

**‘What we Heard’**

**Highlights and summary from the consultation to inform the Standing Together Plan**

**January 2025**

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## Introduction

The Mayor, as outlined in the Police Reform and Social Responsibility Act 2011, must produce a Police and Crime Plan which sets out their strategic direction for policing, crime and community safety across Greater Manchester over the next 4 years. One of the requirements when developing a new Plan is that the Mayor and Deputy Mayor have a duty to get the views of local people, victims of crime and the Chief Constable on the Plan.[[1]](#footnote-2)

Alongside our consultation and engagement, the Plan has also been informed by findings from our Policing and Community Safety Survey, our Greater Manchester Victims’ Survey, what crime trends and policing data tell us, findings from the Crime Survey for England and Wales and the consideration of local and national priorities in relation to policing, crime and community safety.

What we heard from speaking to people has influenced the actions we have committed to within the Plan. This has particularly shaped the structure of our new Plan – with a commitment to 3 overarching missions: to keep people safe and support victims, to reduce harm and offending and to strengthen communities and tackle inequality and 10 commitments to fulfil these aims. These 10 commitments speak much more closely to what we want to achieve and represent key areas we have heard in our consultation – such as improving trust and confidence in the police and keeping children and young people safe and preventing young people from becoming involved in crime.

Our Plan is intended to benefit all residents of Greater Manchester and work to make local communities safer. The information we gained through the consultation will assist us in delivery and provides valuable insight into what is important to our partners and communities.

## Headline findings

* A majority of survey respondents supported the three areas we had identified – keeping people safe and supporting victims, reducing harm and offending and strengthening communities and places. These are now broadly our 3 headline missions, with an additional strong focus on tackling inequalities.
* Visible policing (47%) and low levels of crime and anti-social behaviour (29%) were the top 2 areas survey respondents identified as helping them to feel safer in their local area. Feedback from engagement events echoed these findings – we received lots of comments that both these areas are a priority and a concern for people.
* In our consultation we heard that for some visible policing presence does not necessarily make them feel safe, and that trust and confidence in the police can impact on views of this, as can prior experiences with the police.
* Overall neighbourhood policing, anti-social behaviour and road safety were the top 3 areas of current concern in relation to policing and crime for survey respondents. These themes were reflected in our face-to-face engagement.
* Only 10.25% of respondents thought the police engaged very well or well with their community. Community engagement consistently came up in our face-to-face engagement also – with the importance of understanding local areas, building trusted and meaningful relationships, engaging with voluntary and grass roots organisations, listening to residents about what they need in a local area and having positive police presence all being highlighted as ways this could be improved.
* Transparency and trust were two areas which were consistently raised in our engagement sessions. This was often linked to accountability, openness and honesty. In our residents’ survey when asked to think about the future and areas they were concerned about in relation to policing and crime 29.7% of resident survey respondents rated this as their number one area of concern.
* Training was an area which was repeatedly raised and was of importance to those who attended our engagement sessions. Many attendees called for better training around cultural awareness, diversity, and the understanding of different communities. Others called for trauma-informed and neurodiversity training, and for training which was led by those with lived experience or expertise.
* Taking a trauma-informed approach and improving the quality of training in this area was a common response in our engagement sessions, especially within the Voluntary Community Faith and Social Enterprise (VCFSE) and statutory partnership discussions. Multiple responses called for better support for victims, and for this to be trauma-informed, especially for victims of domestic abuse and sexual offences.
* Utilising and embedding the voice of lived experience was felt to be key to ways of working, and in being able to drive a real change in services.
* Improved multi-agency and partnership working were consistent themes when we discussed ways of working and principles of delivery. This included driving a more collaborative approach, with better streams of communication and improved information sharing. Data, and using this to inform work and identify trends, was also consistently raised as an area that needed a more joined up focus. This was echoed in the Greater Manchester Partnerships survey – only 28% of respondents felt they were very well or well connected to the work of the Safer and Stronger Communities team.

## Data and analysis – key findings

To inform the new Standing Together Plan, the GMCA research team analysed crime trend data provided by Greater Manchester Police (GMP), and data from two commissioned resident surveys: the Policing and Community Safety Survey and the new Victims’ Survey. Our commissioned surveys are key to capturing the feelings and experiences of Greater Manchester’s residents. The purpose of the analyses was to identify residents’ key concerns and priorities in relation to policing, crime and community safety, and to consider any changes in crime trends since the last Standing Together Plan.

In addition to receiving regular results from the two surveys, the GMCA also commission deep-dive analyses. In 2023/24, we received two deep-dive reports, the first on perceptions of personal and community safety amongst Greater Manchester students, and the second on public levels of trust and confidence in GMP.

A summary of the results from the two surveys and two deep-dives is given below.

### Policing and Community Safety Survey

The Policing and Community Safety Survey has been running since 2019, and surveys 13,000 GM residents per year, collected in quarterly waves of 3,250 respondents. The Policing and Community Safety Survey interviews a representative sample of residents from across Greater Manchester and asks about their perceptions of personal and community safety, including their perceptions of GMP.

Data from the Policing and Community Safety Survey are presented for the year ending March 2024.

#### Headline findings

* Overall, 9 in 10 GM residents feel safe in their local area.
* Women report lower feelings of safety than men (88% v 91% feel fairly or very safe in their local area). This is particularly true for young women and girls (83% of women and girls aged 16-24 feel safe, compared to 91% of men and boys aged 16-24).
* Older residents (aged 65 and over) report higher feelings of safety (93% feel fairly or very safe) in their local area than any of the younger age brackets.
* Disabled residents report lower feelings of safety than residents without a disability (85% v 92%), particularly residents with mental ill health (76%).
* Residents who identify as gay, lesbian or bisexual report lower feelings of safety than heterosexual residents (83% v 90%).
* Residents living in areas with higher levels of deprivation feel less safe in their local area (e.g. 84% feel safe in the most deprived areas v 97% feel safe in the least deprived areas).

### Student feelings of safety

For the student safety deep-dive, data from the Policing and Community Safety Survey from April 2021-June 2023 was analysed. This sample included 29,250 Greater Manchester residents aged 16+, of which 4,352 were studying at a location in Greater Manchester. This included both full and part-time students of all ages.

#### Headline findings

* Most students feel safe in their local area (89%), and a higher proportion feel safe their place of study (93%).
* The top reason for students feeling safe in their place of study is that their property is secure/has security guards/checks (26% of respondents that feel safe gave this as a reason why).
* Within the student population, women are more likely to feel unsafe in their local area than men (14% v 8%). This is a bigger difference than in the wider GM population (12% v 10%).
* Conversely, slightly more women than men feel safe in their place of study.
* Students who are gay, lesbian or bisexual are more likely to feel unsafe in their local area than heterosexual students (20% of bisexual, 13% of gay/lesbian, and 11% of heterosexual students feel unsafe in their local area).
* For respondents with sensory or mobility disabilities, students were significantly more likely to report feeling unsafe in their local area (27% and 25%) than the wider Greater Manchester population (17% and 16%). However, these students were less likely to report feeling unsafe in their place of study (5% and 8%).
* Students are significantly more likely than the wider Greater Manchester population to have experienced a community safety issue in the last 12 months (46% v 36%).
* Students are significantly more likely to have had contact with GMP or another community safety organisation in the last 12 months (30% v 18%).
* Students are significantly more likely than the wider GM population to be confident in getting help from GMP in emergency (73% v 61%) and non-emergency situations (59% v 40%).

### Trust and confidence in Greater Manchester Police

For trust and confidence in GMP, data from August 2019 to December 2023 was analysed, from the Policing and Community Safety Survey. This sample included 29,250 Greater Manchester residents aged 16 and over.

The exception is the analysis of trust. A question measuring trust in GMP was introduced in July 2023. The analysis of trust therefore includes 3,282 residents that were asked about their trust in GMP from July-December 2023.

#### Headline findings

* 58% of GM residents report having trust in GMP.
* Greater Manchester residents have greater confidence that GMP will help in an emergency (64% are confident) than non-emergency situation (45%).
* Greater Manchester residents that have lived in their local area for 10 or more years have lower levels of confidence in getting help from GMP than residents who have lived in their area for less than 10 years. Greater Manchester residents that have lived in their local area for less than a year have the highest levels of confidence in getting help from GMP.
* Greater Manchester residents who have lived in their local area for less than a year have higher levels of trust in GMP than residents who have lived in their area for up to, and more than, 10 years.
* Greater Manchester residents living in the most deprived areas have lower levels of trust in GMP (58%) than those living in the least deprived areas (63%).
* However, residents living in the most deprived areas have higher levels of confidence that they could get help from GMP in a non-emergency (50%) than those living in the least deprived areas (33%), and similar levels of confidence that they could get help in an emergency (64% v 62%).
* Residents identifying as lesbian, gay or bisexual have lower levels of trust in GMP and lower levels of confidence that they could get help from GMP in an emergency than heterosexual residents.

### Victims’ Survey

A new Victims’ Survey has recently been commissioned. This started data collection in March 2024. The Victims’ Survey interviews 4,000 victims of crime each year that have had a crime reported to GMP, collected in quarterly waves of 1,000 respondents. The purpose of the Victims’ Survey is to capture Greater Manchester victims’ experiences of the police and criminal justice system when they have a crime reported to GMP. As the survey commenced in 2024, only the first two waves of data were available to inform the development of the Standing Together Plan. These first two waves include 2,000 victims of crime that had recently had a crime reported to GMP.

#### Headline findings

* In the second wave, 64% of victims reported feeling satisfied with the service they had received from GMP. This was higher than the first wave (57%).
* Satisfaction with GMP is driven by fast and effective communication.
* Dissatisfaction with GMP is driven by a lack of action, information and support.
* In the first wave, victims identifying as lesbian, gay or bisexual were more likely to be dissatisfied than heterosexual victims.
* Across both survey waves, victims with a disability were more likely to be very dissatisfied with the service they received from GMP.
* The most common suggestion for improvement is more regular communication and contact with victims and updates on case progress.

## Our consultation and engagement

Consulting a diverse range of groups and people to help us develop the new Police and Crime Plan was important to us as we wanted to ensure a variety of perspectives were represented, and that we developed a Plan which was informed by listening to the views of our partners and residents.

### Methods of engagement

#### Online surveys

We undertook two online surveys. One was open to all residents of Greater Manchester, and one was for those who work within our partner organisations. Partner organisations include Greater Manchester Police, Community Safety Partnerships, His Majesty’s Prison and Probation Service (HMPPS), the Crown Prosecution Service (CPS) and voluntary, community, faith and social enterprise (VCFSE) organisations. Together we received a combined 900 responses to both surveys.

Our surveys were designed to ask about 3 priorities – keeping people safe and supporting victims, reducing harm and offending and strengthening communities and places. However, based on findings from the consultation and engagement process our Plan now has 3 missions – keep people safe and support victims, reduce harm and offending and strengthen communities and tackle inequality – underpinned by 10 commitments. Therefore, the findings do not exactly map onto our new priorities.

#### In person events

We held five in person events – one for our statutory partners, one for our VCFSE partners, one in Oldham for those living and working there, one in Moss Side for those living and working there and a standalone session for our Greater Manchester Equalities’ Panels. Representation from ethnic minorities and other protected characteristic groups were present, and we aimed to make the events as diverse as possible.

During our face-to-face consultation events, attendees were introduced to the Standing Together Plan and asked to provide their views on what should be included in the next Plan. Responses were collected using Slido, an online text poll site and through facilitated table discussions.

Through these events we spoke to around 250 people about our new Standing Together Plan. These events helped us to identify more specific areas we should be focusing on within the Plan, to listen to people’s experiences from working with victims of crime and within local communities and from living and working in Greater Manchester.

#### Speaking to community safety partnerships, governance groups and other key stakeholders

We spoke to Community Safety Partnerships across Greater Manchester about the development of the new Police and Crime Plan ensuring that those local partnerships had a voice.

We attended various governance groups in Greater Manchester to ensure that professionals working in areas that are essential to delivery of our Plan had the chance to provide us with their views and insights. This included the Greater Manchester Children’s Board, the Justice and Rehabilitation Executive, the Greater Manchester Violence Reduction Governance Board, the Greater Manchester Reducing Reoffending Management Board and many others besides.

We also spoke to the Youth Combined Authority to get those young people’s views and our Gender-Based Violence Lived Experience Panel.

#### Other engagement

We worked with Greater Manchester’s youth justice services to get the voice of young people within those services about the Police and Crime Plan. This session used a participatory youth practice approach, was designed by speech and language therapists, and was delivered via youth justice practitioners to the young people they work with. We spoke to almost 60 young people using this approach.

##### Summary

Number of events: 5

Number of surveys: 2

Number of governance groups / forums attended: 25

Number of resident survey responses: 790

Number of partnership survey responses: 121

Number of event attendees: 250

## Findings from each consultation

#### Questions asked at the sessions:

At each of the engagement session we asked a series of questions to attendees which were designed to prompt discussion, help us develop our new priorities and to identify whether there were any areas that we had not considered that were of importance to people.

We used Slido and facilitated table discussions to receive feedback from attendees. The questions we asked were:

* In your view what are the top 2 or 3 areas most important areas you would want or expect to see within the new Police and Crime Plan?
* What would you expect to see as actions or commitments to drive the work of the Police and Crime Plan?
* Are there any areas you think are missing and which should be included within the Plan?
* What do you think will be emerging issues over the next 4 years?
* How do you think we should work with partners, VCFSE organisations and communities? How do we work better with local areas?
* What approaches and principles of delivery would you expect to see within the Plan?
* What actions do you think would help to improve public trust and confidence?
* What would you want to see in the Plan addressing inequalities?

#### Statutory partners

This event was held for our statutory partners – those organisations that we work closely with to help us deliver the Police and Crime Plan. Attendees included representatives from Greater Manchester Police, His Majesty’s Prison and Probation Service (HMPPS), local businesses, retailers, Greater Manchester Fire and Rescue Service (GMFRS), Housing Associations, local authorities, including community safety partnerships, Transport for Greater Manchester (TfGM), health services, local universities and HMP Hindley.

Feedback in this session was predominantly around how we worked together as a system and as a partnership to make improvements and drive change – so thinking about multi-agency working and better information sharing. Additionally, how victims of crimes were supported, particularly victims of sexual offences and domestic abuse, having a stronger focus on prevention and diversion to tackle the causes of crime and the importance of considering the impact the wider criminal justice system has on both policing, victims of crime and partners all consistently came up as areas to prioritise within the Police and Crime Plan.

Other themes which came up were exploitation, recognising and protecting vulnerability, ensuring visibility of children and young people within the Police and Crime Plan, police response, communication and consistency, importance of community engagement and having communities involved in decision making, information sharing, diversity in leadership and of the workforce, disproportionality and building links with education, particularly when considering young people.

Attendees expressed appreciation for receiving the opportunity to attend an event to input their views in the Police and Crime Plan and asked to have more regular opportunities to hear about the Police and Crime Plan and the work of the Safer and Stronger Communities team.

#### VCFSE organisations

This event was held for Voluntary, Community, Faith and Social Enterprise – organisation we work closely with, that we commission to deliver services and that work with victims of crime. Organisations who attended represented a diversity of views and included victim support services, domestic abuse support services, sexual violence support services, youth services, voluntary infrastructure organisations, equality organisations, community sports organisations and members of our Greater Manchester Equality Panels.

A key area arising within this session was around having more and improved engagement with the VCFSE sector – ensuring the sector felt involved in the work of the Safer and Stronger Communities team, recognising the role they had to play in being part of the solution to help meet our ambition and their role in early intervention and prevention. Additionally, workforce training came out as a strong theme within this session, particularly in relation to cultural competence and diversity, domestic abuse, inclusion and neurodiversity. Prioritising young people within the Plan and involving and listening to young people was another key theme which came out of the conversation within this session.

Further themes which came up were using and embedding the voice of lived experience, increasing the diversity and representation of the policing workforce, meaningful engagement and relationship building - how this was central to improving trust within communities and that engagement needed to be consistent and ongoing, not a one-off event. Accountability, information sharing, and transparency were all themes raised when considering delivery and, again, the role of partnership working and working across organisations to achieve change was raised by attendees.

Similarly, within the statutory event attendees expressed the desire to have more opportunities to attend events, discuss solutions and come together to have conversations about the work of the Deputy Mayor, the police and Safer and Stronger Communities.

#### Oldham Community Event

As part of the engagement process, we held 2 events in a local authority area of Greater Manchester. The first event was facilitated by a local voluntary infrastructure organisation and supported by Oldham Council”.

Attendees at the Oldham included attendees from the local authority, representing community safety, housing, public health and community officers, GMP, VCFSE organisations including representatives from youth zones, women’s organisations and organisations supporting vulnerable adults and mental health support organisations. It also included members of more local community groups.

Key themes coming up within this session were about partnership working at a local level, involving communities in work taking place and engagement with local areas and communities – this was particularly in relationship to policing having improved and meaningful relationships with communities, developing a greater understanding of communities and who lives within these communities, improved links with the VCFSE sector and engagement with more grass roots organisations. Linked to this was the importance of visible and consistent neighbourhood policing. Talking to partners and communities at early stages in the development of work was emphasised as being a key component to building relationships, as was talking to those with lived experience and those who live within local areas – not assuming what they want and asking them what they need.

Within this session it was also fed back that building positive communications and messages about work taking place was important so that residents and communities were aware of what was taking place to tackle issues of importance to them. Anti-social behaviour and making stronger, more joined up efforts to tackle this was also an important theme, as was greater support for victims of crime, especially those who were victims of domestic abuse, tackling exploitation and cuckooing and prioritising young people, particularly around increasing opportunities for young people. Policing culture, training and diversity of the workforce also came out within this session as been areas which were key to address within the new Plan, as did ensuring services were accessible, for example by addressing language barriers to access.

#### Moss Side Community Event

The second of our more community focused events was held in Moss Side. This was facilitated by an external facilitator and supported and hosted by the Moss Side Millenium Powerhouse.

Attendees at the event included attendees from the local authority, housing providers, students from local universities, GMP, youth services, VCFSE organisations, local community groups and Moss Side residents.

Key themes within this session involved having consistent neighbourhood policing, which was well resourced – specifically attendees raised the issue of wanting police officers who built up good relationships with communities to stay in the area rather than move on, as this helped build more positive community relations and engagement between residents and the police. Positive police presence was also highlighted – so for example seeing police officers at community events building connections and relationships and having a positive role which goes further than enforcement.

Workforce diversity – both in policing, but also of leadership within other organisations including the GMCA, was also highlighted as being important, as was having a greater cultural awareness and understanding. This was linked strongly to training and ensuring that the right training was in place which enabled policing to develop a better understanding of different cultures and communities. Disproportionality and stop and search, particularly of young black males were also two areas which came out strongly in this session. All these areas were strongly linked to trust and confidence and the importance of building this – through transparency, accountability and consistently engaging and listening to people.

Other themes coming out of this session were, again, the importance of prioritising young people, especially working with schools and education providers and stopping unnecessarily criminalising young people. Prevention and diversion opportunities came out strongly and the role of partnership working was emphasised – both through gaining the voice of grass roots organisations and having the VCFSE sector involved as trusted partners. The importance of investment in communities and services was a further key theme which came out of this session.

We also heard within this event about how important feeding back to people who had provided their views were, alongside the fact that, often, people felt they had been consulted with and spoken to, and this had not led to real change.

#### Greater Manchester Equalities Panels

We held a standalone online session for members of all Greater Manchester Equality Panels. We had representatives from the Race Equality Panel, LGBTQ+ Equality Panel, Disabled People’s Panel, Faith and Belief Advisory Panel, Youth Combined Authority and Women and Girls Panel attend this session. The feedback built on what we heard in the VCFSE engagement session.

A significant theme which came out of this discussion was around ways of working – that more work should take place with schools, youth clubs and local authorities, building trusted relationships with communities, resourcing and investing in the VCFSE sector, using the voice of lived experience and crucially continuing to engage with Equalities Panels about the Police and Crime Plan and the work of the Safer and Stronger Communities team. And that we should have a clear framework and principles which underpins delivery of the Plan.

Other areas which we heard were of importance to address were training, improving policing culture, improving the accessibility of services and support for male victims of gender-based violence, particularly domestic abuse.

## Online Survey – Residents results

This survey to inform our new Police and Crime Plan ran from 2nd September 2024 to 28th October 2024 and was available to all Greater Manchester residents online.

The survey consisted of questions where residents could rate how concerning certain issues were, as well as some free text options to provide the opportunity to state any other concerns not listed.

We acknowledge that in some cases, respondents may have not been concerned by any of the options listed for some questions in their local area and they could not proceed without choosing three; thus, this data should be viewed with caution. This is something we will consider when developing online consultations in future. We also recognise that responses are not wholly representative of the population of Greater Manchester – again this is something we will work to address in future and consider when we develop consultations. For example, we will think about translation of surveys and how we reach out into communities to achieve a more representative response. This is also why we supplemented the online consultation with in-person events and other methods – to ensure we heard a variety of views and perspectives.

#### Who responded?

* 790 residents of Greater Manchester responded, attracting residents from across the local authorities, with the greatest share from Bolton (14.94%), followed by Manchester (13.67%), and the smallest share from Trafford (6.58%). 6 people preferred not to say, and 1 person did not answer.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Bolton | 118 | 14.94% |
| Bury | 55 | 6.96% |
| Manchester | 108 | 13.67% |
| Oldham | 56 | 7.09% |
| Rochdale | 85 | 10.76% |
| Salford | 73 | 9.24% |
| Stockport | 86 | 10.89% |
| Tameside | 73 | 9.24% |
| Trafford | 52 | 6.58% |
| Wigan | 77 | 9.75% |
| Prefer not to say | 6 | 0.76% |
| Not Answered | 1 | 0.13% |

* At least 50 responses were gained from all local authorities, ensuring a representative sample of the population to inform our survey.
* **Sex and Gender:** 47.59% of respondents described themselves as a woman, with 41.01% a man. 71 people preferred not to say, 7 didn’t answer, 4 people described themselves as non-binary and 8 people preferred not to say. Only 2 people identified as transgender, meaning there is a gap in the data for insights from this group.
* **Sexual Orientation:** 79.87% of respondents answered Heterosexual or straight, with 8.86% as Bisexual or Gay/lesbian. 85 respondents did not give an answer to this question.
* **Age:** Over 72% of respondents stated they were 45 or above, with 28 people not answering this question. The 55-64 age group was the largest, representing 26.96% of all respondents. No under 18s responded to the survey, and only 9.6% were aged 18-34. We Young people were not reflected in this residents’ survey, so we needed to ensure their voices were heard in other ways, such as through the Youth Justice and Youth Combined Authority sessions.
* **Ethnicity:** 75.57% of respondents described themselves as White British, being the largest respondent group. Asian Pakistani were the largest non-white group, but still only accounted for 1.77% of responses. Responses were gained from Bangladeshi, Chinese, Indian, African, Caribbean, Any other Black Background, and Mixed ethnicities. 73 people withheld information about their ethnicity.
* **Religion:** 46.08% respondents chose Christian, with 34.56% responding with No Religion. 12.16% of people either preferred not to say or didn’t answer. 2.91% chose Other religion.
* **Disability:** 34.3% of respondents said they had a form of disability, and 9.75% did not answer.

#### Findings

**Section 1: this section asked about current areas of concern in their communities around crime and policing, and what people’s general concerns and feelings around safety were.**

**Q1: What makes you feel safe in your local community? Please choose 3.**

Visible police presence, low levels of crime and anti-social behaviour and a well-maintained environment were the top 3 most popular choices.

*‘Visible presence makes a huge difference to our communities. Actively seeing low level crime being tackled promotes confidence.’*

*‘‘The police not only need to be present but also responsive to reports that are submitted. Time and time again we hear frustrations from residents that their reports were not responded to in a timely fashion (disappeared into the ether etc.) so improving communication, and making use of technology, has to be top priority for the police to help restore trust.’*

Visible police presence was a consistent piece of feedback we received, both in the online surveys and in the face-to-face consultations. However, we acknowledge that visible police presence can be unhelpful or a detriment to communities who have low levels of trust and confidence in the force. We found in the consultations, as well as the free-text part of the residents’ survey, that some people didn’t necessarily feel that visible police presence made them feel safer in their local area, for example if they’d had previous negative experiences with the police or had concerns about being treated fairly and respectfully by the police. This is why we will prioritise scrutiny and transparency to improve perception of the police and work closely with communities where relationships with the police need rebuilding.

**Q2: What are your current concerns in relation to policing and crime? These could be concerns in your local area and / or within your own home. Please choose 3.**

Neighbourhood policing, e.g. visible officers; anti-social behaviour and road safety e.g. dangerous driving were ranked in the top 3.

**Q3: What are your current concerns in relation to anti-social behaviour? These could be concerns in your local aera and/or within your own home. Please choose up to 3.**

Percentage of respondents who chose the following as one of their options:

|  |  |
| --- | --- |
| Threatening, harassing or unruly behaviour such as drunkenness and loitering in public spaces | 77% |
| Drug use – and the mess and disruption that can go with it | 73% |
| Off road motorcycling | 57% |
| Vandalism, graffiti, fly-tipping and littering | 69% |
| Disruptive neighbours consistently playing loud music or letting their dog bark all night | 24% |

All areas were identified as being of concern to residents, particularly drug use and threatening or unruly behaviour.

**Q4: How well do you think that the Police engage with your local community? (1 being not very well and 5 being very well)**

Responses to this question varied, with 38.61% of respondents believing the Police don’t engage very well. Responses tended to range in the middle with 3 being the second most popular choice at 29.87%. Only 3.54% of respondents believed the Police engage very well and chose option 5.

In the free text part of this question, respondents were asked how engagement with their local community could be improved. Comments included:

*‘More drop in events - or at least ones that are advertised. Officers on the street.’*

*‘Facebook posts, paper and a e-newsletter, meet and greet sessions at appropriate times for parents with young families to attend e.g. before/after school, a parents evening.’*

*‘Having more in-person police events discussing things to watch out for, recent updates and what’s being done in the community.*’

**Q5: We know that crime disproportionally impacts certain people, groups and places and we want to do more to address this. Some of the areas we have identified to help to address this are listed below. Please tick the two which are most important to you.**

Overall, the 2 areas which were identified as most important based on responses from all respondents were: How we tackle crime and make communities safer in places where it is more likely you will be a victim of crime and / or involved in crime and how we respond to people with neurodiversity and learning disabilities who are perpetrators and / or victims of crime.

All of the areas - how we better address racial disproportionality within policing; how we work with people from LGBTQ+ communities and improve their feelings of safety within their local area, continue the focus on tackling violence against women and girls and delivering on our Gender-Based Violence Strategy and increasing workforce representation and diversity – we identified received some support from respondents and will be considered throughout our Standing Together Plan. We are continuing to commit to reducing disproportionality and focusing on tackling inequality.

**Please state anything else that you feel is important to help us to address inequalities.**

Free text responses included:

*‘Need to tackle the lack of representation in the police force especially at senior levels. And support is needed to retain staff from diverse backgrounds.’*

*‘All of the above are important as is the response to people with mental health problems.’*

*‘Most definitely there needs to be more focus (not necessarily all from the police) on dealing with mental illness and learning disabilities and helping to prevent them becoming perpetrators or victims of crime.’*

**Q6: This Police and Crime Plan will run up to 2029. Thinking beyond that time and further into the future what areas are you most concerned about? Please choose 3.**

39% of respondents to the residents’ survey said that trust and transparency in policing was one of the top 3 areas they were concerned about when thinking about the future.

Several responses mentioned anti-social behaviour, fraud and scams, and the capabilities of new technology such as Artificial Intelligence. Others raised concerns around social media and hate crime.

*‘A priority needs to be on how the police communicates with its community in a clear and transparent way, particularly about the good work that it does that it should shout about more.’*

*‘It's not enough for the Police to be visible, they need to be efficient, effective and empathetic in their approach to dealing with the public.’*

*‘Place the emphasis on police as protectors within communities not punishers.’*

**Section 2: the second half of the survey asked for respondents’ thoughts around our three priorities: Keeping people safe and supporting victims; Reducing harm and offending and Strengthening communities and places.**

**Q7: (Keeping People Safe and Supporting Victims) How important is this priority to you? Please rate with 1 being least important and 5 most important.**

77.85% of respondents rated this priority as a 5 or a 4 (most important / important).

**Q8: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas are the most important to you? Please choose 3.**

All options were chosen at least once, with neighbourhood policing and having visible local police being the most popular choice. Having effective communication channels was the second popular response, closely followed by ‘protect victims of crime and provide good services to victims.

**Please state any other areas which should be included within this priority.**

**Free text responses included:**

*‘Reform of complaints system and culture of GMP’*

*‘Again, a difficult choice, but other areas of concern would be effective communication with the police, neighbourhood policing and protection of victims.’*

*‘That you keep the same police team so we can get to know them and have confidence in them.’*

*‘Send police into schools to do talks to children.’*

**Q9: (Reducing harm and offending) How important is this priority to you? Please rate with 1 being least important and 5 most important.**

71.78% of respondents rated this priority as a 5 or a 4 (most important / important).

**Q10: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas are the most important to you. Please choose 3.**

Answers varied, with ‘investigate and solve more crime by increasing outcomes and charge rates’ being the most popular choice. Again, all these areas are important and will feature within the Plan.

**Please state any other areas which should be included within this priority.**

**Free text responses included:**

*‘Drugs, alcohol and health needs should also be tackled. Health underpins everyone's actions – e.g. can't work due to poor health, turn to crime as cannot afford to live on benefits.’*

*‘More collaborative early intervention work is needed. It's not a one organisation issue, it's needs to be worked at together. And funding is needed to back it.’*

**Q11: (Strengthening communities and places) How important is this priority to you? Please rate with 1 being least important and 5 most important.**

63.29% of respondents rated this priority respondents rated this priority as a 5 or a 4 (most important / important), with 11.27% rating it as least important.

**Q12: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas are the most important to you? Please choose up to 3:**

Reducing neighbourhood crime, tackling anti-social behaviour and making roads safer were the top 3 most popular choices.

**Please state any other areas which should be included within this priority.**

Many responses stated that all areas are important, with which we agree. Other responses mentioned tackling harassment, consistent regular police presence, and tackling drug use in public areas.

*‘More presence on rail and tram is needed.’*

*‘Off road motor bikes & electric scooters/ bikes. Fly tipping.’*

*‘I have witnessed lately more and more shoplifting with no effort to stop them, most likely from fear of safety but also the chance of them being charged are almost zero, these people then go on to commit more crime and graduate to bigger crimes, these low-level crimes are a blight on this community and undermine the work of the police.’*

*‘Encourage volunteering within the community to give young people confidence and a sense of purpose and achievement.’*

## Online Survey – Partnership results

Essential to the delivery and success of the new Police and Crime Plan is partnership working and collaboration between local authorities, community safety partnerships, the police, the wider criminal justice system, the VCFSE sector, the fire service and local communities.

We held an online partnership consultation survey which ran from 2nd September 2024 to 29th October 2024. The partnership survey was different to the wider public survey as in addition to commenting on priorities it also sought to understand what was working well and less well in terms of tackling crime, how connected partners felt to the work of the Safer and Stronger Communities team, how those connections could be improved, what they felt the purpose of the Plan was and asked them to horizon scan and consider what they thought will become growing concerns in the future in relation to policing and crime.

In total we received 121 responses to this survey.

#### Who responded?

* 121 individuals responded to this survey. The majority of respondents (21.49%) worked in the Manchester area, with others working in a Greater Manchester organisation. Responses were given from at least 4 individuals across all the local authorities, with 4 responses from outside of GM (either North-West or a national organisation).

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Bolton | 10 | 8.26% |
| Bury | 4 | 3.31% |
| Manchester | 26 | 21.49% |
| Oldham | 8 | 6.61% |
| Rochdale | 8 | 6.61% |
| Salford | 12 | 9.92% |
| Stockport | 4 | 3.31% |
| Tameside | 5 | 4.13% |
| Trafford | 4 | 3.31% |
| Wigan | 10 | 8.26% |
| A Greater Manchester organisation | 24 | 19.83% |
| A Northwest organisation | 2 | 1.65% |
| A national organisation | 2 | 1.65% |
| Prefer not to say | 2 | 1.65% |
| Not Answered | 0 | 0.00% |

* Sexual Orientation: 74.38% answered heterosexual or straight.
* Age: Over 50% of respondents were 45 or above, with the second largest age group after 45-54 being 25-34.
* Ethnicity: 79.34% of respondents described themselves as White British, with only 0.83% of respondents from a non-white background.
* Religion: 48.76% of respondents stated they had no religion, with 36.36% describing themselves as Christian.
* Disability: 17.36% of respondents stated they had some form of disability, 5.79% preferred not to say.

#### Findings

#### Section 1: this asked about current areas of concern for their organisation and the people they work with in relation to policing, crime and community safety.

**Q1: What are the top three issues of concern to the organisation you work in / people you work with, in respect to policing, crime and community safety? Please choose 3.**

Domestic abuse, child safeguarding for example exploitation and abuse and neighbourhood policing were identified as the top 3 areas of current concern for respondents. Table below:

**Q2: What are the top three issues of concern to the organisation you work in / people you work with, in respect to anti-social behaviour? Please choose 3.**

When asked to consider anti-social behaviour the top three areas of concern were threatening, harassing or unruly behaviour in public, drug use and disruptive neighbours.

#### Section 2: this covered horizon scanning, what is working well or less well in tackling crime and improving the safety of communities, how connected people felt to the work of the Safer and Stronger Communities team and local partnerships, what could be improved connection wise and whether they agreed with our approach to working in partnership and what the purpose of the Police and Crime Plan is.

**Q3: This Police and Crime Plan will run until 2029. Thinking beyond that time and further into the future what areas are you most concerned about?
Please choose your top 3.**

Overall respondents identified the growth of cyber/technology-enabled crime and online harms, rising inequalities within society and the impact of this on crime and transparency and trust in policing as the top 3 areas they were most concerned about when asked to think about the future.

**Q4: Please choose from the list below what you feel is working well or less well in terms of tackling crime and improving the safety of communities. (Rank with 1 being low and 5 being high)**

****

*‘Multi-Agency partnership working is very effective, and I am seeking to work with other agencies on certain projects more and more. The police response is getting better, and it is very good when they do respond, hopefully the numbers are on the rise again in the police and this will continue to improve.’*

Some respondents also indicated in the comments that currently they did not think any of these approaches were working well, or they were not aware of them working for their organisation or in the area they worked within.

**Q5: How well do you feel you and / or your organisation are connected to the work of the Police and Crime team within the GMCA and the local partnerships that exist i.e. do you think the voice of your organisation is heard? Please choose one (1 being not very well and 5 being very well)**

28% thought they were very well or well connected to our work and 31% felt they were not very well or not well connected. This indicates that for some of our partners more consideration is needed as to how we engage with them. There were also comments that people heard about this work through their place of employment but not through other channels and that getting their voice heard could be challenging.

**Q6: Some of the local partnerships used to help deliver our work are outlined below. Please choose those you are involved in / aware of.**

Community safety partnerships were the most recognised partnership for respondents, closely followed by other Greater Manchester partnership meetings. The table below outlines the percentage of respondents who knew about the local partnerships highlighted within the survey. In the comments some respondents raised other partnerships they were aware of or involved in, for example Multi-Agency Risk Assessment Conferences (MARACs) and Adult and Children’s Safeguarding Partnerships.

|  |  |
| --- | --- |
| **Partnerships**  | **% respondents who involved / aware of**  |
| Community safety partnerships  | 67.77% |
| Other GM Partnership meetings  | 57.02% |
| Via social media / newsletters  | 28.93% |
| VCFSE partnerships  | 21.49% |
| GM Equalities Panels | 16.53% |
| Community alliances  | 20.66% |

**Q7: If you think you aren’t well connected, then how do you think this could be improved? What could we put in place to make these links stronger?**

There were 55 responses to this question. Some of the key themes people commented that would make connections stronger were much better communication channels, visibility and consistency in terms of representation, of policing within partnerships, having better links to other organisations such as VCFSE organisations, drug and alcohol treatment services and housing / homelessness services, stronger links with health services, undertaking more consultation and listening with both organisations and residents, and promoting the work of the Safer and Stronger communities team, for example through a news bulletin, to enable more people to be aware of this.

**Q8: Do you agree / disagree with our outlined approach to working in partnership to deliver?**

*The Greater Manchester Police and Crime Plan is a partnership Plan. We cannot deliver this alone, and our partners are central to us achieving the ambitions contained within the Plan. For the next 4 years’ we remain committed to delivering with victims’, communities and partnerships.*

Some of our core principles are working collaboratively, place-based delivery, listening to victims and communities to identify and understand problems, acting on what victims, communities and the evidence tell us, working with victims and communities to find solutions, getting to the root causes of crime and anti-social behaviour and intervening early, taking a preventative approach, being trauma-informed and providing a coordinated joint up partnership response.

91.74% agreed with our approach to working in partnership with only 8.26% disagreeing with this.

*‘Partnership working (is) key to understand the breadth and depth of partners priorities and key areas of focus.’*

‘*We need to work in partnership, but this need(s) to be effective and achieve positive outcomes, those outcomes need to be monitored to ensure the approach is working.’*

Within the comments we received numerous comments that recognised how important partnership working was, that having the right people represented in partnerships and engagement was crucial and that the way the Plan was delivered was important – so action was needed not just words.

**Q9: What should be delivered and prioritised through the Police and Crime Plan i.e. what is its purpose? Choose any that are relevant.**

Three quarters of respondents thought setting out joint policing, crime and community safety priorities and delivering these was the purpose of the Police and Crime Plan. However, respondents also supported the purpose of the Plan being wider than this, for example to increase join up across policy areas and to build and lead partnerships.

|  |  |
| --- | --- |
| **Priority**  | **Percentage**  |
| Setting out joint GM policing, crime and community safety priorities and delivering together | 76.86% |
| Developing a greater role in lobbying government around both policies and fun | 39.67% |
| Building partnerships and leading those partnerships | 66.12% |
| Co-commissioning with other organisations | 50.41% |
| Increased join up across wider policy areas  | 71.90% |

**Q10: We know that crime disproportionally impacts certain people, groups and places and we want to do more to address this. Some of the areas we have identified to help to do this are listed below. Please tick the two which are most important to you.**

When asked to pick two areas which were most important to address in terms of addressing the disproportionate impact of crime on certain groups, how we tackle crime and make communities safer in places where it is more likely you will be a victim of crime and / or involved in crime and continuing the focus on tackling violence against women and girls and delivering on our Gender-Based Violence Strategy were identified as the top 2 areas overall which respondents thought we should address. However, there was support for all areas we identified to help address inequalities.

*‘I think that all of these areas are extremely important and all need to be prioritised. How can you make people feel safe to report crime, feel safe to be around the police, that requires a deep look into yourself and your own conduct and behaviour.’*

*‘Although I didn't mention training as the other points are higher priority, we need better informed staff about all the intersectional needs. Please get training from people/ organisations working with people with lived experience. It’s so powerful.’*

##### Section 3: the priorities. This section asked about the 3 main priorities – keeping people safe and supporting victims, reducing harm and offending and strengthening communities and places.

**Q11: (Priority 1 – Keeping people safe and supporting victims) How important do you feel this priority is to the people you work with / the organisation you work in? (1 being least important and 5 being most important)**

72.3% of respondents ranked this priority as a 5 or 4 in terms of importance to the people they work with and organisation they work in.

**Q12: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas do you feel are the most important. Please choose up to 3.**

Responses identified that neighbourhood policing and having visible local policing, protecting vulnerable people, including children and young people, from exploitation and providing good services to victims of domestic abuse and sexual violence were the top 3 areas of importance for us to address to keep people safe and support victims.

**Q13:** **(Priority 2 – Reducing harm and offending) How important do you feel this priority is to the people you work with / the organisation you work in? (1 is the least important and 5 the most important)**

71.9% of respondents ranked this priority as a 5 or 4 in terms of importance to the people they work with and organisation they work in.

**Q14: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas do you feel are the most important. Please choose up to 3.**

Responses identified that investigating and solving crime by increasing outcome and charge rates, more victims of crime receiving justice and tackling perpetrators of domestic abuse, sexual assault and rape were the top 3 areas of importance for us to address to reduce harm and offending.

**Question 15: (Priority 3 Strengthening communities and places) How important do you feel this priority is to the people you work with / the organisation you work in? (1 is the least important and 5 the most important)**

57.85% of respondents ranked this priority as a 5 or 4 in terms of importance to the people they work with and organisation they work in.

**Question 16: This priority will aim to tackle issues like the ones listed below. Looking at this list what areas do you feel are the most important. Please choose up to 3.**

Responses identified that improving trust and confidence, making communities safer and tackling anti-social behaviour were the top 3 areas of importance for us to address to strengthen communities and places.

## Face-to-face engagement – high level analysis

|  |  |  |
| --- | --- | --- |
| Engagement | Group and description | Key areas  |
| Manchester Cathedral Statutory Partners Event | Representatives from policing, local authorities, probation services, fire services, housing, health professionals, local businesses. | * Protect vulnerable young people who are victims of crime or have the potential to become involved in crime.
* Improved multi-agency and partnership working.
 |
| Manchester Cathedral VCSFE Event | Representatives from VCSFE organisations, including those supporting victims, youth organisations, race equality panel members, rape and sexual assault support charities, modern slavery charities, LGBT Foundation | * More joined up working with VCFSE partners including information sharing.
* Include more individuals with lived experience.
* More trauma informed focus and approach.
* Better support for victims of crime, especially victims of domestic abuse and sexual offences
 |
| Oldham Community Event | Representatives and community leaders based in Oldham, as well as Oldham police officers | * Meaningful community engagement, police to build relationships with the community.
* Concentrated effort on reducing anti-social behaviour.
* Greater understanding around diverse communities.
* Focus on equalities.
 |
| Moss Side Community Event  | Representatives and community leaders based in Moss Side, as well as Moss Side police officers and VCSFE members who work in Moss Side | * Improve the police’s relationship with the community by increasing the amount of positive engagement.
* Improve trust and transparency in the police.
* Focus on communities and individuals who are disproportionately affected by crime and address these thoroughly.
 |
| GM Equalities Panels  | Members of our GM Equalities Panels – reps from the Race Equality Panel, the Youth Combined Authority, Faith and Belief Advisory Panel, LGBTQ+ Panel, Disabled People’s Panel  | * Stronger communication with communities to manage expectations and enable greater accountability.
* Improve GMP training and review regularly to ensure it is always of a high standard
 |
| Ageing in Place – Greater Manchester’s Older People’s Equality Panel | Members of the Older People’s Equality Panel | * Better control of protests and use of Hate Crime Plan.
* Mention older people in the Police and Crime Plan.
* State how gender-based violence affects older people.
* Increase police presence and visibility.
* Increase engagement between GMP and residents.
 |
| Youth Combined Authority | Members of the Youth Combined Authority | * Training needs to be developed on how officers engage with young people.
* More opportunity to give consistent feedback to GMP, more encouragement for young people to share their reasons for becoming involved in crime.
* More work to be done with parents to provide support.
* Work with schools to provide support.
* More opportunities for young people’s voices to be heard and what their opinions are of the police so that feedback can be acted upon.
* Better safe spaces for young people such as youth clubs.
* Accountability that is strong and visible to the public to improve trust and confidence.
 |
| Youth Justice Sessions | Young people who are or have been a part of the youth justice system | * More opportunities for young people in the community to divert them from crime.
* Better help for young people leaving custody.
* Positive and meaningful engagement between the police and young people.
* More police presence to increase feelings of safety.
* Better treatment for young people upon arrest and in custody.
 |
| Salford Community Safety Partnership | Members of the Salford CSP group | * Wanted to see how victims are being heard and how we are incorporating the voice of victims.
* Focus on prevention in the plan.
* Emerging issues – adult exploitation/cuckooing/DA emerging in older people with older perpetrators.
 |
| Bolton Community Safety Partnership | Members of the Bolton CSP group | * Focus on knife crime, sexual assaults, serious violence, serious and organised crime, hate crime, addressing disorder linked to cohesion and extremism following the protests.
* Improved collaborative working.
 |
| Wigan Community Safety Partnership | Members of the Wigan CSP Group | * Work with communities, enabling co production.
* Focus on the needs of youths, especially school exclusions and how can be diverted from crime.
* Focus on ASB and drug dealing in local neighbourhoods.
 |
| Rochdale Community Safety Partnership | Members of the Rochdale CSP Group | * Increase information sharing.
* Increase engagement with VCSFE sector and community cohesion.
 |
| Stockport Community Safety Partnership | Members of the Stockport CSP Group | * Prevention should run all throughout the plan.
 |

## Acknowledgements

We would like to thank everyone who contributed to the development of our Standing Together Plan, whether that be by completing an online survey or speaking to us face to face. Your insights, experiences and feedback have been invaluable in shaping a Plan that reflects the diverse needs and aspirations of Greater Manchester. We trust this Plan will benefit everybody in Greater Manchester, enhancing safety and fostering the needs of all communities.

1. [Section 96 of the Police Act 1996 as amended](https://www.legislation.gov.uk/ukpga/1996/16/section/96) [↑](#footnote-ref-2)