

How to report Anti Social Behaviour and other useful contact numbers

Police

Serious ASB or a crime in progress 999
 Non urgent ASB or ASB that has already happened 0161 872 5050
 To report off-road motorcycle nuisance 0161 872 5050

Or online at www.stopoffroadnuisance.co.uk

CrimeStoppers—to report anonymously 0800 555 111

A breach of an ASBO is a criminal offence and must be reported to the police. When contacting the police about someone who is in breach of an ASBO, please make this clear to the operator.

If you are tenant living in a rented house, you should contact your landlord to make them aware that you are having a problem

Rochdale Boroughwide Housing (LSET)	0845 070 5170
West Pennine Housing	0161 621 4110
Ashiana Housing Association	01706 712252
St Vincent's Housing Association	01706 354640
Guinness Trust	0845 603 3542
Contour Homes	0845 602 1120
Bowlee Park Housing Association	0845 330 4071
Northern Counties Housing Association	0845 605 9000

To report non-urgent ASB

Rochdale MBC — Community Safety Service ASB 01706 924691/735

Email: reportasb@rochdale.gov.uk

To report fly tipping, graffiti and dog fouling 0845 226 1800
 To report noise nuisance and bonfires 0845 121 2971

Rochdale MBC Youth Service 01706 925111

Rochdale MBC Parenting Support Team 0845 226 5533

Rochdale MBC Trading Standards, underage sales etc 08454 04 05 06

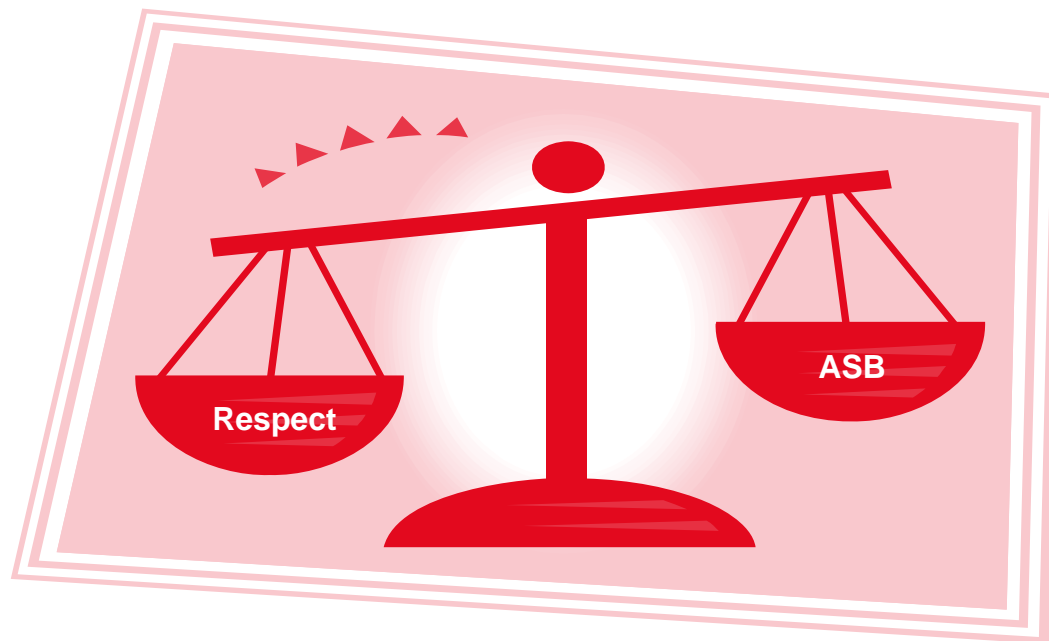
Rochdale Borough Families Project 0844 515 2922

Victim Support & Witness Service — to discuss the effects of crime and Anti-Social Behaviour on you and your family 01706 355523

Fire & Rescue Service — Free Home Fire Risk Safety Assessment 0800 555 815
Quote Ref No. TF/045



ROCHDALE BOROUGH RESPECT PROGRAMME



TOGETHER WE ARE STRONGER

TACKLING ANTI-SOCIAL BEHAVIOUR AND ITS CAUSES

TOGETHER TACKLING ANTI-SOCIAL BEHAVIOUR

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Relevant Websites

www.yjb.gov.uk - Youth Justice Board

www.sportengland.org - Sport England

www.artscouncil.org.uk - Arts Council in England

www.respect.gov.uk - Respect Action Team website

www.manchesterfire.gov.uk - Greater Manchester Fire & Rescue Service,

www.crimereduction.gov.uk – information and resources for people working to reduce crime in their local area

www.communityjustice.gov.uk – cross agency programme to reduce crime, build confidence and solve problems

www.neighbourhoodpolicing.co.uk – site of the Association of Chief Police Officers (ACPO) led neighbourhood policing programme

www.housingcorp.gov.uk – the government agency who fund and regulate Registered Social Landlords in England

www.cabe.org.uk – the government’s advisor on architecture, urban design and public space

www.everychildmatters.gov.uk – advice on how to promote and support cross Government working with local partners to achieve better outcomes for children and young people

www.direct.gov.uk/Parents – Government advice on parenting

www.parentinguk.org – national umbrella organisation for people who work with parents

www.familyandparenting.org – charity aiming to improve the wellbeing of children and families in the UK

www.dfes.gov.uk/behaviourandattendance – advice on improving behaviour and attendance at school

www.wearev.com – independent charity launched to champion youth volunteering in England

www.consumerdirect.gov.uk - clear practical consumer advice in regard to Trading Standard issues

Focused action on persistent absence and truancy – despite recent successes in targeting persistent truants there is still a small number of pupils who are persistently missing school. A new approach has been developed with dedicated support being provided to those local authorities and secondary schools with high rates of persistent absence (significant numbers of pupils with 20% or more absence). Agencies can support this by identifying the area hotspots and times of day when young people are missing school and causing problems. Multi-agency truancy action which involves, for example, the police, the local authority, the YOT and educational welfare are an effective way of promoting school attendance and deterring associated ASB. Rochdale's Education Welfare Service took legal proceedings against 24 families last year to enforce school attendance and they lead truancy sweeps around the borough every term.

Engaging parents. Parents are responsible for their children's behaviour and should be engaged early on in cases of problem behaviour. Parents may be worried themselves, and not know where to turn for help. Parent, teacher and governor forums and newsletters are effective ways of disseminating information on help available to parents. Rochdale actively provides parenting classes and support to struggling parents as part of their parenting strategies. (See page 14).

Use formal tools to deal with problems. Where parents need help but are reluctant to take it, schools and education authorities have powers to take further action such as using more formal parenting contracts and orders. From September 2007 schools and local authorities will be able to make earlier use of parenting contracts and schools will also be able to apply directly for parenting orders. From September 2007 legislation will be in place to provide a new expectation that parents/carers will be responsible for making arrangements to ensure that their child is supervised during the first five days of exclusion. This will be underpinned by a new offence for parents where an excluded pupil is found unsupervised in a public place during school hours without reasonable excuse within the first five days of exclusion. From the sixth day the school or local authority will be required to make available suitable full-time provision.

Engage the wider community. Schools should be a resource that help the community. Extended Schools work with local providers to provide a range of services and activities to help meet the needs of children, their families and the wider community. Over 3,000 schools are already delivering the core offer of extended services: childcare 8am-6pm and family support; activities including study support, sport and music clubs; swift and easy referral to specialist services such as speech therapy and health drop-ins and community use of facilities.

What is the Respect Programme?

The Respect programme is a wide ranging response to Anti Social Behaviour (ASB) and its causes. It means promoting good behaviour – for example in work with young people. It means councils, police, social landlords and others tackling ASB head on. It means getting schools, social and children's services more involved in tackling bad behaviour and challenging key causes of ASB like poor parenting.

It means a broad approach to help build a modern culture of respect. This approach is about making services better at managing behaviour – tackling bad and promoting good. Doing that is central to delivering on issues like social justice and child poverty, as well as dealing with ASB that blights people's lives. Respect is also about improving the response to issues that matter most to the public. Most areas are good places to live but evidence shows that vandalism, groups hanging around and rowdy behaviour are the main concerns for communities. These raise the fear of crime, weaken community ties, limit children's achievement and cost a fortune.

Effective responses to ASB and its causes improve outcomes for the community, the perpetrators and their children and can be highly cost effective. We cannot impose a culture of respect. However, by delivering on the Respect programme and tackling ASB and its causes, and by engaging the community we can set the boundaries of acceptable behaviour and create the conditions where people can get on with, and take responsibility for, their own lives. Much has already been achieved by agencies using their powers to develop early intervention and tackle ASB through the Case Intervention Group and provision of parenting support.



The Respect Programme is easiest to understand as a set of 7 guiding principles which apply regardless of whether you are a member of the community or a service provider.

1. Respect is the public's responsibility too: Engaging and supporting the public in action to tackle ASB means problems can be solved more easily and helps to build pride and set standards.

3. Promoting good behaviour: Local services can play a key role in promoting good standards of behaviour, for instance; by the example staff set or by rewarding those who are behaving well or giving public credit to those who have changed their ways from bad to good.

5. Early intervention can pay dividends later on. Help to parents who are struggling with the behaviour of their children can improve family wellbeing and act as a protection against adverse effects later in life including ASB, crime and other outcomes.

7. Let people know what is happening: The public need to be informed about action being taken if they are to have confidence in services and to feel safe in their community (**see page 7**).

2. Challenging and changing bad behaviour: Everyone – rich or poor, young or old – should be expected to uphold basic standards of decency towards others.

4. A 'twin-track' of enforcement and support: Providing support to help change behaviour and taking enforcement action to stop harm to others are two sides of the same coin, both may be needed to protect the public and help individuals and families.

6. Don't give up: It is never too late to intervene. Everyone can change, and situations can always be improved. Tackling difficult cases in your area you can start to change the culture, showing that action can be taken and that problems can be solved.

What is Anti Social Behaviour ?

- Verbal abuse
- Graffiti
- Vandalism and criminal damage
- Racial Abuse and other forms of Hate Crime (discrimination)
- ASB Dealing Drugs
- Drinking alcohol in the street
- Threatening or intimidating behaviour and harassment

This is not a complete list, there are many others.

Engaging schools

Discipline in the classroom. Children spend a significant percentage of their time at school. It is important that schools convey consistent messages – promoting good behaviour and challenging bad. For example through clear rules on behaviour about what is and is not acceptable, or through school schemes such as mentoring to help promote positive behaviour and tackle bullying. Rochdale has a long standing partnership with the Children's Society to promote anti-bullying policies. Many schools have successful peer mentoring schemes such as 'Playground Pals' which promote safe friendly spaces and activities. The Council has an anti bullying policy and a strategy group which supports children, schools and families.

Rochdale's schools are supported in promoting good behaviour and discipline by the Behaviour Management and Development Team. Their work includes: advice and training for all school staff on behaviour management; and promotion of social and emotional health and well-being through curriculum, resources and innovative approaches such as peer massage in schools and therapeutic inclusion rooms.

Engaging schools in the multi agency response. Children whose behaviour is causing concern at school may well be causing concern to the local council, police or housing provider and vice versa. ASB teams and other agencies have regular contact with schools to identify how best to tackle problems.

Rochdale has pioneered basing police officers in 2 secondary schools since 2002 through the Behaviour Improvement Programme. This has been very successful in reducing crime and anti social behaviour in and around the schools. The police officers are actively involved in the multi agency safer schools partnership and they support anti bullying initiatives in their schools. 6 Rochdale primary schools are now providing bases for police officers and police community support officers and this is also proving popular and successful in the local communities. By September 2007 all secondary schools should be working in partnership with other local services to improve behaviour and tackle persistent absence.

Early intervention and enforcement. Schools engage other agencies such as ASB teams, counselling, parenting support, Education Welfare and Special Educational Needs teams through their behaviour strategy which promotes good behaviour and ensures early interventions to tackle bad behaviour before it escalates.

Constructive activities for children and young people

Positive activities for all young people. All young people can benefit from engaging in positive activities. This could include provision such as homework or special interest clubs, volunteering or sports and physical activities as well as a wide range of cultural activities including music, performing and visual arts. This will be provided in consultation with local young people who will be involved in identifying solutions, service design, developing codes of conduct and the setting of appropriate boundaries relating to language and behaviour.

Understanding the issues. We will target local areas and hotspots to understand the levels of ASB and local perceptions including those of young people.

Providing services at times when young people need them. We will try to provide services at times when young people are likely to be free – after school, at weekends and during school holidays – making it more likely that a good mix of young people will engage in a meaningful way. We will advertise locally ‘what there is to do round here’.

Spaces with ‘something to do’. We will try to use local facilities to engage young people so that cost of travel to more formal activities is not a barrier to participation.

A gateway to other services. Engaging in constructive activity will provide young people with the opportunity to engage with other services they would not normally access e.g. advice/support on education, training, employment, drugs and alcohol treatment.

Examples can be as wide ranging as:

Firefly - Greater Manchester Fire & Rescue Service run an accredited course that improves the life chances of young people by providing an intensive work experience course within a disciplined uniformed team. Targeting the problems of young people, this initiative focuses on positive outcomes. The project is an example of social crime prevention, it is tough on the causes of crime and is committed to achieving safer communities.

Victim Support & Witness Service have had placements 10 placements from local schools who have gained work experience and found it a positive experience helping in the office. They were also able to find out about the services provided and pass the information on to their peers and families.

How we tackle ASB

An effective response to anti-social behaviour is at the heart of the local response to the Respect programme. We know that means:

Shared understanding of the problem, the strategy and what a solution would mean to the public. All local services work together and use the same strategy to tackle ASB regardless of the size of the problem.

Using tools and powers: acting early. In the majority of cases, an early warning followed by an ABC (Acceptable Behaviour Contract) or a fixed penalty notice will be sufficient to nip problems in the bud. What is important is that early warnings are acted upon so that it is clear both to the perpetrator and the community that there are consequences for ASB.

Using tools and powers: taking further action. Where individuals continue to break the rules the protection of the community is prioritised by using the wide range of tools and powers available, including injunctions, ASBOs and the use of housing powers such as demotion and possession actions. This action is publicised appropriately.

Effective use of support services. Parenting programmes, drug or alcohol treatment, counselling, mental health services or educational support are used to reinforce enforcement action to help individuals change and manage their behaviour and can help an Individual comply with the terms of any contract or agreement.

Tackling anti-social behaviour by children and young people. ASB, although not just a youth issue is given particular consideration in terms of initial responses being contact with parents or carers and the development of parenting support where families are struggling. Tools such as parenting orders and Individual Support Orders (ISOs) are considered alongside ASBOs by many agencies tackling ASB.

Victims and witnesses of anti-social behaviour are encouraged and supported to come forward to report problems. The way that people who report issues are treated, particularly at the first point of contact, is a key influence on satisfaction – regardless of the outcome of the case. We aim to influence community confidence to report issues by making reporting easy through the contact details in this booklet, drop-in sessions and support through the criminal justice system via the Victim Support Service and the Witness Care unit.

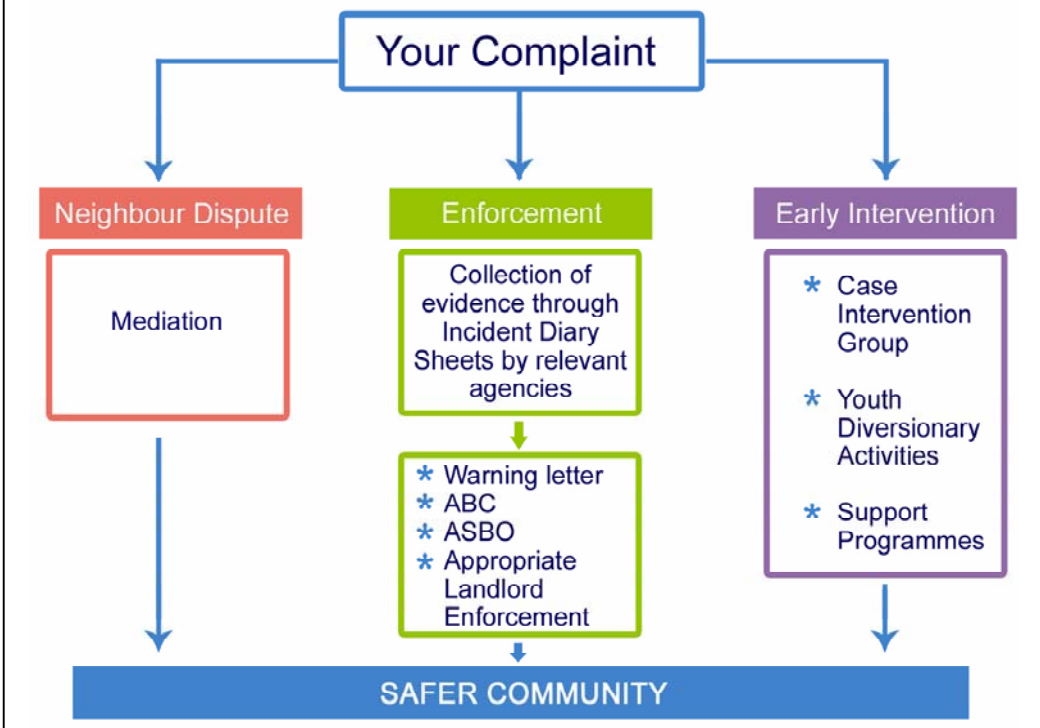
An effective communications strategy letting residents know what action is being taken and why and also to provide reassurance. We use targeted communications such as ASBO leaflets, posters and cards to get information across.

What can be done ?

There are a number of ways in which agencies can address ASB including:

- Warning letters
- Home visits
- ABCs (Acceptable Behaviour Contracts) - this is a promise or agreement between the agency and the alleged/perpetrator
- ASBOs (Anti Social Behaviour Orders) - this is a court order
- Supportive programmes e.g. Shelter, Include and Positive Activities for Young People (PAYP)

How we deal with ASB



pre-sentence reports.

Ensuring help reaches those who need it. Problem behaviour by a child or young person should always prompt practitioners to ask questions about a child's parents or carers. Parents may be anxious for help but unaware how to find it. While parenting interventions should always first be offered on a voluntary basis, for those reluctant or in denial about the problems facing their family, persistence and assertive approaches will be necessary. The ASB team, Youth Offending Team and others should be willing to repeatedly try and engage those they think would benefit from parenting support. They should be prepared to use parenting contracts and orders where voluntary approaches are not working. Evidence shows parents who are compelled to go on parenting classes by court order benefit just as much as those who attend voluntarily.

Evidence based parenting programmes. Research shows that programmes are more likely to change behaviour when they include essential characteristics such as following a model shown to be effective and delivered by properly trained workers. For example the Webster Stratton Incredible Years programme and the Triple P Positive Parenting programme. Commissioners of services should consider the recent National Institute for Health and Clinical Excellence guidance and DfES commissioners toolkit www.toolkit.parenting.co.uk

A well trained workforce. Parenting programmes should be delivered by practitioners who have been properly trained to deliver specific evidence-based programmes and whose practice is subject to appropriate supervision and accreditation. Poorly trained practitioners can actually make things worse. Staff should also build their generic skills and competencies in working with parents. Parenting UK, for example, run a course designed for this purpose. The National Academy for Parenting Practitioners to be launched in autumn 2007 will provide further training for parenting practitioners.

Build senior level commitment and backing. Crucial to the Parenting Strategy's success is senior level buy in. A parenting Strategy Implementation Group chaired by the parenting lead involving key partners involved in commissioning and delivering parenting support is an excellent forum for agreeing and delivering the strategy.
Parenting Support Team Telephone 0845 226 5533

Parental support

Rochdale's Parenting Strategy sets out our approach and commitment to supporting parents and carers in Rochdale. It has been created by a multi-agency Parenting support Strategy Group with membership drawn from a cross-section of services that work with children and families across the borough. Our vision is to “achieve a future in which any parent or carer in Rochdale who needs support will know where to turn and be able to benefit from a range of appropriate and accessible services. Seeking help is seen as strength not a weakness and will lead to better outcomes for children. We need to proactively seek ways of reaching families least likely to ask for, or be able to access help and to set out a model of parenting support for parents and practitioners that has clear standards and a consistent high quality approach.

A single commissioner of parenting support services/senior parents champion. Having one person who takes the lead on co-ordinating and promoting parenting services locally has been viewed as critical to success in local authorities whose parenting services are most advanced. Local authorities have been asked by DfES to appoint a single commissioner of parenting support to co-ordinate the work of different agencies involved, lead strategic planning of parenting and family support services across the local authority and ensure that parenting services are clearly set out in children and young people's plans.

Dedicated support and parenting programmes for those involved in or at risk of anti-social behaviour and crime. A priority for parenting services in the context of the Respect programme is the provision of parenting programmes to families who are worried about or struggling with their children's behaviour. Courses and interventions must be available to the police, anti-social behaviour officers and others where there is cause for concern – for example when children are found wandering the streets late at night, or schools know that someone they have excluded is roaming the streets. There must be clear and quick ways to make it possible for those staff to refer the parents to support to avoid the escalation of problem behaviour. They should also be available alongside enforcement measures, for example, where a young person is issued with an ASBO, a parenting order must be considered. Where a young person is convicted of an offence then the need for parenting interventions should always be considered as part of

Communicating with the public

We will communicate our activities and not just our successes so that people can learn about specific action being taken, for example an abandoned car removed or community reparation work carried out to clean up alleys or common ground is just as important if not more so than being told that a problem no longer exists. We will also keep young people informed about activities available in their area. We will always try to present information clearly and informatively and base it on local issues. Above all we will be frank and tell you what we can and cannot do and why.

A figure associated with the issue. People want to know that their concerns are taken seriously and that someone senior or expert is focused on tackling problems. Local - Councillors, police commanders, community safety, senior officers and specialists will provide this reassurance by attendance at community meetings and events and through local media opportunities.

Public voice and participation. We particularly want the help of the public, not just those that represent their community or have taken a stand against ASB. Everyone can play a part by reporting ASB, if you are having problems in your area use the contact details on the back page, **“We want to hear from you!”**

How can the community help? The community can help by being pro-active in reporting ASB. ASBOs are community based orders that involve local people not only in the collection of evidence, but also in helping to enforce breaches. By their nature, they encourage local communities to become actively involved in reporting crime and disorder and contribute effectively towards “making the Borough a place where everyone is safe and feels safe”.

Diary sheets. To help agencies reduce ASB in your area they will need diary sheets about what has been happening and when, to use as evidence in court.

ASB drop-in surgeries, hosted by the Legal Services and Enforcement Team (LSET) of Rochdale Borough wide Housing are held monthly in each Township.

Working with the most Challenging Families

The production of this booklet also sees the launch of the Rochdale Borough Families Project

Background

Some households are responsible for a very high proportion of ASB, causing major problems for their community. These families also often have multiple problems including mental health problems, drug and alcohol abuse, low educational achievement, poor basic and life skills, low income, homelessness and difficult family relationships. These will be families who are well known to agencies and can cost services up to £250,000 – £333,000 per family per year. However, the way services sometimes currently intervene with these families does not always improve things for the children in the family, the family themselves or equally importantly the community around them.

Rochdale Borough Families Project

In January 2006 the Respect Task Force Action Plan announced the Governments' commitment to tackle the root causes of ASB amongst the most problematic families through intense family support. Rochdale Borough Families Project will target families with highly complex needs persistently involved in ASB for whom other interventions have failed. The project uses a model of support and possible sanctions to increase a family's motivation to change their behaviour. It is recognised that persistent ASB is a consequence of other problems and that families have high needs levels with difficulties being deeply entrenched.

Aims & Objectives

The overall aim of Rochdale Borough Families Project is to challenge and support families to address the root cause of their ASB. The specific objectives are:

- Stop ASB and incidents of offending behaviour.
- Prevent repeat cycles of homelessness.
- Provide sustainable route back to settled housing for homeless families
- Help achieve the five "Every Child Matters" outcomes for children and young people.

Schemes developed by Social Landlords are wide ranging and are different for each landlord. An example of some of what Rochdale Boroughwide Housing (RBH) are doing to support and implement the Respect Programme is shown below in their Communities First Scheme which is designed to recognise the good things that their tenants do by engaging them and local schools to deliver key messages. Communities First has three themes:

(Contact your landlord to see what they are doing)

RBH Communities First themes and supporting projects:

1. Recognising Individuals and Groups
2. Greening our estates
3. Working with young people to make a difference

A wide range of events

- Gardens of the Year
- Community Kids
- Junior Wardens
- Work Placements
- Training
- Parenting courses
- Communities First Events
- Consultation events
- Volunteers of the Year Awards
- Good Neighbour Awards
- Taking a Stand Awards
- Individual Bursaries
- Community Cohesion Award
- Estates In Bloom
- Cleaning the Grot Awards



Heywood Junior Wardens



Training Sessions

Housing management

Social landlords signing up for the Respect Standard for Housing Management. Almost one in five people live in social housing and they are up to four times more likely to perceive high levels of ASB than other groups. The Respect Standard for Housing Management has been introduced to drive up good practice in housing management. It sets out six commitments which are at the heart of effective housing management and which all social landlords, particularly key providers in an area, should be able to meet. The standard makes clear what social landlords can deliver themselves and what they will need to work with partners to deliver. Social landlords can sign up to the Standard at www.respect.gov.uk

Effective housing representation on Crime and Disorder Reduction Partnerships (CDRPs). Rochdale Boroughwide Housing and Registered Social Landlords (RSLs) via the Rochdale Housing Initiative are all represented on the CDRP.

Effective management of the private rented sector. Most of the tools to tackle ASB such as ABCs, ASBOs and fixed penalty notices are tenure neutral and are available to this sector. Robust tenancy management forms part of the criteria for the Rochdale Private Landlords Accreditation Scheme ensuring good practice amongst private landlords.

Tackling problems in the owner occupied sector. As noted previously, many tools to tackle ASB are tenure neutral and, where appropriate, can be used to tackle problems associated with owner occupied properties. The Government is consulting on plans to introduce a premises closure order in cases of ASB.

Managing the process of regeneration. Physical regeneration can create opportunities for ASB. For example transferring responsibility for management of housing stock may destabilise long-established patterns of partnership working. Even smallish schemes might take five years from start to finish, it is important to manage this transition to ensure that community safety problems are not exacerbated. In 2007 the Department for Communities and Local Government will be consulting on a Respect Standard for Regeneration.

Shelter

The Rochdale Borough Families Project will focus on two levels of support:

- Outreach support to families in the community
- More intensive support to families given an insecure tenancy, which can become secure if the family makes the changes necessary to stop ASB.

The project works with a small number of families in the Borough who are causing high levels of ASB and offers an intense multi agency solution.

A recent government evaluation found an 85% reduction in complaints about ASB, a 36% improvement in school attendance, and an 80% reduction in the risk of homelessness from families engaged with 6 of these projects. Because of this the Respect Taskforce has set up a network of 50 of these projects as a key commitment in the Respect Action Plan, the Rochdale Borough Families Project is one of these.

For more information on the project contact:

Rochdale Borough Families Project, Unit 6, Champness Hall, Rochdale, OL16 1PB.

Tel: 0844 515 2922.



Shelter can provide a range of support to families in the borough.

Services that face the public

We will consult the community about priorities through public meetings, neighbourhood policing, surveys or placing questions in newspapers or letters. We will also carry out door knocks, attend community and youth group meetings and engage local shopkeepers.

Local Councillors will act as champions for their community. They will listen to concerns – for example through drop in surgeries or by attending neighbourhood policing meetings and other neighbourhood forums. They will also take up issues with service providers and let the community know what has happened as a result. The Community Call for Action will strengthen Councillors' ability to act as community champions.

All key agencies involved at neighbourhood level. No single agency can tackle all the issues which concern communities. Approaches such as Township Crime and Disorder Partnerships, neighbourhood policing, Township meetings, the ASB Case Intervention Group and using community organisations help to deliver a multi agency response.

Visible action to tackle identified local problems. To win public confidence and reduce perceptions of ASB people need to see action being taken. ASB teams, neighbourhood policing, Police Community Support Officers (PCSOs) and in some areas neighbourhood wardens are at the heart of providing a visible response to local problems. Hotspot areas will also be targeted through "Weeks of Action" via a wide range of statutory agencies

Involving the community in tackling local problems. We will involve residents of all ages and ethnic and faith backgrounds in the response to local problems. This might include community clean-ups, walkabouts, junior wardens or watch schemes. We will also attend area forums and meetings.

Commitment goes all the way to the top. People are most concerned about the immediate area in which they live – and most issues can be resolved at this level. However, some issues will need a more strategic response and structures are in place via a range of partnerships and the

borough's Local Area Agreement (LAA) to ensure that both politicians and senior officers are committed to tackling area problems.

Face the People sessions. National Standards for Crime and Disorder Reduction Partnerships require they hold regular 'Face the People' sessions. These will be open to the media and local public and require senior representatives of agencies like the police and councils to attend.

Neighbourhood policing plan

Greater Manchester Police (GMP) have realigned their 'Beat Areas' to electoral wards and have dedicated officers and resources to every local area in them. The key features of the plan are:

- Visible, accessible, familiar and proactive teams meeting the needs of local areas and targeting prolific offenders and criminals.
- Community both engaged and involved.
- Volunteers GMP offer the community the opportunity and training to be involved in a range of activities to support the police including: Watch schemes, administrative duties and becoming special constables.
- Partners and communities working alongside neighbourhood teams.
- PACT Panels - ward based Partners and Communities Together Panels meeting bi-monthly to target local priorities.
- Officers using schools, bus stations, business parks and other community facilities as bases to work from and provide a local point of contact.

Letting the community know what we have done is as important as doing it. Information on outcomes, including court sentences, are provided to the local media. Newsletters, websites, text messages, leaflets, posters, local media and staff working in neighbourhoods also communicate this.



Police Community Support Officers (PCSOs) are at the heart of providing a visible response to local problems