



Community Safety Strategy 2023-2026

Date of approval	25th September 2023
Responsible director	Paul Seymour, Executive Director of Customers & Communities
Strategy monitoring body	WCHG Board/CXC
Resident input into strategy date	Resident & Community Group engagement as part of the External Independent Community Safety review & September 23 – Customer Experience Committee
Date for strategy review	September 2026
Linked strategies/policies	Wyth Everyone Strategy 2023-2026, Customer Engagement Strategy, Living Well strategy (in Development), Community & Neighbourhood Development strategy, Asset Management Strategy, Development Strategy and Corporate plan 2023-2026. Hate Crime policy, ASB Policy & Domestic Abuse policy
Statutory and Legal Framework	Regulatory Consumer Standards, Equality Act 2010, Housing Acts 1985, 1988, 1996 and 2004, Anti-Social Behaviour Act 2003, Crime and Disorder Act 1998, GDPR 2018, Data Protection Act 2000, Protection from Harassment Act 1997, Policing and Crime Act 2009, Police Reform and Social Responsibility Act 2011, Criminal Justice Act 2003, Safeguarding Vulnerable Groups Act 2006, Mental Capacity Act 2005, The Human Rights Act 1998, The ASB Crime and Policing Act 2014, The Domestic Abuse Act 2021, Social Housing (Regulation) 2023 Act. WCHG Contractual tenancy & lease agreements.
Version/date	Version 1 – 25 September 2023

1. Introduction

- 1.1 The WCHG Community Safety strategy is designed to help fulfil our purpose i.e. **'To provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities'**
- 1.2 This Strategy aims to improve the quality of life for local residents by helping to reduce anti-social behaviour and crime within the communities Wythenshawe Community Housing Group serves.
- 1.3 Community Safety is about feeling safe, in the home, when out and about in the community, and when in the work place. It is also about tackling the causes of crime and disorder, as well as dealing effectively to reduce instances of crime and disorder, and it's about focusing on the harm caused in relation to vulnerable people/groups and communities.
- 1.4 The WCHG Community safety strategy aims to:
 - Provide **local solutions** to local problems in localities through effective engagement, partnerships and communication.
 - Places **prevention and early stage intervention** as the primary aim but will ensure **strong enforcement** where required.
 - Focus on **wider social issues**, including fear of crime, quality of life, public health, access to physical and mental health services and other social and economic factors in conjunction with the Community & Neighbourhood Development and Living Well (In development) Strategies.
 - Ensure the homes, properties, communal areas, **physical and environmental services** we provide including new homes design out crime and/or address crime and anti-social behaviour causes and issues.
- 1.5 Wythenshawe Community Housing Group (WCHG) is committed to the Wythenshawe area and other areas we have homes as part of its role as a placeshaper and recognises the important contribution it can make by working with partner agencies to deliver the national and local agenda in respect of Crime and Disorder. We will be clear where we expect the Police to deal with crime and disorder and where we require support from the Police to enable WCHG to deliver the outcomes from this strategy.

2. Definition & Scope

2.1 WCHG acknowledges, through this strategy, its policies and the way in which it delivers its services, the importance of:

- WCHG identifying local community safety issues through ongoing engagement and consultation with the tenants and residents that live in a local area, as well as local businesses and stakeholders. This means working in a collaborative approach and being transparent in all that we do ourselves and with partners.
- WCHG understanding that issues that cause people to feel unsafe in their communities are not always about crime and disorder issues, they will range from keeping open spaces tidy through to access to leisure and play services. Therefore, we will ensure our other strategies are aligned to this strategy and respond directly via WCHG or through others to address these concerns.
- WCHG understanding the many communities that exist in Wythenshawe and other areas, including the diversity of those communities and being able to recognise, understand and support these communities to live and prosper without fear of crime, anti-social behaviour and all forms of discrimination.
- Working directly with customers to resolve problems and develop policies and local approaches and ensure effective scrutiny of the community safety related services;
- Building confidence within the community as a whole by dealing effectively with all reports of anti-social behaviour (ASB), harassment & hate crime & domestic abuse, and creating a culture of respect;
- Developing and delivering services which increase community safety across the community as a whole regardless of tenure and being visible in our neighbourhoods through our locality working approach;
- Offering residents effective advice, assistance and signposting to enable them to resolve minor nuisance issues, with appropriate referral if necessary through early intervention and prevention approaches;
- Providing effective support to vulnerable residents who are particularly at risk of ASB and harassment;

- Tackling hate crime & domestic abuse and incidents, by encouraging reporting and providing support for those affected by hate crime and domestic abuse; and ensuring effective partnership working to prevent and protect individuals and households.
- Creating sustainable communities by strengthening community capacity and working with residents to challenge unacceptable behaviours and increase reporting of incidents. We will seek to involve the community in both setting and enforcing standards;
- Making obligations clear to new tenants and taking enforcement action if they, and existing tenants cause anti-social behaviour;
- Providing appropriate support to perpetrators particularly those who have already been subject to legal action in order to try and break the cycle and re-occurrence of anti-social behaviour;
- Working with partners to address the problems of vandalism, graffiti, litter, abandoned cars and poorly maintained open spaces;

3. Context

3.1 National context

3.1.1 In recent years the government has set out a new approach to policing, community safety and anti-social behaviour. The new approach has included reviewing the whole system of dealing with ASB in order to ensure agencies are putting the needs of victims first.

3.1.2 The government is also clear that the responsibility for tackling anti-social behaviour is shared between a number of agencies, particularly the Police, Local Authorities and Registered Providers.

3.1.3 The Regulator of Social Housing is changing the way landlords are regulated with the new consumer standards due to be implemented from April 2024. The regulator is proposing to introduce four revised consumer standards from April 2024 as follows: The Safety and Quality Standard, The Transparency, Influence and Accountability Standard, The Neighbourhood and Community Standard and the Tenancy Standard.


3.1.4 These standards contain a clear expectation on focusing and addressing community safety related issues through effective engagement with tenants and residents, through local partnership working and by understanding our customers and what services they value and what services landlords need to improve etc.

3.2 Local context


- 3.2.1 In April 2023 Wythenshawe Community Housing Group commissioned an external report 'Understanding Wythenshawe' which looked at 14 Key lines of enquiry comparing changes in Wythenshawe between the 2011 and 2021 Office of National Statistics (ONS) Census Survey covering Demographics, inward and outward migration, household composition, Diversity, Housing needs, demands and aspirations, wealth & prosperity, Deprivation and poverty, crime and safety, employment and business prospects, labour markets and trends, education and training attainments, health and quality of life, the environment and digital propensity and exclusion. This report is available on the WCHG website under the 'about section' at WCHG.org.uk. This report has helped shape the contents and aims and objectives of this strategy.
- 3.2.2 WCHG tenants and residents tell us, through various satisfaction surveys including the Tenant Satisfaction Measures (TSM's) that WCHG needs to do more to address the causes of ASB and crime and also needs to do more to manage effectively ASB and other community safety related issues, this strategy aims to achieve that.
- 3.2.3 The Community Safety Strategy & associated policies have been reviewed and updated as part of the Community Safety review undertaken by Resolve ASB, a leading national consultant on ASB and reflects good practice in the sector and our statutory and regulatory requirements as a social landlord.

4. Working in Partnership

- 4.1 The 1998 Crime and Disorder Act requires local authorities and the police together with other key agencies and the community, to work together to develop and implement strategies for reducing crime and disorder.
- 4.2 WCHG has a key role to play in Manchester City Council's Community Safety Strategy 2022/25 and is committed to working strategically and at a local level with Manchester City Council, Greater Manchester Police (GMP) and other partners through the Community Safety partnership (CSP). Manchester's Community Safety Strategy sets out the vision for the Community Safety Partnership (CSP) to tackle crime and antisocial behaviour in the city by reducing violence and exploitation, supporting victims and vulnerable people, building strong and resilient communities, and improving the safety of public spaces.
- 4.3 Initiatives relating to Community Safety include a Data Sharing Protocol with GMP, the installation of a police radio link, the Multi Agency Prevention and Support Service (MAPS) and the deployment of Police Officers into WCHG offices is indicative of the commitment and partnership, which exists at a local level to deal with issues of community safety. WCHG also provides the Assure 24 service which is a mobile and static community safety response service.

- 
- 4.4 WCHG will continue to develop and use Service Level Agreements with key partner agencies such as the City Council's Anti-Social Behaviour Team, Legal Services and ADR Mediation Service to ensure effective partnership working.
- 4.5 WCHG will also contribute to local partnerships and working arrangements, which improve the impact of community safety activities. This includes representation at the relevant Greater Manchester and Combined Authority meetings, Manchester Housing Providers Partnership Community Safety Work Stream, Domestic Violence and Abuse Forum, Homelessness Group, Bringing Services Together Forum, Ward Co-Ordination meetings, Multi Agency Risk Assessment Conference (MARAC), The Drive perpetrator programme (Domestic abuse) Local Partnership Meetings (LPM) and customer panels working closely with local residents and elected members. WCHG will use these partnerships to benchmark the community safety service with other registered providers.

5. Key Objectives & Outcomes

- 5.1 The delivery of this strategy over the next 3 years is focused on achieving the following:
- **Action:** Achieving outcomes for tenants, residents and customers by keeping people safe and supporting those that experience the negative impacts of community safety through effective prevention, intervention and enforcement approaches (through the relevant effective delivery of the relevant policies). **Outcome:** Use of prevention and intervention approaches alongside swift enforcement action where necessary and safer healthier communities that enables residents to live well in their homes
 - **Action:** Delivering the actions and objectives from the 2023 Independent Community Safety Review. **Outcome:** Improved satisfaction with the community safety services & Increase in resident satisfaction with the area as a place to live.
 - **Action:** Ensuring ongoing effective engagement, transparency and communication with customers and communities in relation to Community Safety and related services and measuring its effectiveness. **Outcome:** Tackling local priorities in consultation with residents.
 - **Action:** Ensuring WCHG continues to have a professional work force with skills, knowledge and systems to be effective and deliver services that are valued by tenants, residents and customers. **Outcome:** professional workforce living the Customer First values.
- 

- **Action:** Ensuring effective partnership working that delivers tangible outcomes for Wythenshawe, its neighbourhoods and communities. **Outcome:** Effective partnership work that delivers outcomes
- **Action:** Review the WCHG Assure 24 services including mobile and monitoring and control services that is valued by customers who receive the service and that delivers positive outcomes. **Outcome:** Review of Assure 24 completed and service adds even more value to Tenants and residents in Wythenshawe.
- **Action:** Delivering Locality working at Neighbourhood level as part of our move to our new target operating model and ensuring visibility to customers in our neighbourhoods. **Outcome:** A visible and accessible presence on our estates & neighbourhoods.
- **Action:** Greater understanding and use of data of our tenants, neighbourhoods and communities to ensure we have a person centred and locality approach to community safety and service delivery which includes identifying trends, hotspots and recurring issues and acting to address these. **Outcomes:** Reduction in the number of hotspot areas for ASB, support for vulnerable residents and support for witnesses and victims
- **Action:** Ensuring WCHG gathers and uses perception satisfaction data i.e. Tenant Satisfaction Measures (TSMs) and actual service satisfaction data alongside benchmarking to drive continuous improvement in the Community Safety related services. **Outcome:** Increased confidence amongst tenants and residents.

6. Performance measures

6.1 The success of the strategy will be measured as follows:

- Increase in the number of reported incidents of Anti-social Behaviour (ASB), neighbour nuisance, domestic abuse and hate crime.
- Increase in Tenant Satisfaction measure relating to TP12: 'Satisfied with WCHG's approach to handling ASB' as well as other TSM's.
- Increase in the number of target hardening schemes installed
- Increase in use of mediation services & other early intervention and prevention actions.
- Reduction in the number of repeat perpetrators and victimisation
- Continued support for joint police operations and partner initiatives i.e. "Respect Action Days"
- Reduction in the number of failed tenancies due to crime and ASB related incidents

- Increase in the number of referrals to support services i.e. Living Well, the Multi Agency Prevention and Support Service (MAPS), the Early Help Hub, Multi Agency Safeguarding Hub (MASH) and the Multi Agency Risk Assessment Conference (MARAC).
- Reduction in the number of legal actions and legal costs incurred

7. Monitoring and Review

- 7.1 The Community Safety Strategy has a three-year lifespan.
- 7.2 Regular updates on progress against the strategy will be included in the Chief executive update to Board and an annual update on performance against the key objectives and targets will be provided to Board and the Customer Experience Committee. Community Safety metrics and outcomes will be reported and scrutinised by the Customer Experience committee.
- 7.3 The objectives and outcomes included in the strategy are those over which WCHG has some direct control. WCHG does, however, recognise the support it can give to the Police and Manchester City Council in the achievement of their targets in relation to community safety.
- 7.4 This strategy will be reviewed by September 2026.