time transport links and; enhanced safety measures for customers, artists and employees including the implementation of at least one permanent Safety Haven across Greater Manchester. The Deputy Mayor has been supportive of the Night Time Economy blueprints, particularly in relation to the elements covering personal safety.

In addition to the aims set out in the Blueprint, The Night Time Economy Advisor has also held an event relating to student safety, to understand the issues that relate to students and safety at night. The event was a conversation panel discussion between Sacha, The Mayor, Students' Union representatives, Greater Manchester Fire and Rescue Service (GMFRS), Figen Murray, whose son Martyn died in the Arena attack and Nick Pope whose son Charlie drowned in the Rochdale Canal after being separated from friends on a night out in Manchester. Students also shared their concerns and ideas, and put questions to the panel. Sacha Lord will continue to work with the Students' Unions as they develop discussions on how best to ensure students receive comprehensive information on keeping safe.

4.2 SAFE HAVEN SCHEMES

In July 2017, the Deputy Mayor supported the idea of a Safe Haven in the City Centre. The aim of the Village Haven is to ensure that those who are most vulnerable, and therefore at greatest risk of becoming the victim of a crime, are able to get home without coming to harm. The LGBT Foundation uses funds provided by the Deputy Mayor to operate the Haven, which is open from 11pm-5am on Friday and Saturday evenings.

Between 1st January 2019 to 30th June 2019 the haven supported just under **300 highly vulnerable people**, whilst providing more general support to many more. Where a service user requires emergency medical assistance, Village Haven staff and volunteers phone 999.

During the same period, 85% of village haven service users were able to leave the haven with no involvement from statutory services. This was an increase of 5% on the previous 6 month period and demonstrates the impact the service has on reducing the burden on emergency services, and providing cost savings for Greater Manchester.

Similar schemes are now being considered across the conurbation. With the support of Sacha Lord, Wigan piloted a Safe Haven over the Christmas period. In addition to easing the pressure on emergency services, the volunteers were also connected on the local network radio to security staff and the police. This meant that if the resources were available, responders could get to the more serious incidents more quickly.

Bolton are now also engaging with Sacha Lord regarding the opportunities for their area and looking to begin a pilot on Bradshawgate/Nelson Square in early 2020.

The Deputy Mayor has invested in a number of schemes over the course of the past three years, which have successfully reduced the vulnerability of night time visitors to the city centre and enriched town centres, making them safe and welcoming places to visit.

4.3 VOLUNTEER ANGELS

The **Village Angels** is a team of volunteers who have been providing support and assistance to people in need in Manchester's Gay Village since 2011. Every Friday and Saturday night, the volunteers patrol the Village from 9pm to 3am, keeping vulnerable people safe.

Between 1st April 2019 and 30th September 2019 the Village Angels team worked a combined total of **1,674 hours** and interacted with over **5,912 people**. The support provided includes:

- Supporting highly vulnerable people to get home safely
- Delivering first aid treatment,
- Supporting people in the aftermath of experiencing physical or sexual assault,
- Alerting Greater Manchester Police to the presence of wanted individuals

During this period, the number of interactions increased by 74.98% compared to the same period in 2018 and the number of interventions with highly vulnerable people increased by 48.51%.

Adopting the concept of the Village Angels, the Manchester Community Safety Partnership has utilised Community Safety Funding from the Deputy Mayor to deliver a **Student Angels** Scheme. Eighteen volunteers from within the student community were recruited and trained to support vulnerable people from the city centre along the Oxford Road Corridor on a Friday and Saturday night. Over 50 vulnerable people were supported on the street, individuals who primarily as a result of alcohol intoxication, were unable to keep themselves safe. The volunteers also engaged in 355 harm reduction interventions such as giving directions or providing water. Between September and October 2019 five volunteer patrols took to the streets with 150 interventions taking place, ten of which were serious incidents and 68 concerned drugs and/or alcohol.

4.4 PURPLE FLAG STATUS

The Purple Flag standard, launched in 2012, is an accreditation process that allows members of the public to quickly identify town & city centres that offer an entertaining, diverse, safe and enjoyable night out. Bury has achieved this status for three consecutive years due to its offering of a wide range of activities in the evenings, ranging from theatre, music and comedy, shopping and dining experiences to one-off festivals and events. As a result of solid partnership working Purple Flag towns and cities, generally benefit from a higher quality environment, more visitors and lower crime and anti-social behaviour.

Sacha Lord has continued to support Bury's Purple Flag status, and is reviewing their latest submission to retain their Purple Flag award. Stockport has also now gained purple flag status. Awarded in September 2019, Stockport Town Centre was recognised as a safe and vibrant night out with Sacha Lord and the GMCA night time

economy team supporting the work of Stockport MBC to gain the award. In addition, two further Greater Manchester boroughs are in the process of applying for Purple Flag status. Wigan are aiming to submit in early 2020, and Bolton are beginning the application process in early 2020. There is also ongoing interest in applying from Trafford, led by Altrincham Unlimited, the Business Improvement District for Altrincham Town Centre.

4.5 WATER SAFETY

The Deputy Mayor has supported the Greater Manchester Water Safety Partnership. Following the partnership commission of the Royal Society for the Prevention of Accidents (RoSPA) to undertake an independent review of open-water safety in Manchester City Centre, she specifically encouraged interventions from GMP and the Fire and Rescue Service.

The Review made 11 recommendations that the Manchester Water Safety Partnership has been implementing. These include the improvement of lighting along the length of the waterways in the city centre, reach poles and the installation of barriers at strategic points along the canal.

Earlier in the year, GMFRS supported **National Drowning Prevention Week** (April 29 to May 5) to help keep people safe in and around our waterways, hosting a number of events across the region. In addition to this, the Fire and Rescue Service undertook a “**Don’t Drink and Drown**” campaign, in the lead up to Christmas. This included awareness raising sessions for staff in licensed premises, students and a water safety campaign.

4.6 MARTYN’S LAW

Following the devastating attack at the Manchester Arena in May 2017, where 22 people lost their lives, Figen Murray, the mother of Martyn Hett, one of the victims, has been campaigning to improve the security at events venues through the introduction of Martyn’s Law.

Working with Manchester City Council, GMCA has established a review panel which will scope what, in the absence of current clear legislative duty, could realistically be introduced to encourage private and public sector organisations to take reasonable steps to ensure the protection of their visitors from a terrorist attack. This would be on a voluntary basis. The review is supported by Counter Terrorism Police North West, Greater Manchester Fire and Rescue Service and the Greater Manchester Civil Contingency and Resilience Unit.

4.7 VIOLENCE REDUCTION UNIT

Tackling violent crime is a priority for Greater Manchester and in 2019 we launched the first GM Violence Reduction Unit (VRU), which is based upon the public health approach to tackling violence that was developed in Glasgow. Greater Manchester’s

VRU is a co-located team comprising a number of partnership agencies, including police, GMCA, public health, education and youth justice. Our objective is to improve our understanding of violence and criminality, making better use of partnership data and commissioning interventions with a strong evidence base that seek to prevent violence from occurring and taking swift and robust enforcement activity when it does occur. Tackling violence in the night time economy is a priority for the VRU and targeted operations are already in place across Greater Manchester to deal with the issues associated to violence in town and city centres.

The Security Industry Authority (SIA) is the organisation responsible for regulating the private security industry, including the compulsory licensing of individuals undertaking designated activities within the private security industry and managing the voluntary Approved Contractor Scheme. The SIA is a key partner in Programme Challenger, which is Greater Manchester's partnership approach to tackling all forms of serious and organised crime. The SIA shares information and intelligence about serious and organised crime with GMP and is involved in the multi-agency disruption of organised crime groups, including those that seek to profit from involvement in private security.

5. COMMITMENT 2:

Using tools and powers effectively to improve community safety on the roads

We commit to developing the use of the Community Safety Accreditation Scheme to deal with less serious traffic violations and improve road safety and standards of road use by drivers and cyclists. This will include anti-social parking, speeding and poor driver behaviours.

5.1 CSAS (The Community Safety Accreditation Scheme) is a voluntary scheme under which chief constables can choose to accredit employed people already working in roles that contribute to maintaining and improving community safety-with limited but targeted powers. The scheme creates a framework for public and private bodies to work in partnership with the police, providing additional uniformed presence in communities and capitalising on the skills and information captured by those already engaged with the community.

In Greater Manchester, enforcement powers to improve road safety and standards are undertaken by a wide range of staff across a range of different organisations. This approach is already strongly embedded in community safety partnerships' day to day operations and is well established, not only as a stand-alone function, but is also an important feature of multi-agency operations to address community safety problems.

The co-ordination of effort, using a range of awareness, advice and enforcement where necessary are evident in a number of case studies that have been set out below and include a range of examples, including in the use of Public Space Protection Orders (PSPOs).

Public Spaces Protection Orders (PSPOs) were brought in under the Anti-social Behaviour, Crime and Policing Act 2014, which came into force on 20 October 2014, giving local authorities and the police more effective powers to deal with anti-social behaviour.

The Deputy Mayor is a statutory consultee on all PSPOs and, working closely with the Chief Constable, considers how a proposed PSPO will support and protect the community from crime and anti-social behaviour. The Deputy Mayor continues to support the use of PSPOs to provide both a deterrent and enforcement option to community safety partnerships as part of the broader integrated management of public spaces.

5.2 BUS LANE ENFORCEMENT

In April 2018 Salford City Council brought bus lane enforcement in house. The aim of the project was to support the delivery of the roads needed to solve traffic problems in a 21st century society.

The project is a partnership between Salford Council's Community Safety and Parking Services teams who work together to determine whether an offence has been committed and then are able to access registered keeper details, issuing Penalty Charge Notices, receiving payment and/or dealing with complaints and tribunals.

The project is now in its second year of delivery has proved successful with 24,483 contraventions validated between 1st April 2018 and 31st October 2019 and the number of bus lane cameras in operation increasing from three to five.

This approach has also facilitated joint operations with GMP and the Driver and Vehicle Licensing Agency (DVLA) to tackle registered keepers who do not have tax and or an MOT for their vehicle.

Delivery of the project takes advantage of the Community Safety Team's structure and the benefits afforded by the presence of a 24/7 control room and complementary out of hours emergency response staff, who accustomed to assisting with seasonal fluctuations in demand.

5.3 ANTI-SOCIAL PARKING

In Oldham, the Council works closely with GMP to tackle anti-social parking. Using the resources of the Council's parking enforcement team this provides an effective response to irresponsible and anti-social parking, which if left, can escalate to neighbour disputes and other forms of anti-social behaviour.

Community Protection Warnings are also used in circumstances where irresponsible parking of vehicles has threatened the overall safety of communities, for example preventing closure of alleygates, which have been installed by Community Safety to prevent crime and disorder.

5.4 CAR CRUISING

Car cruises have been a major concern for Stockport residents and as such a key priority for the community safety partnership. Large gatherings of car owners, often involving over two hundred vehicles used two Council owned car parks. The organisers of the events had no permission or authorisation to use the car parks and took advantage of the car parks being open in the evenings.

The increasing frequency and size of the car cruises began to raise serious concerns as a result of the problems they were causing such as dangerous driving and excessive noise nuisance, post-cruise litter, damage to car parks and disruption to local businesses and the community.

It was agreed that a PSPO would be introduced prohibiting car cruises and following support from a period of public consultation it was introduced in March 2017.

In the weeks leading up to the PSPO's introduction, there was a six-week period of robust enforcement of existing Road Traffic Legislation and was heavily promoted on social media used by car cruise groups. The intention was to discourage people from attending events in Stockport.

Following the introduction of the PSPO, enforcement continued by using CCTV and visits from Police staff. Those identified as being involved were issued with Fixed Penalty Notices. Whilst there have been sporadic attempts to start the car cruises again since the PSPO was introduced, car cruises no longer occur in Stockport and consultation is underway to extend the PSPO for a further three years when it expires in March 2020.

In addition to this and following the tragic death of Sophie Lyons in 2018, Greater Manchester authorities have been working together, through the police and crime officer group, to develop operational protocols that will ensure real time interventions to address illegal car cruising activity are mobilised quickly.

6. COMMITMENT 3:

Safer transport and public transport networks

We commit to making railway stations, bus stations, the airport and other transport hubs safer places together with the wider transport networks. We will work to improve accessibility, maintenance, lighting and CCTV as part of our Safer Travel initiative. This will also include information campaigns about safer travel including getting home safely having left the public transport system. The 24/7 control centre will better coordinate all forms of transport and responses to incidents.

6.1 Greater Manchester is served by numerous public transport hubs and exchanges, connecting our towns and cities, which enable people to travel easily across the conurbation. Ensuring these stations, platforms and the surrounding areas are accessible and safe is a key priority for Greater Manchester. The Greater Manchester Travel Safe Partnership was established in 2015 and is led jointly by Transport for Greater Manchester (TfGM) and Greater Manchester Police with support from: KeolisAmey Metrolink; Stagecoach; First Manchester; GMCA and; British Transport Police. The partnership is there to:

- Improve the perception of safety and security across public transport, offering reassurance to passengers;
- Manage instances of Crime and Anti-Social Behaviour (ASB) occurring on the transport network; and
- Discourage fare evasion

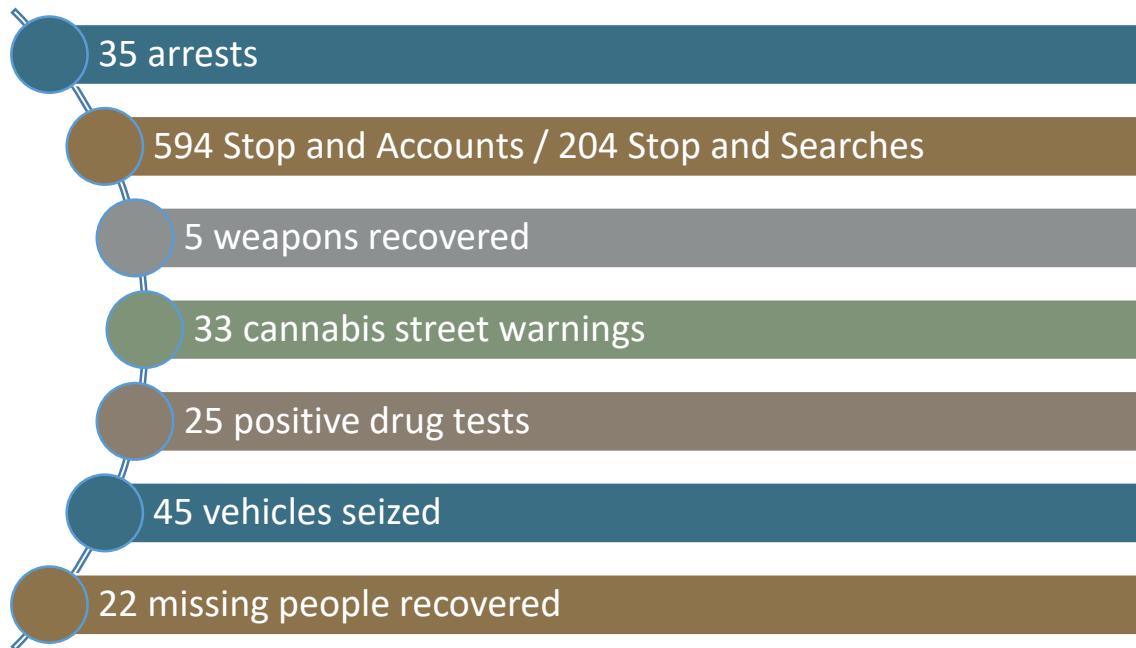
The Partnership works closely with schools and youth groups and over the past three years has delivered sessions to nearly 40,000 young people across Greater Manchester. In addition, the partnership has also committed to deliver a 'day of action' in the city centre each month - this may focus on public engagement, enforcement or a mixture of both. These sessions are done in collaboration with other partners. As an example, engagement was undertaken across the main city centre transport hubs in collaboration with Programme Challenger to raise awareness of child criminal exploitation with the travelling public.

The Travelsafe Partnership is supported by GMP's Transport Unit which aims to:-

- identify and respond to criminality and ASB across the GM Transport System;
- undertake police and wider partner problem solving to threats across the transport system;
- improve the public's feeling of safety;
- support local and national road safety campaigns.

In 2019, the Deputy Mayor committed to fund an additional 50 police officers in the Transport Unit, through the precept. This will increase patrols on the transport network and is complemented by an increase in CCTV surveillance at particular sites.

For the first month of activity, up to 16th December, the Transport Unit has recorded the following results:



The replacement of Police Community Support Officers (PCSOs) with warranted police officers patrolling the transport network means that where crimes and incidents are reported, the police in the Transport Unit are responsible for those crimes. This new way of working, which started in November 2019, has enabled patterns of criminal activity to be identified. This work has already assisted in the apprehension of a sexual offender on the public transport network.

In a six month targeted operation on the Altrincham metro link line, which included school interventions, targeted enforcement, environmental changes (such as cutting back bushes and improving lighting) and increased patrols, the number of reported incidents of anti-social behaviour fell from 35 to 9 in a six month period.

6.2 SAFER ROADS PARTNERSHIP

In addition to the TravelSafe Partnership, the Deputy Mayor is also represented on the Safer Roads Greater Manchester Partnership which monitors the number of deaths and serious injuries on the roads and looks to find solutions to reduce the number of casualties and promote safer travel.

At the Deputy Mayor's request the Safer Roads Greater Manchester Partnership has commissioned research into road traffic collision fatalities, to provide a greater understanding of the demographic characteristics of the victims and passengers involved. The research aims to determine the root causes of fatal road traffic collisions on the roads of Greater Manchester and identify possible countermeasures, to help reduce or prevent the number of fatalities and collisions in the future. This will inform the development of a strategic response to road safety.

In time, the Deputy Mayor is keen to broaden the scope to include a similar analysis of non-fatal road traffic accidents where life-changing injuries have resulted. The research is now underway and is expected to report in summer 2020.

Additionally, the Deputy Mayor is a member of the Greater Manchester Cycling and Walking Board, which supports the ambition of the Made to Move Plan as proposed by the Greater Manchester Cycling and Walking Commissioner Chris Boardman. Made to Move is Chris's ambitious vision for cycling and walking in the region. It proposes a £1.5 billion infrastructure fund to be invested over the next ten years and aims to double and double again levels of cycling and to make walking the natural choice for as many short trips as possible. Ensuring people feel safe and have the confidence to use the network of walking and cycling routes is an important element to the success of this work.

The Deputy Mayor is involved in discussions with Chris Boardman and the Chief Constable to ensure all of this work is connected so that people can travel safely across Greater Manchester.

6.3 SAFE DRIVE STAY ALIVE

Safe Drive Stay Alive is an emotionally engaging performance delivered in collaboration between Greater Manchester Fire and Rescue Service (GMFRS), Greater Manchester Police (GMP), North West Ambulance Service (NWAS), Salford Royal Foundation Trust (SRFT) and HMP Forest Bank.

At present the Safer Roads Greater Manchester (SRGM) partnership provides funding to run 20 performances to over 9,000 young people each November who are approaching driving age. The Deputy Mayor agreed to provide additional funding to run further performances in March 2019 to provide the opportunity for thousands more young people to attend.

Evaluation data from surveys conducted before and after the events in March 2019 indicated significant improvements in attitude after attendance, particularly in relation to challenging a driver who was thought to be driving too fast and on the wearing of seatbelts. Additionally, 220 students submitted road safety pledges, indicating that they had taken some strong messaging from the events. A total of 35 responses were also received from tutors, with 95% of respondents rating the overall educational experience as 'excellent'.

The Deputy Mayor has committed similar funding to ensure the performances continue again in March 2020.



7. COMMITMENT 4:

Reducing and preventing homelessness and rough sleeping

We commit to reducing and preventing homelessness and rough sleeping. We will equip our frontline workers with a greater knowledge of how Universal Credit works and the options that are available to those at risk of becoming homeless and those that are homeless. We will pay particular attention to simplifying the process for securing accommodation by linking those in need of accommodation with what is available, in a more timely manner.

7.1 In 2017, when the Mayor and Deputy Mayor came into office they made a commitment to tackle the issue of people sleeping rough. A number of initiatives have been adopted across the City Region, which have led to the number of people sleeping rough reducing by 44% in two years. In terms of the number of people this relates to, based on a count in December 2019, this has dropped by 90, from 241 to 151.

A Bed Every Night (ABEN) was introduced to provide a bed and personal support on an emergency basis, to people sleeping rough who don't qualify for statutory provision. ABEN has supported nearly 3000 people since its inception and in the last month nearly half of the recipients were provided with more secure accommodation, as a result of their engagement on the scheme.

Greater Manchester is also part of the Housing First Scheme, which supports people with multiple and complex needs into a home, to prevent their re-presentation as homeless. There are currently 100 people on the programme with plans to develop this further over the next 2 years.

Greater Manchester Combined Authority continues to work closely with a range of partners to address the issues facing vulnerable people in the community. One of these partners is the Community Rehabilitation Company (CRC), responsible for looking after offenders who receive a sentence of less than 12 months. The CRC belongs to a working group with LA housing providers, Through The Gate providers and GMCA to draw together a strategy to identify issues with homelessness/rough sleeping and offending; and commit to interventions to reduce and prevent this. As part of this work, a housing officer from Rochdale Borough Housing works in HMP Forest Bank, on behalf of all Greater Manchester local authority housing providers, to ensure homelessness assessments and decisions are made before an individual is released from prison.

In this way, the Through the Gate project makes sure that offenders are supported on release from prison. All CRC frontline staff have received training so that they understand legislation around universal credit.

The CRC also commissions a mentor organisation to work on a 1-1 basis with more vulnerable complex services users to ensure that they are enabled to access services.

The Deputy Mayor is responsible for commissioning services that support vulnerable people, including those who enter the criminal justice system as either a victim or an offender. Through established robust commissioning arrangements the Deputy Mayor ensures that these services are able to support those who are most in need.

7.2 PROVIDING LINKS INTO SUPPORT

The Deputy Mayor is responsible for commissioning healthcare for people who come into police custody and has chosen to commission a service that considers not only health needs, but also the wider vulnerabilities of people in police custody, including those with accommodation needs. This is called the **Integrated Custody Healthcare and Wider Liaison and Diversion Service**.

Where service users have accommodation issues, the **Community Support Navigator** staff will refer to local homeless services. They also help service users to be able to get to appointments and access support and help that is available to help them whilst homeless. During the last six months approximately 12% of all service users were identified as having some form of accommodation need and provided with help to access support.

7.3 A COMMUNITY SUPPORT NAVIGATOR REPORT

“When I first met this male, he was on bail for an alleged offence. He was homeless, had poor personal hygiene and seemed very low in mood. Over several months of working together, I have offered him lots of praise and encouragement to motivate him to make positive changes. He accepted referrals and attended all his appointments with my support. From being depressed, he is now one of the bubbliest service users I work with and is a pleasure to be around. Whilst he was homeless, we used our service headquarters as a care of (C/O) address to help him receive his NHS card and bus pass. A local church in his area ran a temporary project over the winter period called ‘Street Angels’ for homeless men in the area. The male received their help in the short-term and now, after a long wait, we have managed to get him into supported accommodation. He is still waiting for his own property, but in the meantime, he is off the streets, and accessing the support he needs.

7.4 STOCKPORT

In Stockport, a monthly multi agency meeting takes place to identify rough sleepers in the borough and during the past twelve months this joint approach has enabled over 200 people at risk of rough sleeping to be accommodated and prevented over 300 cases of homelessness.

Integral to this work has been preparing frontline housing staff to provide them with a greater knowledge of Universal Credit and housing options available. Stockport Homes invested significant preparation to support customers through the challenges presented by Welfare Reform.

Universal Credit was a headline session at Stockport Housing Group's annual Staff Conference in May 2018. The aims for the session were to provide every member of the group with an update on the roll out timetable, raise awareness of the huge challenge that universal credit roll out poses for customers and the organisation and help all staff and teams understand what their role is supporting customers claim.

7.5 THE OLIVE COMMUNITY PROJECT - STOCKPORT

The Olive Community Project in Edgeley is one of the charities that has benefitted directly from the Deputy Mayor's funding and is providing critical assistance to some of the most vulnerable people living in Stockport.

In 2018, the Olive project was awarded £5,000 through a Standing Together investment under the Stockport Local Fund, aiming to enhance and protect this crucial project for homeless people by laying the foundations to move the organisation forward.

The grant allowed for the training of volunteers, increasing their confidence to take on new projects, creating the platform for the organisation to grow and transform their offer, although their founding principles remain the same.

The Olive project reaches on average 35 people a day, 5 days a week offering respite from the weather, a hot drink, cakes donated from the local bakery, and often a hearty soup. The foodbank continues to see increased demand and the centre is always busy. Due to the investment from Standing Together, there are now different activities for people to access, self-help groups, arts and crafts and digital support.

Investing in the organisation has better equipped it for the future, strengthening the local offer and supporting the organisation to deliver this transformative service in Stockport.



7.6 MANCHESTER

In Manchester, a great deal of emphasis has been placed on working in partnership and the training of front line workers, to support people who are experiencing or at risk of homelessness.

The Arc project is a six week pilot bringing together a number of stakeholders in one place so the individuals referred by GMP and Manchester City Council outreach can receive the support they may need in one place at the same time. The first 4 weeks of the pilot have seen 98 referrals to the Arc as to achieve early intervention and provide support to avoid enforcement. The Deputy Mayor has recently funded an extension to this pilot to the end of March 2020, to ensure a comprehensive evaluation of the impact can be undertaken. This will be reported back into Greater Manchester police and crime structures.

In addition to this, GMP City Centre Street Engagement team provide daily response to individuals who are in or causing distress through street behaviours. This team has developed strong working practises to de-escalate, support, and joint work individuals who are commonly experiencing multiple disadvantage with relation to person finance, housing and health.

7.7 RIVERSIDE - REDUCING ANTI-SOCIAL BEHAVIOUR

Utilising the Standing Together grant, funding was awarded to Riverside in partnership with Manchester Action on Street Health (MASH) to work with those who have accommodation but continue to beg, supporting people to reduce begging. The project supports the work of the Integrated Neighbourhood Management Team to address begging in the city centre. Between October 2018 and September 2019 the project reported a reduction in anti-social behaviour and arrests amongst the people they worked with, with 30 people having gained confidence in accessing services. The team identified a number of areas which had made the project a success including being allowed the time to break down barriers and gaining people's confidence, having a unique team with combined expertise and the innovative nature of the project.

Community Safety Partnership Vehicle

Funded from the Deputy Mayor's Community Safety Grant, the Community Safety Partnership Vehicle allows partners to engage with rough sleepers and those begging in the city centre and beyond. Officers are also able to take direct reports from members of the public concerning anti-social behaviour or non-emergency concerns for an individual's welfare. The vehicle allows for conversations to take place in a safe environment rather than on the street and at a more productive time and location. During the past year the vehicle has been used to support a number of operations including Mandera and Valiant, to hold consultations sessions, and for Voluntary and Community Sector (VCS) organisations to engage with people who are homeless.

8. COMMITMENT 5:

Supporting people to build resilience through community safety funds

We commit to using community safety funds to support the development of people and groups in local places which brings a sense of community. By doing this we will help people to help themselves; we call this asset based community development.

Recognising the important contribution of local communities and voluntary sector groups, the Deputy Mayor increased small grants funding in 2018/19 to £1.1m. The funding benefitted 76 community and voluntary groups, and was issued in addition to the £2.8m already invested in community safety partnerships across Greater Manchester.

8.1 Investment has been made in a wide range of schemes across each of the Greater Manchester Community Safety Partnerships and has included projects that address many of the priorities highlighted in the Police and Crime Plan: Standing Together including:

- Tackling anti-social behaviour and improve behaviour through early intervention and diversionary work with young people
- Supporting victims of domestic and sexual abuse, including victims from minority communities and provide prevention interventions in schools
- Providing advice and awareness regarding healthy relationships for young people
- Reducing the risk of exploitation of vulnerable young people
- Reducing the risk of offending and re-offending
- Promoting community cohesion and address hate crime
- Keeping children and young people safe
- Preventing serious violence and promote awareness of the consequences
- Supporting vulnerable adults and reduce isolation

8.2 OFFENDER VOLUNTEERING PROJECT

'Giving Back in Bolton' aims to reduce reoffending and has developed resources for organisations to get them ready to provide volunteering opportunities with those who have a criminal record and has successfully recruited volunteers. Funding from the Deputy Mayor's Office has helped to develop an innovative project aimed at developing and supporting pathways for individuals into volunteering as part of a pathway into employment.

8.3 BURY B SAFE!

The Bury B Safe! programme is a full-day input offered to every secondary school in the borough throughout October. It originated in response to excessive reports of Anti-Social Behaviour and public nuisance by youths following the end of autumn term. The initiative centres around a hard hitting drama production performed by Bury College students which covers a variety of issues including Hate Crime, Domestic Abuse, Bullying, Violent Crime and many others. The fact that the production is created and performed by other young people puts it in a context that the pupils can relate to. The performance is a springboard to workshop based discussions that explore: Prison, Healthy Relationships, ASB and Weapons. Delivered to year 7 and 9 pupils, the input is always well-received by pupils with the drama production always something that hits home universally.

8.4 PROMOTING NEIGHBOURHOOD WATCH

Supporting and promoting Neighbourhood Watch schemes within Tameside has helped to increase community engagement and reduce public fear of crime. The council's community safety team has worked with GMP to promote and establish Neighbourhood Watch schemes in the borough. A *Neighbourhood Watch Information Evening* was held, which provided a useful forum for members to highlight issues and share their experiences.

A Community Safety event was hosted by Hartshead Neighbourhood Watch scheme in June 2019 which promoted community involvement, road safety and home security. Quarterly Tameside Neighbourhood Watch meetings have been held across the borough, with guest speakers from GMP specialist teams, local police officers and Neighbourhood Watch representatives.

The Community Safety grant has been used to provide new schemes with starter packs in order to get them up and running, as well as providing all schemes with security equipment such as light timers that can be issued to vulnerable scheme members.

8.5 EMPOWERING PLACE BASED COMMUNITY SAFETY

Salford Community Safety Partnership has a well-established place based community safety model that operates with eight Local Partnership Delivery Groups. Each group

is given funding from the Proceeds of Crime Act (POCA) and the Deputy Mayor's Community and voluntary sector grants, to commission activity in support of Salford's community safety partnership aims. These projects are delivered directly by the community. Since April 2019, 14 projects have been funded from the POCA monies and a further 17 projects have been funded via the Deputy Mayors standing together grant. A variety of projects have been funded ranging from community events, activities for young people to target hardening safety measures.

Analysis of the grants has found positive impacts in relation to:



The impact of the grants will continue to be monitored to ensure that investment is addressing the priorities outlined in the Police and Crime Plan.

9. COMMITMENT 6:

Protecting public spaces and places through local solutions

We commit to developing sustainable local solutions to protecting public spaces and places.

9.1 Neighbourhood policing and the capacity to work together with other organisations is vital to achieving safe spaces and places. Local residents will often voice their concerns first to their councillors and so good working relationships are important if problems are to be identified early. Malicious acts that take place where we live have a devastating impact on individual and community feelings of safety. Many of the community grants have supported a grass roots approach to solving crime and anti-social behaviour and the examples included in this report demonstrate this.

The Deputy Mayor continues to engage with Community Safety Partnerships and supports them to develop local solutions, in order to protect public spaces and places such as town centres, local neighbourhood watch groups and tackling environmental crimes.

9.2 ROCHDALE TOWN CENTRE OPERATIONAL SUPPORT GROUP

In Rochdale, a Town Centre Operational Support Group has been established to assist the Safer Communities Partnership (RSCP) to deal with a range operational issues relating to Rochdale Town Centre. The group aims to ensure that Rochdale town centre is a safe, vibrant and attractive place that has a sense of identity, which is family orientated and welcoming to all. Co-coordinating a multi-agency effort and enforcing the Rochdale Town Centre Public Space Protection Order (PSPO) 2018 is applied effectively is a key part of the group's purpose.

9.3 DEDICATED OUTREACH FOR THE HOMELESS COMMUNITY

Using the funding from the Deputy Mayor, the RSCP has awarded a local homelessness charity funding to support the running of a dedicated outreach service for the town centre. Outreach workers will work as part of the Town Centre Operational Support Group, undertaking dedicated patrols with the Town Centre Wardens and also link in with other services such as social and supported housing providers, churches, mosques and relevant voluntary and community groups, to encourage positive engagement.

9.4 CCTV INVESTMENT IN OLDHAM

Oldham community safety partnership have invested in deployable CCTV systems which are used across the borough in areas where ASB and criminality are seen to be emerging. Over the last two years Oldham have deployed one of the cameras in an area which has seen escalating levels of ASB over the bonfire period. The installation of the CCTV has complimented partnership working with community organisations and volunteers to engage positively with the wider community both before and during the period. The work has been hugely successful with significant reductions in ASB and disorder.

9.5 COMBINED APPROACHES TO TACKLE ENVIRONMENTAL CRIME

Bolton has successfully utilised a Public Space Protection Order (PSPO) in combination with CCTV in order tackle environmental crime and fly tipping.

Raikes Lane (Aqueduct Road) is situated adjacent to the main waste disposal facility in Bolton. Raikes Lane has been the subject of ongoing industrial scale fly-tipping for a number of years. It is estimated that the cost to the Council for clearing and disposing fly-tipping at this location was approximately £30,000 per year. The Lane is an unlit, un-adopted private road that is owned by the Council and leads to a number of industrial units.

In 2018, the Council installed CCTV cameras along the Lane, accompanied with Automatic Number Plate Recognition (ANPR) capability at the entrance. Since the introduction of the scheme there has only been one recorded fly-tipping incident at this location making this project a massive success and demonstrating the value this type of approach has to address environmental crime issues.

9.6 NEIGHBOURHOOD WATCH

Bolton Council has provided investment to kick start a renewal in the way Neighbourhood Watch is led and supported across the borough. Work is ongoing to promote Neighbourhood Watch and encourage take up and ensure a consistent approach in the way schemes are set up, operate and share information. The Community safety partnership supports schemes by providing resources for property marking, property stickers and street signs. There are also joint learning events planned for the coming year.

9.7 COLLABORATIVE APPROACHES TO PCSOS

Working with the Greater Manchester Fire and Rescue Service Tameside and Oldham community safety partnerships worked in collaboration to use a Public Space Protection Order (PSPO) as a way of reducing the risk of moorland fires, preventing any behaviour that was likely to result in an increased risk of fire – such as the use of disposable barbeques. Local businesses also supported the operation.

Over the past few years moorland fires have devastated larger expanses of open moorland, home to wildlife and places of natural beauty. Following a period of public consultation, which was well supported by councillors, stakeholders, RSPB, Police, Fire, residents and United Utilities.

The PSPO was put into effect and coupled with prevention and reassurance work to reduce the chance of this type of fire resulting in the devastation of the previous year.

9.8 LEIGH MONTH OF ACTION

The Deputy Mayor understands the importance of communities taking ownership of the places they live. As part of the Leigh implementation plan, the Building Stronger Community Partnership undertook a focused month of action in response to high levels of community concern regarding low level criminality that was impacting on quality of life and fear of crime. Local residents had started to lose faith in the commitment of local services.

Working closely with local communities, agencies came together and planned a month long programme of activity that sought to address these concerns, residents were central to delivery. The campaign was a mix of targeted and publicised / high visibility interventions, as well as targeted operations to address criminality and wider issues of concern to residents and was supported by organisations from both the voluntary and statutory sectors. Interventions included a sharps amnesty, tidying up of gardens, waste removal, overgrown trees were cut back and police and licensing colleagues worked together to seize unlawful alcohol and arrest drivers who had no vehicle insurance.

Following on from the month of action, residents reported that they felt safer that they had done in 15 years, saying that the area feels “peaceful”.

10. COMMITMENT 7:

Working with communities to establish a shared understanding of rights and responsibilities

We commit to working with communities to establish a number of agreements that set out a shared understanding of citizen's rights and responsibilities in creating strong communities and places

10.1 As part of the delivery of the Greater Manchester Strategy (GMS), in November 2017 an Accord was signed by the Mayor of Greater Manchester with the Voluntary Community and Social Enterprise sector in the city region, which set out new, improved standards of working with voluntary, community and social enterprise organisations.

The Deputy Mayor has recognised the importance of involving communities in developing local solutions and has invested in a number of projects to support the development of volunteer networks

Specifically, as part of the Accord, VCSE organisations are actively delivering support and services in localities and neighbourhoods to target community safety, tackle hate crime and domestic violence, for example. In particular, the sector has developed structures to enable community-led approaches to tackling violent crime, which is being supported by the Home Office violent crime funding that was issued to the Deputy Mayor at the latter end of 2019.

Perhaps one of the most ambitious programmes of development is 'a community-led, place-based response to violence'. A proposal, based on the Accord principles, is currently being developed by the recently established **Greater Manchester Violence Reduction Unit (VRU)**, which is enabling community members to take a lead role in designing and delivering a programme of interventions to tackle violence at all stages, at a local level. Some areas are already embedding these principles in their local approaches.

The VRU hosts an education lead, health lead, VCSE coordinator, a senior police officer and a public health registrar.

10.2 WYTHENSHAW INTEGRATED NEIGHBOURHOOD SERVICE

Wythenshawe Integrated Neighbourhood Service (WINS) brings together practitioners from Housing, Police, Social Services, Education, Drugs and Alcohol Teams and Mental Health. Each discipline is able to provide support to resolve high demand cases on Ambulance or Police resources by finding the best support for members of the community and addressing the underlying causes of the demand.

The process has been used to resolve alcohol dependent repeat callers, ASB at local shops and support people who are vulnerable to exploitation. The weekly format of meeting means that actions are soon turned around with practitioners able to share skills and carry out joint actions together.

10.3 UTILISING THE TRAFFORD COMMUNITY COHESION FORUM

The Trafford Community Cohesion Forum has been utilised for consultations across Trafford and Greater Manchester. Forum members were consulted when Trafford's Community Safety Partnership were in the initial stages of developing a Serious Violence/Violence Reduction action plan. Members had the opportunity to suggest strengths and weaknesses within the action plan, and critique it from a community perspective. The Community Cohesion Forum has also taken part in a jointly commissioned research project by the GMCA, GMP and the ten local authorities that explored community views on violence affecting young people in Greater Manchester.

When the Trafford Partnership made £80,000 available to support local projects to improve cohesion and inclusion in Trafford, they worked collaboratively with the Community Cohesion Forum, to jointly identify the criteria for the 2019 Community Cohesion Grants, which were hate crime, knife crime, social isolation and loneliness.

10.4 SCAMBUSTERS - SUPPORTING OLDER VICTIMS OF ON-LINE FRAUD

In addition to the work that is being undertaken with young people, the Greater Manchester Ageing Strategy, also recognises how older residents are able to contribute to local solutions.

On-line fraud is a growing area of concern for police forces across the country and the impact that being a victim of this crime can have on individuals can be devastating. In some cases, people have lost their life savings. The humiliation of falling foul to what they believed to be trusted on-line "friendships" has meant some have been reluctant to seek support and disclose what has happened. Of the 12,000 victims who experience economic crime each year in Greater Manchester, 44% are aged over 65.

The Greater Manchester Police (GMP) Cyber & Economic Crime Awareness Service (CECAS) offers an enhanced service to victims of fraud, particularly vulnerable adults, and prioritises tackling economic harm. The service, funded primarily by the Deputy Mayor, aims to safeguard people with high-risk needs, prevent victimisation of further crimes and offer an enhanced level of victim care including visits by "Scambuster" volunteers.

The Scambusters support those victims of economic crime who fall into this 65+ age group. The volunteers, who are of a similar age, pay visits to the fraud victims, who are often vulnerable due to isolation following bereavement, and are able to explain on-line safety in a language that is empathetic to that age group. The volunteers have also organised social activities in local communities and the ambition is to expand this further into each of the Greater Manchester local authorities. Between 1st November 2017 when the service first launched and 31st July 2019, 2,174 victims had been

contacted through the service. Of these, there have only been two reported repeat victims within the vulnerability cohort.


10.5 GMCA COHESION SUMMIT

Following the MEN Arena attack in May 2017, the Deputy Mayor established a fund, to provide support for local projects to come together to ease rising tensions during what was an extremely difficult time. Local organisations were invited to bid into this fund.


In July 2019, the Deputy Mayor hosted a Cohesion Summit, to enable some of those groups who had been awarded funding, and others, to share learning and best practice in relation to local projects and approaches to cohesion. Approximately 200 delegates attended the event and agreed a number of cohesion priorities for the forthcoming year. Within these priority areas, the role of community groups was identified as being a crucial factor.

10.6 WE STAND TOGETHER FUND (FOLLOWING THE ARENA ATTACK IN 2017)


Over 60 events took place with each aiming to bring together a broad mix of people from different backgrounds to learn more about their local communities. Events were encouraged to bring communities together who did not normally meet on a regular basis to enjoy activities, food, music and dance. All of the events were held under the 'We Stand Together' banner to promote a unified and consistent message of community cohesion and understanding. The Greater Manchester High Sheriff's Police Trust administered the grants on behalf of the Deputy Mayor and around £20,000 was issued directly to communities in need. Some examples include:



Tea & Talk sessions took place on a weekly basis for 8 weeks for people to get together to reflect on their own experience of growing up in Rochdale Borough and to think about how we can work together for more integrated and diverse communities. Participants made pledges about the value of conversation and relationship in supporting the promotion of positive mental health.



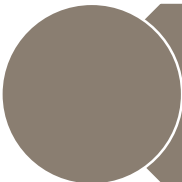
A project aimed at using dance as a means to bring together people from different backgrounds in the community. It focussed on using dance as a tool to build friendship and stronger community. There was a dance drama performance, showcasing women from different ethnic backgrounds coming together as one through dance.



Broadcast on Defiant Radio and made available to other radio stations, the Choose Love – Hate Crime radio show recorded provided accounts about local people's thoughts and views on hate crime and people coming together across the communities to Stand Together. Young people and local officials were interviewed as part of the pre-recorded show.



An inter-faith Open Day was held by a local Ruby Sports Club to illustrate the benefits of social inclusion, good citizenship, healthy lifestyles and social interaction. The event included presentations, case studies and 'taste' of high level rugby watching a League Match FREE of charge in the Main Stadium.



An Eid party was held for all the community members in a particular area who were from different backgrounds, religions and cultures. A variety of food and activities were available at the party and community members were able to talk about their experiences of hate crime but also on their proud cultural histories within the community.

11. UNDERSTANDING THE IMPACT

There are many examples of good practice and positive outcomes articulated in this report that demonstrate how Greater Manchester communities are safer. However, it is imperative that this evidence is validated by the public. The recently commissioned public perception survey, will provide the insight that enables a broader understanding of the impact of the Police and Crime Plan and will help to inform future work.