

Overview and Scrutiny Committee

Final

Report of

“Police Resourcing”

Contents

	Page No
1. Executive Summary	3
2. Introduction	3 - 4
3. Methodology	5
4. Resource Allocations	5 - 14
5. Local Deployment of Resources	14 - 15
6. Customer Care	15 - 17
7. Conclusion	17
8. Recommendations	18
 Appendices	
- Appendix A - Action Plan	19 - 22
- Appendix B - Comments about Police	23/24

1. Executive Summary

- 1.1 The review and resultant report have been a product of several months' work. We are aware that in recent times, incidents in Scholes have focused attention on police resources, policing and the role of several agencies. Understandably, this has the potential to deflect attention from the everyday issues about policing and resource levels in the borough generally.
- 1.2 Police services face many challenges in recording, reporting and detecting crime. The Home Office Counting Rules for recorded crime (HOCR) provide police forces with a framework for recording crime, but the interpretation of these rules can be complicated.

Wigan (L Division) has been identified as one of the safest divisions within Greater Manchester and has had a decrease in the number of reported crimes over a twelve month period i.e. July 2003 to June 2004.

Although Wigan (L Division) has low numbers of crime, there is an increase in the numbers of car crime and burglaries. Some of these crimes account for cross-border burglaries attributable to travelling offenders from other divisions.

However, Wigan (L Division) experience high numbers of telephone calls. Some of the calls are missed or lost or members of the public find that they have to wait to report a crime, others give up and put the phone down. It is acknowledged that the 5050-telephone number for non-urgent calls is a problem and needs to be addressed.

Key Findings

- All crime has reduced year on year for the period 1st July 2003 to 30th June 2004
- Reported crime levels are low compared to other authorities in Greater Manchester
- Wigan has been identified as one of the safest divisions within Greater Manchester
- Wigan has the lowest ratio of police officers per 1000 population than other divisions of Greater Manchester Police Authority
- The telephone number 5050 for non urgent calls is a problem and needs to be addressed
- Theft from motor vehicles is rising in Wigan by 14.46%
- Violent crime is rising particularly in hot spot areas i.e.: Wigan and Leigh town centre
- A high proportion of crimes are committed by persistent and prolific offenders

2. Introduction

- 2.1 The review of Police Resourcing included three areas that would be an insight of how the police serve Wigan residents. The aims and objectives of the review are: to understand, review and influence outcomes in relation to:

- **Resource Allocations and their Adequacy**
 - Level of funding allocated to Policing in Wigan, by GMP and other agencies
 - The adequacy of this relative to Wigan's needs and contribution
 - Levels of crime (recorded and otherwise) in Wigan compared to other GM areas
 - Method by which resources are allocated across the GM area and the equity of this - is Wigan getting its fair share?
- **Local Deployment of Resources**
 - Deployment priorities - how are these determined?
 - Ratio of operational to support staff
 - Police presence in the community - visibility and accessibility - can it be improved?
 - Perceptions of bureaucracy restricting presence on beat.
- **Customer Care**
 - Contact arrangements and their adequacy
 - Opening hours of Stations/Posts
 - Attitudes and helpfulness
 - Response times to incidents
 - Attendance at Township meetings

2.2 Public perception is that additional police officers are required and they need to be more visible within townships. The reality is that Wigan (L Division) has a limited amount of financial resources and this is one of the areas we aim to clarify and compare resources and crime levels with other similar authorities throughout this review.

Despite levels of crime and in some cases, fear of crime, Wigan is the safest borough in Greater Manchester with low levels of reported crime. The review is time limited therefore we must acknowledge at the outset that this is a snapshot of police resources in establishing whether Wigan is getting its fair share. Despite the statistics of low levels of crime, there is a requirement for police divisions to reduce crime levels.

We have looked at customer care and a response time of calls but this area is only a part of the fuller picture of the police resources. We have asked ourselves the following questions:

- *Do we receive a service that is value for money?*
- *Is the deployment of resources fairly distributed across GMP?*
- *How effective are the police in handling and dealing with telephone calls?*
- *Are levels of customer care effective and efficient?*

We aim to answer the above questions as we go through our findings and summarise responses.

3. Methodology

3.1 The Select Committee used various methods to investigate the deployment of resources by Wigan Police, including:

- Interviewing the Chief Superintendent Ian Harrison
- Literature review
 - Research of reports and web sites including accessing the Home Office database for Police Standards Unit - iquanta
- Consultation with officers from Community Protection Department
- Meetings
 - Regular meetings were conducted with Select Committee 1

4. Resource allocations and their Adequacy

Level of funding

One of the issues for this review was to assess the level of funding allocated to policing in Wigan. To examine the method by which resources are allocated and to find out whether Wigan is getting its fair share.

It is important to note from the outset that financial information is limited. The budget for 2005/06 will be devolved to Wigan police and as yet the formula has not been agreed. It is anticipated that the budget for 2005/06 will be approximately £20-21 million.

In addition, each division of Greater Manchester Police is allocated a sum of money for other services i.e.: police overtime, catering, cleaning and the like.

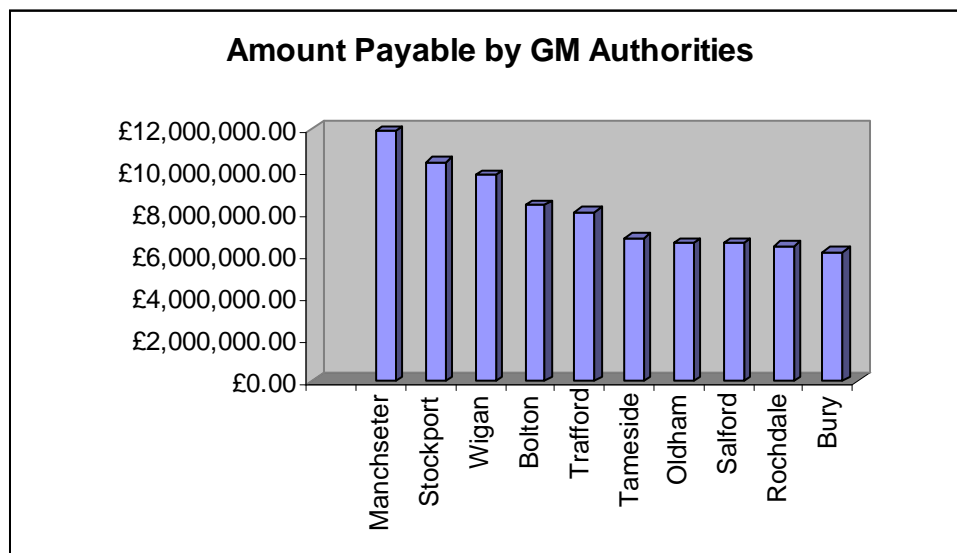
The 2004/05 Local Financial Management budget for each division is shown in the table below:

Divisions	2004/05 LFM
North Manchester	2,491,656
South Manchester	1,950,346
Trafford	1,548,221
Bolton	1,228,531
Salford	1,199,942
Wigan	1,188,930
Rochdale	1,060,903
Stockport	1,054,604
Oldham	1,030,729
Tameside	951,014
Bury	673,641
Total	£14.378.517

Salary costs of all divisions are currently paid centrally and for those officers who joined the force prior to 1994 receive a housing allowance.

Council Tax Contribution

The police services receive a contribution of council tax. The graph below shows the amount payable by each Greater Manchester Authority for 2005/06.

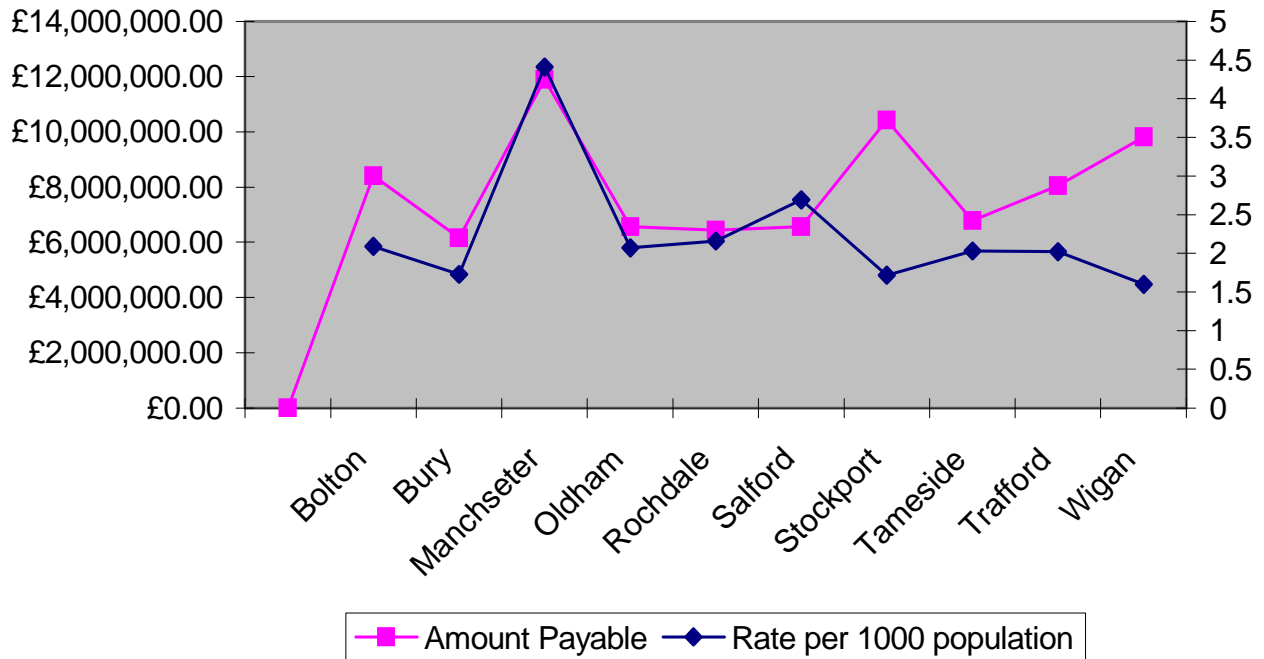


The amount payable is calculated by the number of dwellings listed in a particular valuation band and adjusted where appropriate, ie new dwellings, demolitions, adjusted properties for the disabled etc. The basic tax is equivalent to £105.41 for a dwelling Band D.

<u>District</u>	<u>Tax Base</u>	<u>Basic Tax</u> £	<u>Amount Payable</u> £
Manchester	112,958	105,41	11,906,903
Stockport	98,885	105,41	10,420,306
Wigan	93,101	105,41	9,813,776
Bolton	79,762	105,41	8,407,712
Trafford	76,320	105,41	8,044,891
Tameside	64,379	105,41	6,786,190
Oldham	62,245	105,41	6,561,245
Salford	62,218	105,41	6,558,399
Rochdale	61,057	105,41	6,436,018
Bury	58,389	105,41	6,154,784
			£81,090,224

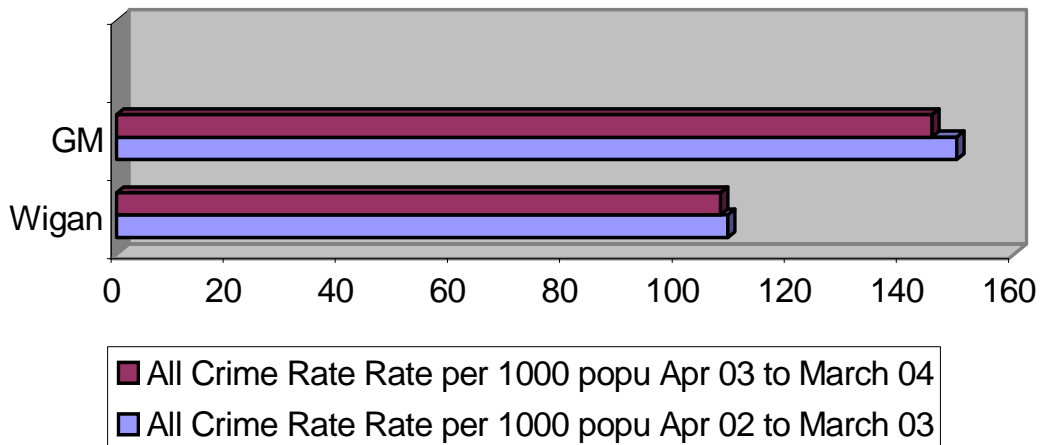
As the figures show, Wigan's amount payable is the third highest of the Greater Manchester Authorities and we have the lowest numbers of Police officers per 1,000 head of population at 1.60, as outlined within the graph below.

Council Tax billing - Police officers per 1000 population



The amount of Council Tax payable for Wigan is £9,813.776 equating to 12.10%.

Crime Rate Wigan compared with Greater Manchester



From April 2003 to March 2004, Wigan's total crime rate is 26% lower than Greater Manchester.

Additional Funding

Wigan Council currently contributes around £381k in 2004/05 in order for Wigan police to employ Police Community Support Officers (PCSOs). There are 37 PCSOs of which 33 are supported by Local Authority finance.

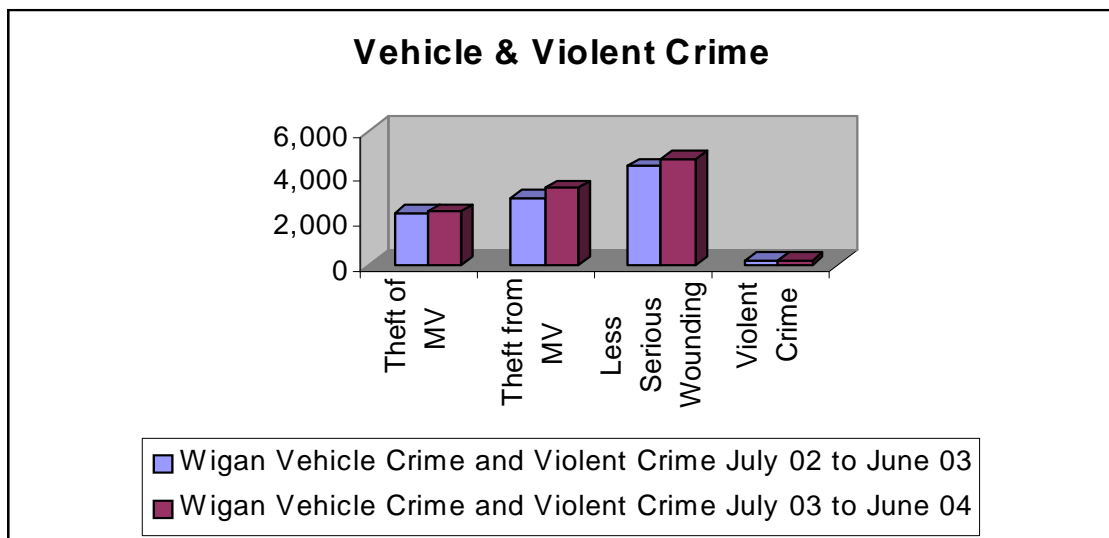
Levels of crime (recorded and otherwise) in Wigan

All Crime in Wigan has reduced year on year for the period 1st July 2003 to 30th June 2004.

Year	Number of Crimes (All Crime)	Percentage Change
1 st July 2001 – 30 th June 2002	35,492	
1 st July 2002 – 30 th June 2003	33,175	-6.53% (2,317 crimes)
1 st July 2003 – 30 th June 2004	31,619	-4.69% (1,556 crimes)

Source: GMAC Datahub, GMP Data

Wigan Vehicle Crime and Violent Crime show the most notable increases



Over a 12 month period shows the most notable increases for example:

- **Theft of Motor Vehicle - 1.72% increase**
- **Theft from Motor Vehicle - 14.46% increase**
- **Less Serious Wounding - 7.73% increase**
- **Serious Wounding - 32.89% increase**

Wigan generally features in the lowest one or two Boroughs for most crimes but Theft From Motor Vehicle (seventh from 11) and Theft Of Motor Vehicle (sixth from 11) bucks this trend. Even for these crimes though, Wigan still sits below the Greater Manchester average. It is also worth noting this information in light of the fact that Wigan has the largest population of any Borough (Manchester itself being split into three divisions) and Wigan is now the largest area.

Source: *iQuanta*, June 2004

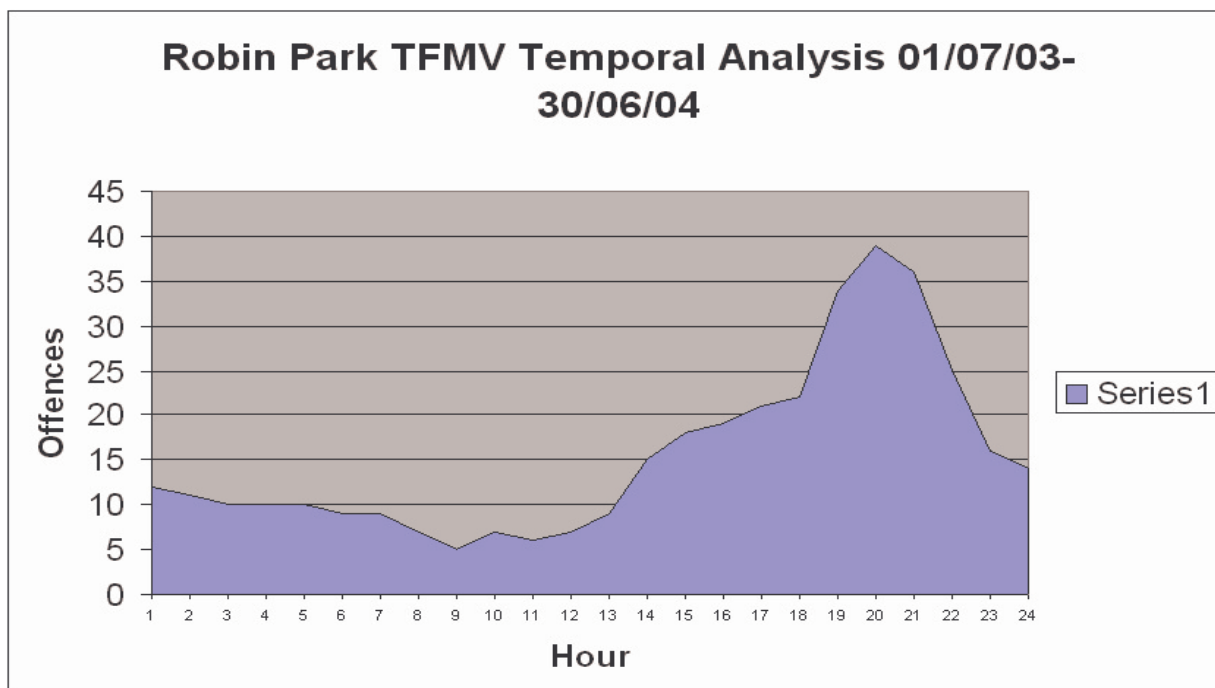
Wigan and Leigh town centres have the highest levels of crime and incidents, followed by Ashton and then Atherton. Juvenile Nuisance ranks highest most frequently (first in six of the ten town centres) tending to feature in the smaller centres where residential areas are close by.

However some crimes are related to cross-boundary burglaries attributable to travelling offenders from other divisions. Burglary hotspots are in Leigh and Tyldesley areas. In the centre of the hotspot for Leigh there were 163 offences in 1.348 sq. km, whilst in Tyldesley there were 166 offences in 1.493 sq. km. Between them this accounts for 13% of all Burglary Dwellings in two concentrated locations.

The hotspots for theft from motor vehicle (TFMV) are Wigan Town Centre and, to a lesser degree, the Robin Park area. However, offences in the town centre have dropped notably since April 2004.

Within the Wigan Town Centre hotspot there were 280 "TFMV offences. This compares with 184 in the same area during the previous 12 months. However, offences have dropped considerably in this area over the last three months (only 28 in total over that period). Peak periods occur on Fridays and Saturdays.

TFMV offences begin to rise from 1400 hours onwards with a pronounced peak at 2000 to 2100. Offences begin to tail off at 2300 and remain low during the early morning hours as outlined in the graph below.



Key Issues

- TOMV peak from 1400 hours onwards. The highest peak periods are at 2000 to 2100 hours and the tail off at 2300 hours.

Violent Crime

Violent Crime is rising in the Borough, particularly in the hotspot areas around Wigan Town Centre. Leigh Town Centre is a secondary hotspot.

The table below shows the increases in the different crime types, which the Home Office uses to measure Violent Crime.

Offence	01/07/02 - 30/06/03	01/07/03 - 30/06/04	% Change
Less Serious Wounding	4,411	4,752	+7.73%
Robbery	321	298	-7.17%
Serious Wounding	152	202	+32.89%
Making threats to kill	84	116	+38.10%

Offence	01/07/02 - 30/06/03	01/07/03 - 30/06/04	% Change
Indecent Assault Female	91	105	+15.38%
Rape	49	74	+51.02%
Other Sexual Offences	48	38	-20.83%
Murder, Manslaughter	4	10	+150.00%
Attempted Murder	6	1	-83.33%
Total Violent Crime	5,166	5,596	+8.32%

As can be seen, only Robbery from the higher volume crimes has shown a reduction over the twelve month period assessed.

These figures should be read within the context of Wigan being below the Greater Manchester average and ranked 10th out of eleven within the conurbation in terms of number of offences.

Key Findings

- Violent Crime is rising in the Borough, particularly in the hotspot areas around Wigan Town Centre. Leigh Town Centre is a secondary hotspot.
- Offences peak around weekends and at late evening/early morning times
- Domestic Violence incidents are under-recorded as well as under-reported
- A high proportion of crimes are committed by persistent and prolific offenders

Recommendation

To have adequate resources to support the prolific offenders and management unit

To have resources to support the unit, to reduce the levels of crime in line with the Local Area Agreement to reduce crime by 22% in 2007/08, given the fact that a high proportion of crime is committed by repeats offenders.

GM Police “Trouble With Youths” Data

The table below compares the Wigan rate of calls regarding trouble with youths with the other Greater Manchester areas for the period July 03 – June 04.

	Population (1000s)	Calls regarding trouble with youths	Rate per 1,000 Pop
Tameside	212.8	9650	45.34
Manchester	422.3	18708	44.30
Salford	216.2	9322	43.12
Oldham	218.6	8979	41.08
Rochdale	206.2	7934	38.47
Wigan	301.6	10969	36.36
Bolton	261.5	9286	35.50
Bury	181.3	5611	30.94
Stockport	283.1	7741	27.35
Trafford	209.8	5431	25.89
Greater Manchester	2513.4	93631	37.25

Hotspot analysis identifies that Wigan Borough has 7 main hotspots for calls to the Police regarding Juvenile Nuisance.

- Leigh is the largest of the 7 hotspots accounts for 6% of all call made in the borough (Total = 658).
- Hindley and Norley both account for 5% of all calls (Total = 550 both areas).
- Golborne and Wigan Town Centre Golborne accounted for 4% of all calls while Wigan accounted for 3% (Total = 330).
- The smallest of the areas is Atherton accounting for 2% of all calls (Total = 220).
- The following table indicates that calls regarding trouble with youths originate from a large number of repeat locations. The table notes the number of repeat locations by township, and how many incidents are contained within these. The third column indicates the total number of Juvenile Nuisance calls for the township, and the fourth column indicates the percentage of calls that appear to come from a repeat location.

Juvenile Nuisance Calls

From July 2003 to June 2004, 10,969 calls were made about trouble with youths. Golborne and Lowton appear to have the highest percentage of calls originating from the same location (68%).

Neighbour Disputes July 2003 - June 2004

The following table compares the Wigan rate of Neighbour Dispute calls with the other 9 GM areas for the period July 03 to June 04.

	Population	Neighbour Dispute Total	Neighbour Dispute Rate per 1,000 pop
Tameside	212.82	1427	6.71
Manchester	422.30	2775	6.57
Salford	216.18	1263	5.84
Bolton	261.55	1398	5.35
Rochdale	206.22	1101	5.34
Wigan	301.64	1588	5.26
Oldham	218.58	1049	4.80
Bury	181.34	846	4.67
Trafford	209.76	832	3.97
Stockport	283.08	987	3.49
Greater Manchester	2513.47	13266	5.28

- Wigan appears within the middle of the table for this incident type.
- The table below shows the hotspot areas of neighbourhood disputes.

Hotspot	% within Hotspot	% within borough
Leigh	38%	3%
Beech Hill	68%	3%
Ince	10%	1%

Racial Crime and Incidents July 2003 - June 2004

- 236 crimes and incidents for the period July 2003 to June 2004. Of these, 209 were explicitly race hate crimes.
- Crimes and Incidents perceived to be racially motivated, are mainly focused around Wigan Town Centre.

Alcohol Related Incidents

The table below compares Wigan with the rest of Greater Manchester regarding Alcohol related incidents and Disturbance in Licensed Premises for the period July 2003 to June 2004 (figures are shown as a rate per 1,000 pop).

	Population (1000,s)	Alcohol-related incident	Disturbance in licensed premises
Manchester	422.30	0.60	3.83
Oldham	218.58	0.28	2.47
Tameside	212.82	0.30	2.17
Rochdale	206.22	0.46	1.95
Bury	181.34	0.26	1.59
Trafford	209.76	0.21	1.51
Salford	216.18	0.24	1.50
Stockport	283.08	0.32	1.48
Bolton	261.55	0.52	1.28
Wigan	301.64	0.46	1.05
Greater Manchester	2513.47	0.39	2.00

- Alcohol related incidents should be viewed with some caution given low numbers (there were 983 incidents recorded across Greater Manchester within the time period), and also the larger nighttime economies within other areas such as Manchester. The recording of these crimes has some limitations, which could make any assumptions unsafe.
- Wigan appears to have the lowest number of disturbances in licensed premises with a total of 1.05 per 1,000 population (Total = 318).

Disturbance in Licence Premises July 2003 - June 2004

- Incidents involving “Disturbances in License Premises” are more focused within Wigan and Leigh Town Centre. The “Wigan” Hotspot accounts for 18% of all incidents in the borough; Leigh accounts for 10%. Smaller less intensified spots are also apparent in Ince, Ashton Town Centre, Tyldesley and Atherton.

Anti Social Behaviour

From 1st May 2004 to 31st December 2004 the total number of letters sent out was 13,302. There were 11,507 general letters distributed to areas and local communities who were experiencing problems of anti-social behaviour. There was a significant decrease from the number of first warning letters to second warning letters sent out to individuals known to be involved in incidents of anti-social behaviour via the Contact card system. Only 40 individuals came to the notice of the Police and the Anti-social Behaviour Unit more than three times resulting in those individuals being asked to sign up to a Good Behaviour Agreement. Overall there are approximately 40 ABSOs within the borough.

Township Crime Overview Rated per 1000 Population

(Shaded cells indicate crime is average for all GM Authorities)

Crime Description	July 02 - Jun 03	July 03 - June 04	% Change
Burglary dwelling	16.8	19.6	16.9
Theft of motor vehicle	5.1	5.9	15.1
Burglary other	7.5	7.9	5.2
Criminal damage	16.7	20.0	19.7
Hate Crime	0.0	0.1	N/A
Less Serious wounding	7.5	7.3	-3.4
Robbery	0.4	0.5	10.0
Serious Wounding	0.1	0.2	150.0
Shoplifting	1.5	1.6	2.9
Supply/Passes Drugs	0.6	0.5	-26.7
Theft from motor vehicle	11.2	10.1	-10.0
Theft from person	0.1	0.2	150.0
All Crime	73.2	76.1	4.0
JUVENILE NUISANCE	38.4	45.1	17.5

**Rated per 1000 Households*

- Shaded Cells Indicate Crime is above the Borough Average.
- For the period July 2002 - June 2003, only theft from motor vehicle (TFMV) was above the Borough average. Within the 2003/04 period, this situation changed; TFMV fell by 10%, putting this crime type below the Borough average. Within 2003/04, the only crime and incident types displaying rates above the average was Hate Crime and calls regarding Juvenile Nuisance. Hate crime should be considered carefully given that this rate actually equates to only three incidents within this period.

Key Issues

- All crime in Wigan has reduced year on year for the period 1st July 2003 to 30th June 2004.
- Wigan continues to perform well in comparison to other Greater Manchester authorities. Although levels of vehicle crime are now higher than in a number of the other authorities.

5. Local Deployment of Resources

There are currently 484 police officers serving the Wigan division. It is argued that additional support staff would allow those police officers currently employed on essential but not necessarily operational duties to be released front line duties thus increasing visibility of the police within communities. However if additional monies are spent in this way the benefits in increased police patrol time would need to be demonstrable.

	Resident Population 2001 Census	Numbers of Officers	Rate per 1000 Population
North Manchester	392, 819	762	
South Manchester		971	4.41
Salford	216, 103	583	2.69
Tameside	213, 043	433	2.03
Stockport	284, 528	491	1.72
Bolton	261, 037	548	2.09
Wigan	301, 415	484	1.60
Stretford	210, 145	426	2.02
Bury	180, 608	314	1.73
Rochdale	205, 357	444	2.16
Oldham	217, 273	450	2.07

Key Issues

- Wigan has the lowest ratio of police officers per 1000 population of all GM Authorities.

Police presence in Local Areas

Townships - Attendance by GMP at Council forum meetings is generally good. In 2004, GMP attended 80% of forum meetings. Attendance is better in the South of the borough than the North area.

School based Police Officers - There a number of secondary schools that have police officers based within their school. According to some Headteachers they feel that this arrangement has proved extremely successful. Both teaching staff and parents welcome the police officers, one headteacher commented as follows:

An incident occurred within the local area of young person writing graffiti on walls and dropping litter. The person was identified as a young person who attended the local high school. The school-based officer was able to deal with the issues and got the young person to clean the walls and litter pick during a weekend period, which has proved to be very effective.

There is currently no direct link with primary schools in the areas. It would be an advantage to both primary and secondary schools if a link were to be made which allowed primary schools to contact school based officers in the event of an incident occurring with a young person within their school. However if there has been an incident and siblings are involved then the officer will make contact with the primary school.

Overall headteachers stated that whilst the police officer is dealing with incidents etc then this allows the school to concentrate on teaching and learning.

Recommendation

To promote a link between primary and secondary schools with the school based police officers

6. Customer Care

Access to services

The Divisional Headquarters is based in Wigan, which houses officers and police staff serving the townships of Wigan and Pemberton. There are three township stations based in Bamfurlong, Leigh and Atherton. Wigan and Leigh have public enquiry counter facilities open 24/7. Public enquiry facilities at Ashton-in-Makerfield, Standish and Tyldesley are open Monday to Saturday, 9.00 .am to 5.00 pm and closed Sundays and Bank holidays. There are also police posts at Golborne and Aspull.

Wigan is currently operating a pilot scheme with a number of volunteers as a point of contact within a number of offices. The scheme is in its early stages and to date we are unable to evaluate its effectiveness.

Number of Calls Received

GMP are unable to collate information of calls per division as they have a Force-Wide ACD System which distribute all calls around the force. However, the table below shows how many calls each operational communication room received. The calls below are non-emergency and 999 calls into the OCR's.

	2003/04	Information 2003	2004 - to date (15/1/05)		Information 2004
Claytonbrook	583,033		247,629		
Leigh	270,396	Feb and March Leigh OCR closed for cleaning	233,375		
Trafford	352,193		326,391	Including other calls (alarms)	BT failure in April - 999 to Trafford OCR affected
Tameside	544,384		321,813	Including other calls (fire and ambulance)	September to October Tameside closed for cleaning
Total	1,750,005		1,129,208		

Number of Missed Calls

The average percentage for 2003/04 was 15% of all calls missed going into the Force-wide switchboard. However, implementation of a new telephony and switchboard in November 2004 has seen a reduction to an average of 2% of calls being missed by the switchboard.

Recommendation

Improve telephone access for the public

Allow adequate access and responses to the public when they contact the police to report crimes/incidents.

This will identify trouble hotspots within the borough, which will then notify the police where problems occur.

Customer perception of police

As stated within the report overall levels of crime in the Borough are relatively low but equally how do residents of Wigan feel about being safe and what are their views of customer care handled by the police.

In September 2004 a survey was undertaken with the Citizen's Panel about a range of issues around crime, anti-social behaviour, feeling safe etc. The weighted sample base was 1,060 survey.

And in July 2003 to December 2004 a Greater Manchester Citizen's Panel was set up to find out the views of local people on a range of policing issues. This panel consisted of 2,332 people selected from different districts across Greater Manchester and the results are listed in Appendix B attached.

Summary

During 2002/2003 Wigan residents are more likely to have experienced having their car or vehicle stolen (**8%**) than respondents at force level (**6%**).

49% of Wigan respondents are aware that they have a community beat officer (compared to **62%** at force level).

Wigan respondents, who have been a victim of crime or a witness to a crime, were less satisfied with the police service they received throughout the criminal justice process (**54%**) than respondents at force level (**64%**) were.

Wigan respondents that have been the victim of a crime are less satisfied with the overall police service received (**47%**) compared to respondents at force level (**52%**).

Of the Wigan respondents that have been a victim of crime and were dissatisfied with the overall police service they received in response to their crime, **83%** stated their level of dissatisfaction was influenced by the feedback on what was happening with the investigation of their crime (compared to **61%** at force level).

Of the Wigan respondents who have been a victim of hate crime, **33%** did not report it to the police. This figure was **54%** at force level.

Source: Greater Manchester Citizen's Panel 2003 /04 survey results

7. Conclusions

The key conclusions from this review are as follows: Our overall view is that levels of crime are relatively low compared with other divisions within Greater Manchester but car crime, burglary and race hate crime are becoming problematic within the borough.

Although Wigan is one of the safest boroughs in Greater Manchester, public perception is otherwise.

50% of Wigan residents don't feel safe during the dark and when they attempt to report incidents difficulties are encountered when ringing the police.

It is evident that Wigan police need to reassure residents of Wigan that the borough is becoming safer.

Concerns are expressed about Wigan having the lowest levels of police officers per rate of population compared to neighbouring authorities particularly as Wigan is the largest division in Greater Manchester.

It must be noted that if Wigan had additional resources then crime levels could be further reduced making the borough safer.

8. Recommendations

R1 - To have adequate resources to support the prolific offenders and management unit

To have resources to support the unit, to reduce the levels of crime in line with the Local Area Agreement to reduce crime by 25% in 2007/08, given the fact that a high proportion of crime is committed by repeats offenders

R2 - Improve visibility of police officers

Improve visibility of police officers on the streets to give the public reassurance that the force is working to make the borough a safer place. Increase public confidence that is affected by a perception that police officers are not very visible.

R3 - Improve telephone access for the public

Allow adequate access and responses to the public when they contact the police to report crimes/incidents. This will identify trouble hotspots within the borough, which will then notify the police where problems occur.

R4 - To promote a link between primary and secondary schools with the school based police officers

There is currently no direct link with primary schools in the areas. It would be an advantage to both primary and secondary schools if a link were to be made which allowed primary schools to contact school based officers in the event of an incident occurring with a young person within their school.

Recommendations and Action Plan

R1 - To have adequate resources to support the prolific offenders and management unit				
To have resources to support the unit, to reduce the levels of crime in line with the Local Area Agreement to reduce crime by 25% in 2007/08, given the fact that a high proportion of crime is committed by repeats offenders				
Service Outcome	Improvement Activity	Responsibility Start Date - End Date	Resources	Measure

Recommendations and Action Plan

R2 – Improve visibility of the police officers

Improve visibility of police officers on the streets to give the public reassurance that the force is working to make the borough a safer place.
 Increase public confidence which is affected by a perception that police officers are not very visible

Service Outcome	Improvement Activity	Responsibility Start Date - End Date	Resources	Measure

Recommendations and Action Plan

R3 - Improve telephone access for the public

Allow adequate access and responses to the public when they contact the police to report crimes / incidents.
 This will identify trouble hotspots within the borough, which will then notify the police were problems occur.

Service Outcome	Improvement Activity	Responsibility Start Date - End Date	Resources	Measure

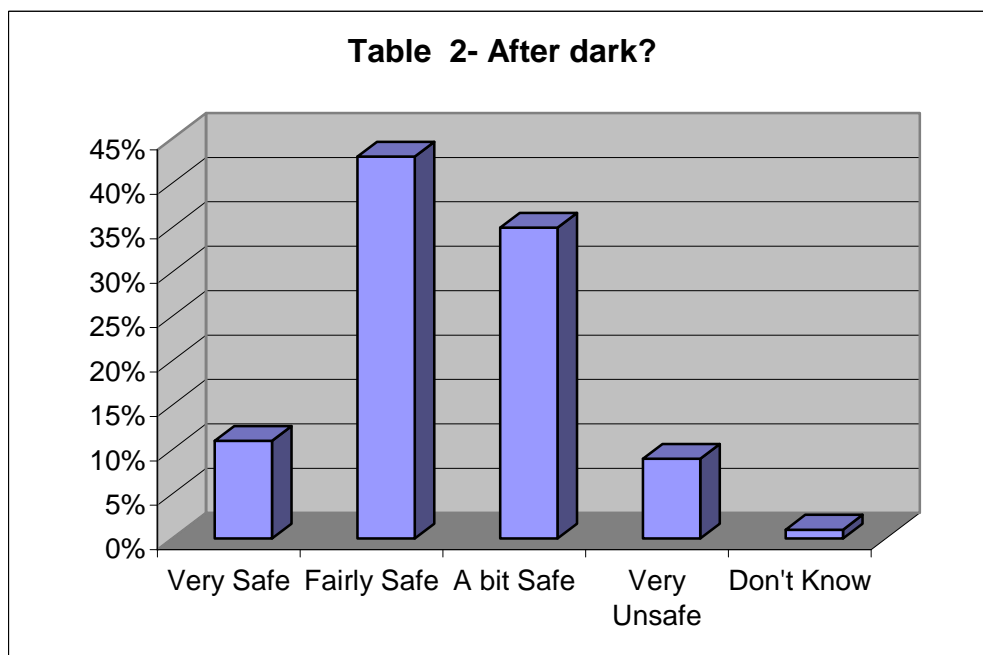
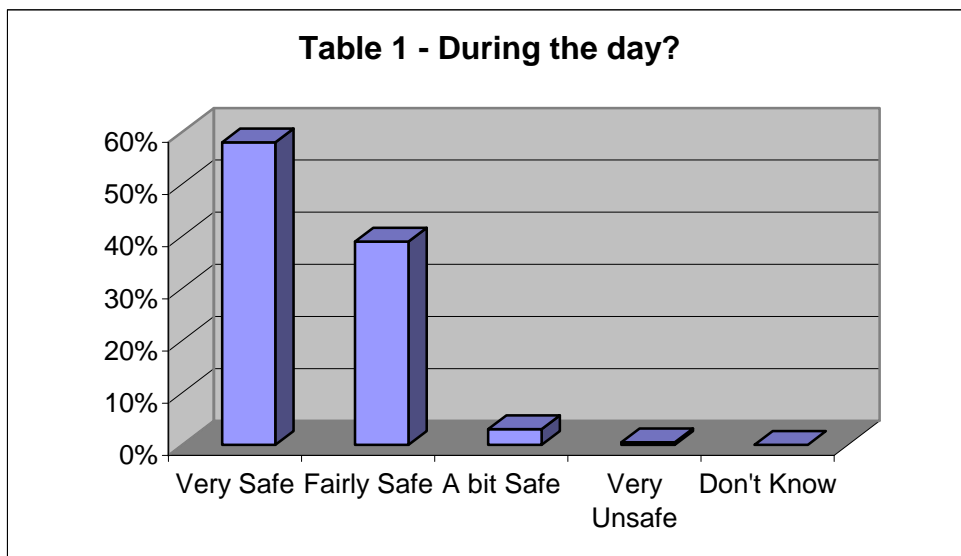
Recommendations and Action Plan

R4 - To promote a link between primary and secondary schools with the school based police officers

There is currently no direct link with primary schools in the areas.
 It would be an advantage to both primary and secondary schools if a link were to be made which allowed primary schools to contact school based officers in the event of an incident occurring with a young person within their school.

Service Outcome	Improvement Activity	Responsibility Start Date - End Date	Resources	Measure

Wigan Citizen's Panel (Feeling safe walking alone in their area)



It is evident that the majority of resident's feel either very safe or fairly safe during the day but do not feel quite as confident after dark.

The following tables are the results taken from the Greater Manchester Citizen's Panel Survey.

Wigan Citizen's Panel (Feeling safe walking alone in their area)
(cont'd)

Table 3 - Feeling of safety during the day - Wigan/Force Level

