

Crime, Disorder and Drugs Strategy

2005 ~ 2008



Stepping it up



Wigan & Leigh
Community Safety Partnership

As safe as we all make it

Mission Statement

The Partnership will plan, deliver and evaluate positive action that reduces crime, fear of crime, drugs related harm and offending behaviour through multi-agency work acting alongside local residents – with the aim of creating safe, healthy and thriving communities.

- Make Safer Communities



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or Translation

If you require any of these services please ring 01942 828111

Partner Organisations

Reducing Crime, Disorder and Drugs Misuse requires the active involvement of a wide range of Partner organisations. These partners need to plan together and often deliver their particular services side by side. The Wigan and Leigh Community Safety Partnership does this well. The partners are listed below;



Alcohol & Drug Services
24 Hallgate
Wigan
WN1 1HP
Tel: 01942 231777



Fighting crime, protecting people
GMP
Wigan Divisional HQ
Robin Park Road
Wigan
Tel: 0161 872 5050



Wigan Council
Town Hall, Library Street
Wigan, WN1 1YN
Tel: 01942 404142



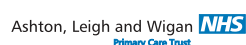
Victim Support and Witness Service
Gerrard Winstanley House
Crawford Street
Wigan, WN1 1NG
Tel: 01942 322033



D.I.A.S
Suite 38, Rodney House
King Street
Wigan
Tel: 01942 495230



Wigan and Chorley Groundwork
74-80 Hallgate
Wigan,
WN1 1HP
Tel: 01942 821444



Bryan House
61, Standishgate
Wigan
WN1 1AH
Tel: 01942 272711



Wigan Borough Partnership
The Investment Centre
Waterside Drive
Wigan, WN3 5BA
Tel: 01942 705705



Hollins Park House
Hollins Lane
Warrington
WA2 8WA
Tel: 01925 664000



Prospect House
52, Church Street
Leigh
WN7 1AZ
Tel: 01942 777720



Greater Manchester Ambulance Service
GMAS
Bury Old Road,
Whitefield, Manchester
M45 6AQ
Tel: 0161 7967222



Gibson Street
Bickershaw
Wigan
WN2 5TH
Tel: 01942 866255



Wrightington, Wigan and Leigh NHS Trust
The Elms Trust HQ
Wigan Lane, Wigan
WN1 2NN
Tel: 01942 822159



GM Chamber of Commerce
The Investment Centre
Waterside Drive
Wigan
WN3 5BA
Tel: 01942 705335



Wigan and Leigh Crime Prevention Panel
PO Box 999
Wigan
WN1 1WW
Tel: 01942 731108

Wave
Women Against Violence
PO Box 1
Leigh
WN1 1LS
Tel: 01942 262270



Street Based Services
12 Bold Street, Leigh
WN5 9EL
Tel: 01942 829562
24hr Drug helpline
0800 389 4436



Wigan Connexions Centre
London House
Standishgate
Wigan
Tel: 01942 768765

Leigh
114 Bradshawgate, Leigh
Tel: 01942 705391



6th Floor Oakland House
Talbot Road
Manchester
M16 0PQ
Tel: 0161 872 4802



Wigan and Leigh Magistrates Court
Darlington Street
Wigan
WN1 1DW
Tel: 01942 405405



FREEPOST NWW592A
PO Box 178
Wigan
WN1 2Y2
Tel: 0161 856 7053



Wigan and Leigh Council for
Voluntary Service
93, Church Street
Leigh
WN7 1AZ
Tel: 01942 514234



Wigan Borough
Command H.Q.
Wigan Fire Station
Robin Park Road
Wigan
WN5 0UU
Tel: 01942 650126



GMPT
9 Portland Street
Piccadilly Gardens
Manchester, M60 1HX
Tel: 0161 2426000



Job Centre Plus
62-64 Hallgate
Wigan
WN1 1AB
Tel: 01942 752200



PO Box 367
Wigan
WN1 2WX
Tel: 01942 496094

1. Welcome

On behalf of the Wigan and Leigh Community Safety Partnership, I am pleased to introduce the third Community Safety Strategy. It represents the combined efforts of many individuals and organisations and demonstrates that the spirit of partnership, which has been characteristic of Wigan for so long, is alive and well.

As I retire, both as Chief Executive of the Local Authority and Chair of the Partnership, it seems timely to reflect on our shared achievements and to look towards the challenges ahead.

I was first involved in helping to bring together key partners, to tackle crime reduction in the borough, in 1990. Initially, our focus was on developing situational measures, such as better security for public buildings, the introduction of CCTV and of Community Patrols. This was an innovative approach, which attracted the positive attention of leading politicians. In 1998 the Crime and Disorder Act reflected much that had been pioneered in Wigan and required all local authorities to establish equivalent partnerships. The Act also required partnerships to consult with the public about their crime-related concerns, which has since become a crucial component in our approach, and to publish a strategy every three years.

As our partnership developed, we became increasingly aware of the impact of drugs on both crime and the quality of life in the borough. So, in 1998, we decided to incorporate the responsibility for tackling drug-related harms, into the work of the Community Safety Partnership. This approach, too, was later adopted by central government, as issues of crime and drugs are so strongly inter-related. We have also been committed to broadening our range of crime reduction interventions, based on clear evidence of "What Works", as well as evaluating our own innovative approaches. When you read the strategy, you will see how wide-ranging our approaches, to crime prevention and reduction, now are.

Nevertheless, there are some key challenges ahead. Fear of crime in the borough has not reduced in proportion to actual reductions in crime. We need to work to understand and address this issue. Equally, though the experience of crime is reduced and the quality of life, for most residents, is greatly improved, a small number of our neighbourhoods are not reaping similar benefits. We need to focus our efforts on significantly "narrowing the gap" between these priority neighbourhoods and the rest of the borough.

I am confident that this strategy will enable Wigan to tackle these fundamental issues, while maintaining and improving its place as the safest borough in Greater Manchester. As I leave, I am delighted to welcome my successor Joyce Redfearn and the Division's newly appointed Chief Superintendent, Lee Bruckshaw.



Steve Jones

A handwritten signature in black ink, appearing to read "Stephen Jones".



Joyce Redfearn

A handwritten signature in black ink, appearing to read "Joyce Redfearn".



Chief Supt. Lee Bruckshaw

A handwritten signature in black ink, appearing to read "Lee Bruckshaw".



Cllr. Keith Cunliffe

A handwritten signature in black ink, appearing to read "Keith Cunliffe".

2. Introduction

This is the Community Safety Partnership's third plan. Since 1998 positive results in tackling crime and drugs misuse have been accelerating. Currently, recorded crime is reducing fast. Much of the approach and the principles we adopted in 1998 remain the same:

We depend on a **Strong Partnership**.
We tackle the **causes as well as the results** of crime.
We plan our work on **Drugs and Crime** together.
We work hard to discover and do **Evidence – based work**.
We know that **Community participation** is essential.

However, there are lessons, improvements and changes that we have learned and are implementing. They are:

Do better analysis and get quicker action on specific problems.
Focus on fewer priorities at any one time.
Ensure better **resettlement for chaotic drug dependent offenders**.
Improve results in our **priority neighbourhoods**.

We now know more than ever before about how to tackle crime, disorder and drugs misuse. In the past and in some cases we were making best guesses. Now we are able to say with more certainty what we need to do in order to stop offending, protect places and properties and support victims and witnesses. This so called "Evidence base" is expanding all the time and provides the menu from which we can choose actions that we know will deliver improvements. Taken all together with the following factors, we are reasonably confident that the 2005 – 2008 plan will further reduce crime, disorder and drugs misuse:

Increasing numbers of Police and Community support staff.
Increasing resources to treat drug users.
Fewer young people getting trapped into offending careers.
Successful targeting of prolific offenders.
Improving our delivery of actions.

This plan contributes to the Borough's overall Community plan. The regeneration goal that is at the heart of that plan can only be achieved by each Partnership delivering their part of the "bargain". The public believe that Community Safety is central to this.

The plan outlined in the following pages tells you how we are doing to date and what action we will deliver over the next three years.

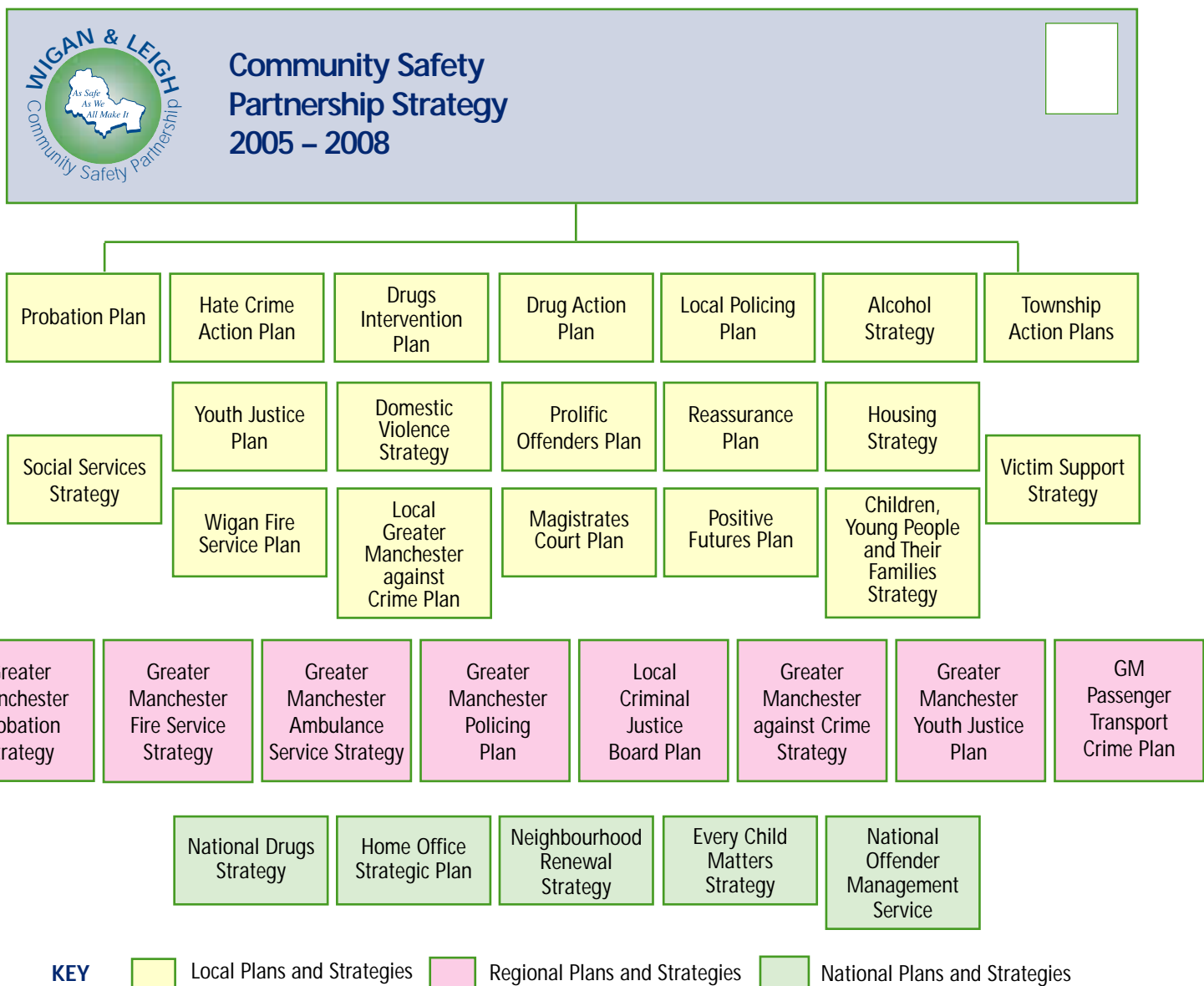
3. What is the Challenge

The challenge for the Community Safety Partnership can be stated easily; to reduce crime, disorder and drug misuse.

However, making this happen depends on the successful delivery of a whole host of plans, projects and initiatives delivered by all Partner Agencies listed on page 4. The Community Safety Strategy pulls together all these activities, and can be viewed as a giant envelope within which

there are a large number of plans. Each of these separate but related plans contribute their own piece of the jigsaw to the puzzle of community safety and crime reduction. Some of these plans are National (e.g. the Home Office Strategic Plan), some regional (e.g. the Greater

Manchester Policing Plan), some local (e.g. Drug Action Plan), and still more are Community Safety Partnership action plans (e.g. Hate Crime Action Plan). The picture below lists a sample of the separate plans that fit within the Community Safety Strategy "envelope".



4. Where are we now and where are we going?

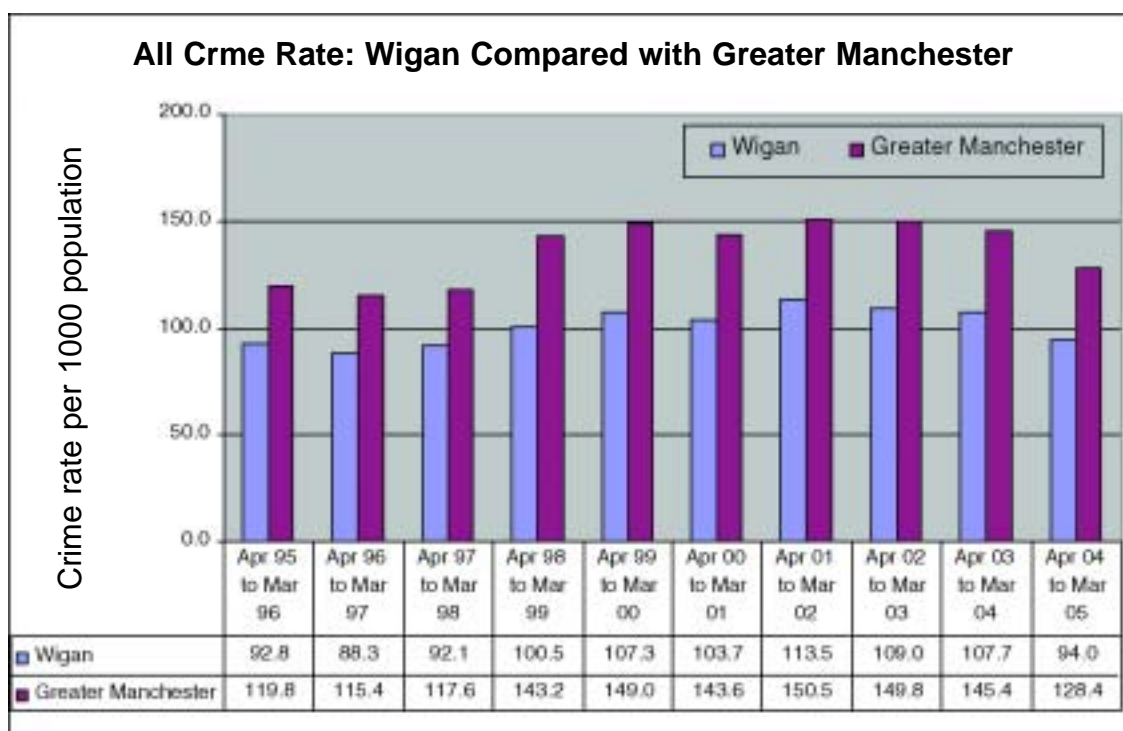
This chapter outlines our present position and direction of travel by combining our crime and drugs services statistics for the last three years with the results from our recent public consultation. We also look at the Partnership's own assessment of what we're good at and what we need to improve .

The 2002 - 2005 strategy selected the following priorities. What was achieved against these priorities is shown in the table below. Whether we managed to hit our target is indicated by a Green shading (yes, we hit target), or red shading (no, we didn't hit our target)

Type of Crime	No of incidents 2001/2	No of incidents 2004/5	Up or Down?
House Burglary	2,916	2,176	Down 25%
Vehicle Crime	6,987	4,664	Down 33%
Anti-Social Behaviour	22,953	22,431	Down 2%
Domestic Violence	4,306	4,888	Up 14%
Drug and Alcohol Misuse (people in treatment)	558	1500	Up 169%
Town Centre Safety	2,065	1,959	Down 5%
Incidents on Public Transport	339	294*	Down 13%
Hate Crime	210	198	Down 6%

All Crime 10 year track

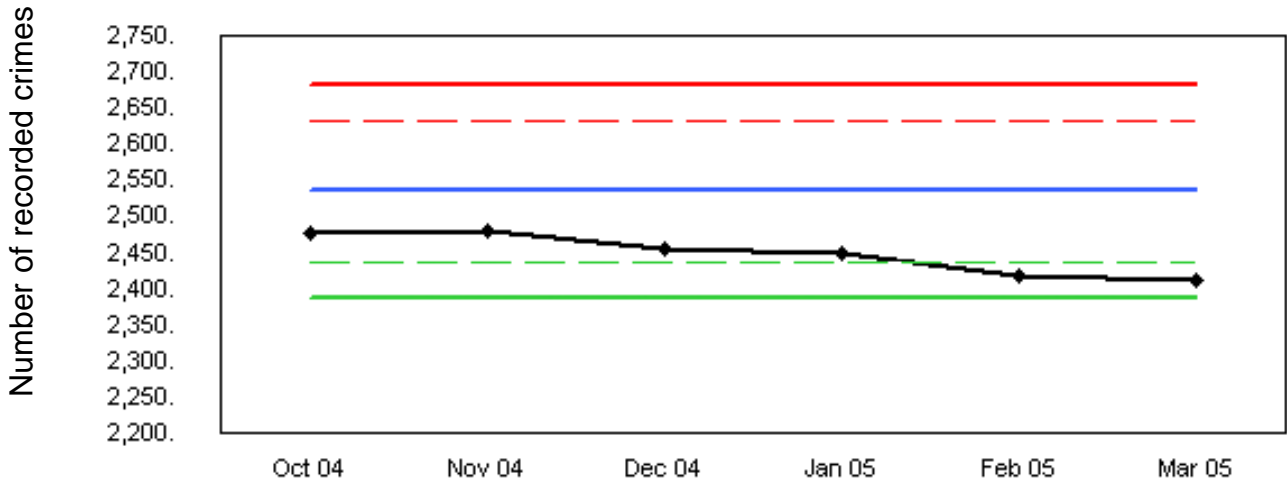
The chart below shows how Wigan's crime rate compares to Greater Manchester's over a 10-year period.



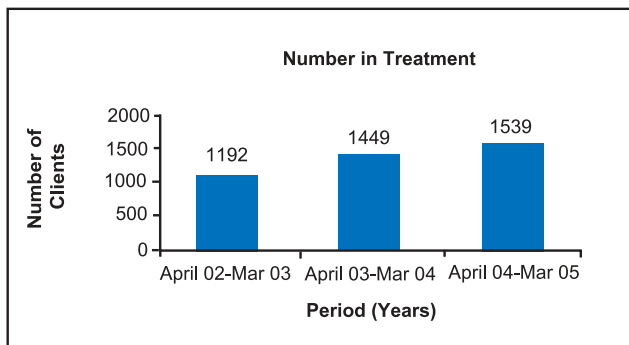
Crime Performance (all recorded crime at March 2005)

The table below shows where Wigan's total crime trend is heading at the moment. The blue line is the average for all recorded crime within Wigan going back two years (to March 2003). The green line indicates positive performance in relation to that average. The black line shows Wigan's current performance on the latest figures available.

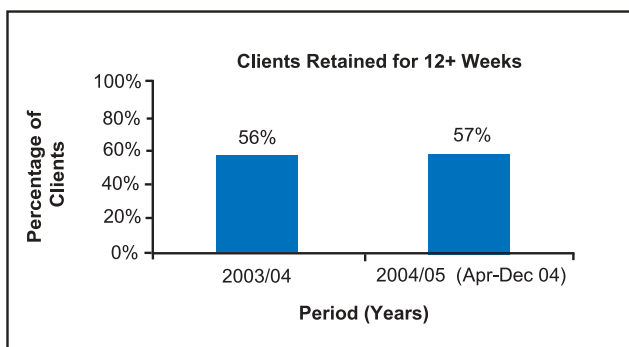
Assessment of Recent Change against Historical Bounds



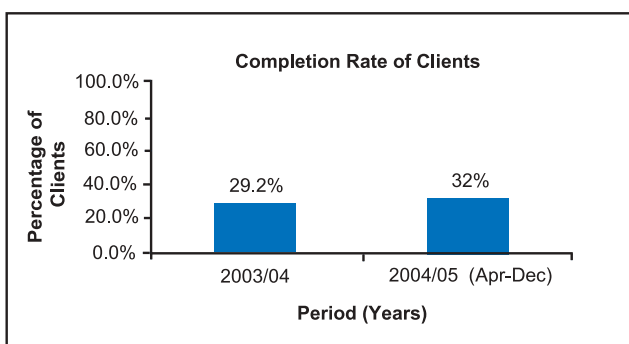
Drugs performance



One of the key objectives for the Partnership is to engage problem drug users into treatment. The chart on the left shows how we have progressed since 02/03 in achieving this aim.



Once problem drug users enter treatment, the main objective is to keep them for a prolonged period so that their habit can be managed and stabilised. The chart on the left shows our gradual improvement over the past two years.



The overall aim of drug treatment is to address people's drug use and ultimately resettle them back into mainstream society. The chart on the left shows the percentage of people who have been successfully discharged after completing a period of treatment.

The views of the public

Our recent Audit of Crime, Drugs and Disorder highlighted the headline results you have just read. The document also included summaries of a large number of issues that are related to our work such as Alcohol, Domestic Violence and the Fear of Crime. This last issue is very important because the fear of crime is much higher than the risk of crime itself. Our recent consultation asked the four key questions on which the Partnership will be measured over the next three years. 536 people replied and the results are tabled below.

- **How worried are you about being a victim of crime?**
36 % very worried
- **How much of a problem is Anti social behaviour in your area ?**
49% very or fairly big
- **How good a job are the Police doing in your area?**
28% Excellent or good
- **How good a job do the Criminal Justice services do in bringing to justice those who have committed crimes ?**
16 % Excellent or good
- **We also asked what were the top three crime type priorities to tackle.**
The answers given were:
 - 1. Violent crime**
 - 2. Anti social behaviour**
 - 3 Drugs**

Perhaps the two most interesting results from the consultation with the public were the following. The survey suggests that **80%** of those who had experienced a crime or incidents in the past year **reported it to the Police**. If this were to be valid and representative it would be highly significant. The British Crime Survey records the national figure as **42%**. This implies that people in Wigan and Leigh report more of the crime that they experience than the National average.

The second finding which is of real interest concerns Anti Social behaviour. A total of only **59** counts of Anti social behaviour were actually experienced by the **536** respondents, that is **12 %**. However a total of **251** of the **536** people sampled described Anti Social behaviour as a very / fairly big problem, that is **49%**. **This suggests that the perception, for whatever reason, is greater than the reality.**

What we do well and what we must improve

What we do well and what we must improve

The Partnership assesses its own performance on a regular basis and is aware of the things it does well and those areas where there is room for improvement. The following section outlines these areas, identifying our strong points and pointing up the areas where we aim to make real improvement.

We are fairly good at the following things:

Catch and convict Over the past year we have made strong progress on targetting, arresting and imprisoning our most prolific offenders.

Evidence The Partnership now has a growing list of evaluated activities. These include the Targetted Offender Programme, the Fixit Vehicle project, the Youth Inclusion and Support Programme [YISP] and Public Reassurance work. This means that increasingly we put our time, money, staff and energy into what we know is working in Wigan and Leigh.

Warning letters for Anti social behaviour A new system has been created by our Anti social behaviour Unit that has generated a large output of polite but firm warning letters to those who are bordering on causing alarm or distress by their behaviour. This new approach has been strongly welcomed by the public and is starting to have a positive impact on the overall figures in relation to one part of Anti social behaviour, namely " Trouble with Youths. "

Research and Analysis High quality analysis is now directing the Partnership's business in a much more detailed way. Because of this we have improved the targetting of our efforts onto the right people, in the right place at the right time.

We need to improve the following things:

Waiting for drugs treatment Although we have made great progress on getting drug users into treatment, we not only need to get more into better treatment, we need to do it quicker. Over the next three years we will sharply reduce the time it takes to get people into treatment for their addiction to drugs.

Housing and work for ex offenders The two most important elements in the resettlement of ex offenders and chaotic drug users are stable housing and work. This requires a lot of support and real care not to damage or overload communities. But this work is central if we are to reduce crime and resettle our offenders.

Reducing Domestic Violence Wigan and Leigh has excellent voluntary sector services for the support of those people who are victims of domestic violence. However, the Partnership now needs to build on this and develop a much sharper focus on the prevention and reduction of this crime. This will require improvements in arrest and prosecution services and also investment in early education programmes to stop violence in the home before it starts.

Communicating and convincing the Public that crime is reducing It seems that where recorded crime is reducing there is a delay before the public believes this to be true. Recent research that the Partnership has done shows that we can carry the true message much more effectively if we can tell the story face to face. We will need to develop this approach alongside more effective and regular use of the normal communication channels.

Conclusion

These two pages provide a snapshot of **where we are** and our **direction of travel**. The next pages go on to tell you what we are working on at the present and where we want to get to in the next three years. It also lays out how we will do that and how we will keep you informed of our progress.

5. What are the current priorities?

The Community Safety Partnership's core business is to reduce overall Crime, Disorder and Drugs Misuse. We aim to deliver services and a set of positive outcomes that are valued by our public. To achieve this, there are a number of complementary aims and objectives in different areas of work.

The gradual improvements in our analysis of the problems now gives us a rich understanding of causes, trends, opportunities, and threats. The analysis shows that the Partnership needs to focus on specific crime threats for certain periods. This is now called a Control strategy. For example the five crime areas that we are prioritising from October 2004 until July 2005 are;

- Vehicle Crime
- Anti social Behaviour
- Violence
- Drugs
- House Burglary

The next assessment of threats and priorities then takes place and will guide the next period's priorities for action. This plan therefore outlines our overarching aims but does not overtake this new, flexible way of doing our crime and drugs reduction business. However, there are two absolutely key challenges that the Partnership must overcome if it is to fairly spread the benefits of overall crime reduction to all people and all places across the Borough. These are;



PRIORITY NEIGHBOURHOODS

Some of the most vulnerable communities across the Borough experience a much greater rate of crime and drugs misuse than the average across the Borough. This victimisation is getting worse in some of these neighbourhoods and we must reverse that trend. It is also mainly the same areas that suffer the greatest health inequalities, unemployment, poor housing and other measures of deprivation. **We will need to agree a plan between all services that allocates more time , more staff ,more effort and more direct action in these priority neighbourhoods.**

RESETTLING PROLIFIC OFFENDERS

Our research tells us that if we can resettle our prolific offenders we would save a lot of victims of crime. The challenge is to break these offenders out of their cycle of drug dependency, worklessness, offending, arrest, prison and back round again. As we deliver this, we will make a big difference. This is difficult to do, slow and expensive, but it is possible.

6. Where do we want to get to?

Vision

By March 2008, the majority of the Wigan borough community will know that rates of crime, disorder and drugs misuse have been reduced substantially.

They will know why and how this has been achieved and will live more secure and healthy lives as a result.

Aims and Targets

We have set 8 big targets for the Partnership to deliver. In most cases we will measure between the years 2003-2004 and 2007-2008. Our performance against each target will be tracked and if and when any of them are going off the rails we will take quick action to remedy that.

Each of the big targets has a set of indicators that we will also monitor and manage to ensure that they successfully contribute to that targets' overall performance. The indicators below are set out in full detail in the Partnership's separate overall action plan. The eight big targets are:

1. **RECORDED CRIME** - Reduce by 22%*
2. **PUBLIC CONFIDENCE** - Increase the Public's confidence on Crime and in the Police by 5%
3. **DRUGS** - Increase successful Drug Treatments by 10%
4. **REOFFENDING** - Reduce by 5% the number of offenders who reoffend
5. **OFFENDING** - Improve on all 14 of the indicators set
6. **PRIORITY NEIGHBOURHOODS** - Reduce the Overall Gap between total crime experienced in Priority Neighbourhoods and the Borough Average to no more than 33 %.
7. **RESIDENTS PARTICIPATION** - Increase participation in the Partnership by people and services in the Voluntary and Community Sector by 10%
8. **CLEANER AND BETTER ENVIRONMENT** - Produce cleaner streets, better green spaces and better homes in safer neighbourhoods by achieving improvement in three-quarters of the measures set.

* Government requires all Partnerships to measure "recorded crime" by a specified set of 10 crime types.

The table below and overleaf describes the activities that we currently do or plan to do to make sure that we reach the top of the Tree, that is "reduce crime and disorder". The activities are placed under 3 main areas; what we do with People (work with offenders and victims) what we do in Places (Protecting places in town centres or crime "hot spots"), and how we work with Communities In Neighbourhood based programmes or Township groups.

Priority	Action		
	People	Place	Community
Reduce Recorded Crime by 22%	<p>Target known prolific offenders</p> <p>Town centre exclusion for persistent violent offenders</p> <p>Engage chaotic drug users into contact with services</p> <p>Target at risk youth and young offenders via referral to FIXIT Vehicle Project</p> <p>Target and squeeze Stolen Goods markets</p> <p>Make more use of flexible Penalty Notices</p> <p>Target car owners at risk of vehicle crime for improved security</p>	<p>Improve Crime Scene Investigation to help increase detection rates</p> <p>Continue "alphanet" property marking scheme. Use scheme to improve detection rates, and recover stolen goods</p> <p>Improve car park security standards</p> <p>Increase Pub Watch programme in town centres</p> <p>Effective use of CCTV in town centres</p> <p>Develop automatic number plate recognition service</p> <p>Improve Street Lights in hotspot areas to best "lux" level</p> <p>Make more use of Licensing Laws for "failing" premises to reduce violent crime</p>	<p>Alcohol ban in areas where on street drinking is problematic</p> <p>Publicity campaign on alcohol-related violence</p> <p>Deploy Police and Community support staff within hotspot areas and at hotspot times</p> <p>Develop door to door reassurance programme in hotspots</p> <p>Continue home security projects for victims of burglary and in hotspots</p> <p>Continue implementing alleygating in burglary hotspots</p> <p>Improve analysis around predicting at risk areas and houses and deliver security improvements and awareness</p>
Increase the Public's confidence on Crime and in the Police by 5%	<p>Increase level of support and reassurance for victims and potential victims</p> <p>Work with Voluntary sector to deliver reassurance service to victims of anti social behaviour.</p> <p>Improve police feed back to all crime victims</p>	<p>Increase public participation in crime prevention</p> <p>Repeat messages on true level of crime across all media</p> <p>Regular updates on crime and drugs performance</p> <p>Tackle low level signal crimes such as fly tipping and graffiti</p>	<p>Reverse the upward trend in crime in the most vulnerable areas</p> <p>Deploy Police community support staff in priority neighbourhoods</p> <p>Arm staff with up to date Reassurance messages, including " Report crime " campaigns</p>
Increase successful drug treatments by 10 %	<p>Engage chaotic users into service contact</p> <p>Improve all outreach, testing and treatment services. Reduce waiting times for each</p> <p>Develop more effective treatment outcomes. Focus on employment, training and education for ex-users</p>	<p>Improve publicity for Outreach and treatment services</p> <p>Targeted enforcement against dealers in hotspot areas</p> <p>Work in vulnerable communities to address risk factors</p>	<p>Targeted enforcement in hotspot areas</p> <p>Targeted drugs education in schools, focussing on priority areas</p> <p>Drug treatment services for young people, particularly excluded and at risk young people</p>

Priority	Action		
	People	Place	Community
Reduce by 5% the number of offenders who re-offend	<p>Catch and convict the 35 priority and prolific offenders at any one time Improve services to those exiting prison before release</p> <p>Increase range and uptake of Drugs Intervention Programme</p> <p>Improve outcomes of Prison and Probation services</p>	<p>Provide target hardening to places known to be at highest risk by priority offenders</p> <p>Improve access to supported housing for ex offenders and recovering addicts</p> <p>Develop hostel provision for homeless and rough sleepers</p>	<p>Encourage community involvement in challenge of resettling ex offenders</p> <p>Develop access to supported training and work provision through private and public sector employers</p>
Improve all 14 of the Measures set for the Youth Offending team.	<p>Deliver Youth Offending Team Services to young offenders as well as those at risk of offending. Ensure improvement against all 14 YOT Performance Measures</p>	<p>Target Truancy Sweeps to Hotspot Areas</p> <p>Target Positive Futures Services to young people at high risk of offending behaviour e.g. Positive Action for Young People Project</p>	<p>Target diversionary activities to Priority Areas</p> <p>Ensure referrals to Youth Inclusion Project are targeted to Priority Areas</p>
Reduce the Overall Gap between total crime experienced in Priority Neighbourhoods and the Borough average to no more than 33%	<p>Ensure all criminal justice services target known priority offenders within Priority Neighbourhoods</p> <p>Prioritise Victim support and reassurance programmes in these areas</p> <p>Ensure diversionary activity programmes are high profile in these areas.</p>	<p>Improve understanding of vulnerable communities through analysis and research programme</p> <p>Continue development of Area Based Initiatives to help these priority neighbourhoods.</p> <p>Provide target hardening and reassurance measures as a priority in these neighbourhoods</p>	<p>Work with other services to ensure agreed approach within Priority neighbourhoods, Include the priority allocation of resources in planning.</p> <p>Increase Criminal Justice Agencies level of activity within these areas.</p> <p>Implement Trees Estate Risk Factor Action Plan and rigorously evaluate</p>
Increase participation in the Partnership by people and services in the Voluntary and Community Sector by 10%	<p>Continue the Youth Inclusion Support Project Volunteer Programme. Support other volunteer programmes delivering reassurance and community activity programmes.</p> <p>Continue and develop support for the voluntary sector services in Domestic Violence DIAS, WAVE and Wigan Refuge</p>	<p>Increase the number of active Homewatch Schemes, especially in hotspot locations</p> <p>Promote the use of Crimestoppers especially within hotspot areas</p> <p>Support Victim Support and Witness service target hardening programme</p>	<p>Engage Community Representatives in the Partnership's decision making process</p> <p>Ensure that residents are included in consultation programmes concerning Partnership interventions</p> <p>Pilot local residents in action research project aimed at increasing participation</p>
Produce cleaner streets, better green spaces, better homes in safer neighbourhoods by achieving improvement in ³/₄ of the indicators set.	<p>Warning letters for all people who are bordering anti social behaviour</p> <p>Good behaviour agreements for repeat offenders.</p> <p>Anti social behaviour orders for persistent offenders</p> <p>Complainant call back service to provide support and solution of problem</p>	<p>Expand dedicated fly tipping service</p> <p>Improve enforcement actions taken against fly tipping, littering and noise nuisance</p> <p>Regular 4 monthly measure on street cleanliness, fly posting, graffiti and dog fouling</p> <p>Review and re invigorate remit for PLACE sub group</p>	<p>Targeted Partnership problem solving in hotspots led by anti social behaviour unit</p> <p>Continue, by education and enforcement, to improve performance in reducing secondary fires and malicious fire calls.</p> <p>Support Safer Transport Initiative group working to improve transport safety</p>

7. How do we get there... continued

The table over the last two pages shows the many activities that we do already. However we are constantly learning lessons on both what we should do and how we should do it. We must continue this learning and change in the light of it. This goes to the heart of what is called What works. As projects and methods are properly evaluated we can tell which ones are worth repeating because they achieve their aims and which ones are not working so well. This is important as new problems throw up new challenges and not everything works perfectly in different places and in different circumstances. Nowhere is this more true than in the field of Drugs misuse and tackling Reoffending. Below we list some of the ways in which we hope to still further improve what we do and how we do it.

By Learning Key Lessons

We have learned by consulting with groups of victims, offenders and communities. We have also learned by measuring and evaluating what changes have taken place through particular projects. In the past three years we have learned or reinforced our learning that:

- It is no good to simply get a drug user into a treatment service, give them a course of medicine, usually Methadone, and expect that to be the end of their problems. It is hard to come off drugs and it is not easy to end the harm they cause to themselves, their families and the wider community. We need to step up the search for the right balance of treatment, both clinical and social, that improves our treatment success rates.
- Our Targeted Offender Programme was evaluated in detail and works. This scheme provides intensive support to ex – offenders. It supports them in their accommodation, activity and training needs. It also supervises clients very closely. If clients get it wrong they are straight back into the criminal justice system. The balance of " carrot " and " stick" produced an 84 % reduction in reoffending. We need to do more of the same.
- Reassuring the public should be done face to face. We need to provide residents with very local, practical information about what the real scale of the problems in their neighbourhood are and exactly who and where they can go to get help. It also seems that the visible presence of the new Police Community Support staff has reassured the public.

7. How do we get there... continued

By Improving Our Analysis and Evaluation

- For the past year we have had a bigger team of crime analysts working for the Partnership. Not only have we got more done, but we have improved the tools we use and the detail and scope of what is produced. Each product is designed to assist all the agencies understand exactly what the nature of each crime problem is, what are the causes of the problem and provide a list of best practice on how it can be tackled. Some of this work is highly complex but it can be summarised by saying that it is helping to show who is likely to commit crime and when, where, how and why this will happen. This improvement in our analysis is partly the reason for the past year's reduction in crime and it is still fairly new. We anticipate being able to further improve the quality of our analysis and evaluation. This will provide the detail for Partner agencies to use in order to **police more offenders, protect more places and prevent more victims.**

- We are currently evaluating two projects in detail. These are the Police /DIAS Domestic violence service and our projects with Prolific Offenders. The results of these pieces of work will tell us to what extent they are successful and how to improve them. However we need to evaluate more schemes in detail to inform our work over the next three years.

By Providing Better Feedback

The public has a fairly low opinion of the Police ,the Courts and other related services. We need to address this and have some plans just starting. By reporting our progress more openly, whether by feedback to victims on the progress of their complaint or by better marketing and general publicity, there is room for major improvement.

8. What you can do

AS SAFE AS WE ALL MAKE IT

The Partnership's motto is " AS SAFE AS WE ALL MAKE IT". This is partly meant as a message to all those different services involved in the Partnership. We understand that the Police, for example do not and cannot reduce crime on their own, so we simply have to work together if we want to make progress. However the motto is also meant to be a message to everyone. It is intended to raise awareness that there are lots of things all of us can and should do to prevent crime. This protects where we live both for ourselves and for our neighbours.

All of us, young and old are part of some sort of family, friendship network or neighbourhood. All of us have the capacity to support or influence each other in those circles into behaviour that makes crime less likely.

ACTIVE COMMUNITIES MAKE SAFER COMMUNITIES

We know that in neighbourhoods where people actively support each other and know each other – there is less crime and less fear of crime. The message is one of involving yourself in the life of your neighbourhood and being an active volunteer in your community.

PROTECT PLACES - PREVENT VICTIMS

We know that over 20 % of house burglaries in the Borough are through unclosed or unlocked windows and doors. Protect your home by common sense, neighbourly watch and practical security improvements.

CRIME IS FALLING - YOU HAVE LESS TO FEAR THAN YOU THOUGHT

All of us can damage our own quality of life by believing the situation is worse than it is. Crime IS falling and that is not because people aren't reporting it. There has been a 13 % reduction in all crime in the past 12 months alone. This amounts to over 4000 fewer offences and includes 655 fewer house burglaries. There is less crime than there was. You can help yourself by not fearing more than you need.

REPORT ALL CRIME

Although the current downward crime trend is good news, our Partners in Greater Manchester Police still need every assistance from the Public to solve and prevent more crimes. One of the most important things you can do to help us understand the nature and pattern of crime is to report to the Police every incident that happens.

9. How will we know if it's working?

We will know whether the plan is working if we are meeting or exceeding our targets. Eight clear aims and targets have been set. We will measure and report our progress against each target on a regular basis. This will continue until the end of March 2008 when we will review the strategy and revise the targets we set ourselves.

The 8 Big Targets

1. **RECORDED CRIME** - Reduce by 22%*
2. **PUBLIC CONFIDENCE** - Increase the Public's confidence on Crime and in the Police by 5%
3. **DRUGS** - Increase successful Drug Treatments by 10%
4. **REOFFENDING** - Reduce by 5% the number of offenders who reoffend
5. **OFFENDING** - Improve all 14 of the indicators set
6. **PRIORITY NEIGHBOURHOODS** - Reduce the Overall Gap between total crime experienced in Priority Neighbourhoods and the Borough Average to no more than 33 %.
7. **RESIDENTS PARTICIPATION** - Increase participation in the Partnership by people and services in the Voluntary and Community Sector by 10%
8. **CLEANER AND BETTER ENVIRONMENT** - Produce cleaner streets, better green spaces and better homes in safer neighbourhoods by achieving improvement in three-quarters of the measures set.

Most aims and targets will be measured by the routine collection of recorded statistics. This may be boring, but it is fair and makes possible comparisons with past performance and other areas of the country. However some of the aims and targets will be gauged by survey work. We will use the local citizen's panel, as well as other consultation and surveys to do this work.

How we will collect information on targets

The Partnership will monitor the targets and objectives within the Community Safety Strategy by using a performance management framework. We will make use of the Council's Performance Plus Software to track the progress of the Partnership over the course of the strategy.

This performance management framework will ensure that all of the targets of all the agencies involved in reducing and preventing crime and reducing problematic drug use will be monitored for progress. This will allow the Partnership to quickly identify areas where we are either failing (so we can address them) or succeeding (so we can celebrate them). In order to achieve this, all Partners within the organisation are required to contribute their key performance targets for regular monitoring.

The Partnership will conduct this work over the coming months and ensure that the targets are sensible, measurable and collectable. Over the page we will tell you how we'll let you know the results of our progress, and report back to you.

10. How will you know if it's working?

The partnership knows that it must improve the ways it communicates with its public. Although we have a really positive success story to tell, the public does not often hear it and when they do they are not easily convinced that it's true. The public perception of crime places it much higher than it really is. It is clear that it takes time for the positive crime reduction results to be registered in the public's mind as such. We will report our progress against our targets on a regular basis and we will do this in a variety of ways.

What We'll tell You	When We'll Tell You	How We'll Tell You
How the Partnership is doing month by month in hitting its targets referred to on page 13.	Every Month	On the Community Safety Partnership's website (address at bottom of page).
Circulate a summary of the previous 3 months performance in a leaflet, and where possible compare Wigan to regional and national results.	Every 3 Months	On the website and at a variety of public access points such as Libraries and NHS Clinics. We'll also put results in Borough Life, Council's free update magazine.
Useful information that will tell you what we are busy with and also help you help yourselves reduce the risks of becoming a victim of crime or drugs misuse.	Constantly	Keep checking the web site for updates for this information we will also supply our information to as many Public access points as we can find and in the local press.
When we want to consult with you about key issues like how you think we're performing, or what crime and disorder issues are particularly bothering you. It may include questions about Anti Social Behaviour or Drugs Misuse in your community.	On big issues at least yearly, more often on particular issues and in particular communities	We'll use Wigan Council's "Citizen's Panel" to get a feel for how the Borough thinks on the big issues and we'll show the results on the web site for you to comment on. In addition, we hope to see you and listen to you as we go out around the Borough doing community based consultation. We'll let you know when and where.

Web: www.wiganmbc.gov.uk

Mission Statement

The Partnership will plan, deliver and evaluate positive action that reduces crime, fear of crime, drugs related harm and offending behaviour through multi-agency work acting alongside local residents – with the aim of creating safe, healthy and thriving communities.

- Make Safer Communities



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Wigan & Leigh Community Safety Partnership

As safe as we all make it.

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