

Making Safer Communities Summit

**A Summit of the Salford and
Manchester Voluntary Organisations
with guest speaker, Tony Lloyd, the
GM Police and Crime Commissioner**

18th June 2015, 9am - 12.30pm

**Mechanics Institute,
103 Princess Street, Manchester**

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Introduction

The Making Safer Communities Summit of the Salford and Manchester Voluntary Organisations with guest speaker, Tony Lloyd, the GM Police and Crime Commissioner and interim GM Mayor took place on the 18th June 2015.

The summit showcased a broad range of voluntary, community and social enterprise sector case studies identifying needs and approaches from Salford and Manchester which addressed crime and community safety priorities – specifically:

- Hate crime
- Sexual exploitation of children or vulnerable adults
- Domestic abuse and violence

Organisations that attended were offered a chance to feature in this summit pack, by submitting an organisation profile and/or a case study relating to the priorities identified above. Salford CVS and Macc will be working together with voluntary and community organisations and the PCC to progress the issues raised in the summit.

To find out more or to get involved in future work on crime and community safety contact Louise Murray louise.murray@salfordcvs.co.uk or Anna Tate anna@macc.org.uk



Foreword

from Alison Page, Chief Executive of Salford CVS and Mike Wild, Chief Executive of Macc

Welcome to the first joint Manchester-Salford Community Safety Summit. We are delighted that so many of you have joined us today. We are looking forward to exploring the role of charities, voluntary organisations, community groups and social enterprises in creating safer communities for all our residents and to showcasing the diversity of approaches, experience and specialist knowledge that the sector provides.

The idea for this collaborative approach between Macc and Salford CVS around crime and community safety first arose as a response to the riots of 2011. They affected the whole country but had a particular impact in the North West on the neighbouring cities of Manchester and Salford. It was inspiring to see so many voluntary organisations and community members coming together in the immediate aftermath to support their local communities physically and emotionally. This was coupled with the need to understand what had happened to spark the riots, what drew in the active participants and the people who got involved with the clean-up movement afterwards.

More recently, in summer 2014 we held a round table with groups from Manchester and Salford who were working on community safety. The session identified a number of key themes in the sector's work: domestic abuse, hate crime, child sexual exploitation, internet safety and the impact of poverty and welfare reform on perpetrators and victims. It became clear that there is a need to improve collaboration and information-sharing across the sector between the diverse organisations working to improve community safety. Alongside this the participants wanted to develop a strong strategic relationship as a sector with the Police and Crime Commissioner.

We are delighted that Commissioner Tony Lloyd and Deputy Commissioner Jim Battle are attending today. We see this as the first step in a process to strengthen voluntary-public sector collaborations in community safety across Manchester and Salford.



Police and Crime Commissioner Tony Lloyd said: “Local people are the bedrock on which to build safer, stronger communities. People giving their time, skills and knowledge is key to making our neighbourhoods better, safer places with thriving communities. I am amazed at the amount of innovative work that citizens are putting into their neighbourhoods across Manchester and Salford - an army of inspirational people committed to making a difference. We need to harness this force to build on the partnerships between the police, councils, other agencies and the voluntary sector, and continue to work together as one team to build resilient communities.”

Organisation Profiles

All attendees at Making Safer Communities were invited to submit an organisation profile explaining the nature of their work in Salford and Manchester communities.

42nd Street

42nd Street is an innovative mental health charity committed to supporting young people aged 11- 25 who are experiencing mental health difficulties. With an excellent reputation over 35 years, 42nd Street offers a diverse menu of services across Greater Manchester including direct work with young people, professional training, consultancy and research.



Our unique holistic service model combines therapeutic psychological interventions with advocacy and social care. We target services to young people at higher risk of poor mental health e.g. LGBTQ young people; those with disabilities, young parents, young carers and particular BAME communities. Young people can access:

- Mental health assessments
- Counselling and psychotherapy
- One-to-one support
- Young person led projects and activities
- Leadership and volunteering opportunities
- Advocacy
- Creative programme

Website: <http://42ndstreet.org.uk/>

Action for Children



Action for Children support children, young people and families through 650 services across the UK. Services include supporting young people on the edge of care or custody through evidence based programmes, fostering, adoption, supporting families in need, children in schools and children in care, disabled children and their families, getting young people into training, education and employment.

We campaign for better services for children, young people and families and work with partner professionals to deliver the right service at the right time. Research across all Action for Children services showed a “96% reduced risk of physical, sexual or emotional abuse” as a result of our work.

Website: www.actionforchildren.org.uk/

Age Friendly Manchester Board

The Age-friendly Manchester Older People's Board (formerly known as the Valuing Older People Board) is made up of older people (50+) who are residents of Manchester. They meet every 6 weeks, are constituted and have a variety of working groups looking at issues such as loneliness and isolation. The Board is active in consultation and engagement within the city and get involved in range of work such as budget consultations, changes to council services and national campaigns.

Website: <http://bit.ly/1VEBL7r>

Active Communities Network



Active Communities Network is a registered charity with headquarters in London and regional offices in Manchester, Belfast and Cape Town.

We are a youth and community development organisation whose mission is to tackle poverty and social deprivation at the heart of neighbourhoods in the UK, Ireland and on the international stage.

Working with a number of major partners both local and national, we are currently delivering grassroots projects, primarily through the mediums of sport, creative arts, media and cultural activity in East Manchester, with highly trained and multi-skilled staff, our vision of engaging, supporting, mentoring and progressing young people into education, training and employment is realised.

Website: <http://activecommunities.org.uk/>

Age UK Salford



Age UK Salford has over 40 years experience delivering interventions and services to older people in the city, who as a group, experience or are at high risk of developing health problems associated with life limiting, age related health conditions and increased isolation.

Commissioned services include: Dementia Support for people with Dementia and Carers; Social Rehabilitation; Day Care Service with social membership; Hospital Discharge; Aftercare and Reablement Service; Community Connectors aiming to identify, build and support people in neighbourhoods to “look out for “ local older people and Critchley House is a modern, bright drop-in centre and community cafe.

Website: <http://www.ageuk.org.uk/salford/>

Barnardo's

Barnardo's believes in children regardless of their circumstances, gender, race, disability or behaviour. Our purpose as a charity today is to transform the lives of the UK's most vulnerable children. Barnardo's runs over 900 services in local communities, including support for children who have been sexually exploited, young people leaving the care system, children with a parent in prison and families struggling to cope. Barnardo's also finds loving adoptive homes and foster placements for children in care. Last year it helped transform the lives of more than 200,000 of the UK's most vulnerable children, young people and their families.



Website: <http://www.barnardos.org.uk/>

Better Things

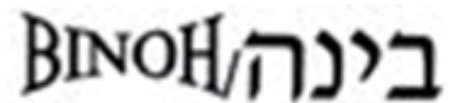


We are a totally independent charity who have been working with adults with learning disabilities and their families in Manchester for over forty years. Our projects work in communities promoting inclusion, health and wellbeing and offering learning and skills opportunities.

We work in partnership to raise awareness of learning disability issues and promote good practice. We also deliver workshops and awareness training on a variety of subjects including hate and mate crime. We deliver statutory care act advocacy to people with learning disabilities in Manchester as a partner at the Manchester Advocacy Hub.

Website: <http://wearebetterthings.wix.com/better-things>

Binoh



Combining professionalism with ethnic sensitivities Binoh is the Greater Manchester Orthodox Jewish Community's primary support organisation. It develops training, education, health, economic and life needs initiatives that empower change, develop skills and improve awareness and prosperity. The community is compact, generally unknown and buffeted by racial and economic problems. Large families (8-10) are common and many struggle speaking English. Different norms for literature and images proscribe media and internet and mainstream services are ignored or misunderstood; the community relies on community programmes. Binoh partners statutory services, its Community Engagement Reports were government approved and its Teenage Health Empowerment received an N.H.S. Health Challenge Award.

More information: <http://www.gmvss.net/binoh>

Breakthrough



Breakthrough UK is a Manchester-based disabled people's organisation. We promote the rights, respect and responsibilities of disabled people, by working to remove the barriers that stop disabled people from being included in all parts of life.

Breakthrough works to make positive changes at an individual, regional and national level. We provide disabled people with person centred support to remove barriers to employment and independent living.

We also advise employers, policy makers and other organisations. Our aim is to bring about a society where disabled people are fully included across all areas of life.

To find out more, visit www.breakthrough-uk.co.uk

The British Red Cross Society



The British Red Cross Society is a leading UK charity with more than 35,000 volunteers that helps people in crisis, wherever and wherever they are. The Society helps vulnerable people in the UK and abroad prepare for, withstand and recover from emergencies in their own communities.

The Society is part of the Red Cross and Red Crescent Movement which is the largest independent humanitarian network in the world. The Movement has more than 105 million members in over 180 countries.

Within the UK, Red Cross services include:

- emergency response
- first aid
- short term support for independent living
- refugee services
- international tracing and message services
- mobility aid

Website: <http://www.redcross.org.uk/>

The Broughton Trust

The Broughton Trust provides adult learning, youth work, employment support and community development across East Salford. Most of its employees and volunteers live locally.



Website: <http://www.thebroughtontrust.org.uk/>

Child Action North West

At CANW we are extremely proud of our innovative portfolio of services designed to support children and young people, families and communities. We passionately believe that every individual has the right to achieve their full potential whatever their background or circumstance. CANW services include; fostering, volunteering, mentoring, appropriate adults, reparation as well as:



- Familywise: a helping hand for families struggling to cope
- Young Carers: providing support for young carers aged between 8 - 25
- MEAM: working with vulnerable people experiencing homelessness
- EBISS: developing personal intervention plans with young people
- Triage: early intervention for young people who have committed low-level offenses

Website: <http://www.canw.org.uk/>

The Children's Society



The Children's Society helps change children's stories. Trusted for over a century, we are working towards a country where all children are free from disadvantage.

Our extensive network of frontline services and army of volunteers work to tackle child poverty and neglect. Together we help families trapped in debt, support young carers and runaways and stop sexual exploitation.

We fight for change based on the experiences of every child we help and the solid evidence we gather. Through our ambitious campaigns and determination we expose injustice and address hard truths to change attitudes, challenge misconceptions and influence policy.

We are determined, through our campaigning, commitment and care, to give every child the greatest possible chance in life.

Website: <http://www.childrenssociety.org.uk/>

Coaching Inside and Out



Coaching Inside and Out offers life coaching to offenders and those at risk of offending. We also promote the use of coaching by others working with these groups. We coach in prison, through the gate and provide early intervention in the community.

CIAO's radical approach helps people get to the root of who they are, what they want to change and how to change that in the way that works best for them. We do not mentor or suggest solutions. Instead skilled coaches' questions help clients consider and take responsibility for changing their own lives and developing their own solutions.

Website: <http://coachinginsideandout.org.uk/>

Fathers Against Violence



Fathers Against Violence provides support and encouragement to young people from deprived backgrounds across Manchester through education, sport and arts. Our 'Can U Kick It?' football programme reaches 70 young people a week and gives them training in football skills and team-work as well as being a place that they can form friendships and find support.

Our employment programme, 'Access 2 Opportunities', runs two classes of eight people a week and provides help and support to participants in finding employment or training. Our music programme, 'Urban Reality', has just started and is helping six young people develop their musical talents.

Website: <http://fav-uk.org/>

The FED

The Fed is a charity providing social care services for Jewish people in Greater Manchester.

We help over 1,000 people a month of all ages living in the community, and older people living in our care at our home at Heathlands Village.

We have a community centre and children's centre; we run a community cafe and mental health drop in; we have two social work teams – for adults and for children and families; we run carers' services, a respite service for children with special needs, and have over 500 volunteers. We are based in Prestwich with a South Manchester branch office.

Website: <http://www.thefed.org.uk/>

Footlights



An award-winning community provider and non-profit organisation for ten years. Footlights Theatre's primary aim is to encourage young people in particular to build confidence and develop transferable life skills through participation in the arts, namely acting, singing and dance. Through this core activity, we help them establish values in teamwork, independence and thoughtfulness, ensuring that they have the chance to fulfill their potential by providing high quality specialist teaching in safe, fun environments.

Through regular classes, workshops and community performances, we engage children, young people and adults in a variety of topics, offering opportunities to explore relevant and sensitive issues.

Website: <http://www.footlightstheatre.co.uk/>

Groundwork

Groundwork's vision is to create communities which are strong enough to shape their own destiny, where everyone can reach their potential and everywhere is vibrant and green.



Website: <http://www.groundwork.org.uk/Sites/msstt>

Healthwatch Salford



Healthwatch Salford is a consumer champion for health and social care. We are a statutory body, gathering the views and experiences of local people and using this evidence to influence health and social care services.

We act as a critical friend, using evidence provided by local people to influence decision makers and services. Healthwatch Salford works closely with providers in health and social care as well as monitoring and regulatory bodies such as The Care Quality Commission (CQC) and Healthwatch England.

Website: <http://www.healthwatchsalford.co.uk/>

ICY Positive Moves



Our project delivers

- Youth Information Advice and Counselling: with the Brook providing a one stop shop for support and information on drugs and alcohol, getting into training, employment and work, counselling for psychological stress, sexual health services and contraceptive support
- My Life Programme: a motivational course for young people who are at risk of social exclusion, anti-social behaviour and crime
- An integrated special needs group for young people with both learning and physical disabilities and their siblings
- Young women and girls work for those who are carers and looked after or in care

We will also work with young people aged 8-19 on a Friday night and provide fun, friendly and supportive sessions in a safe place for young people, to reduce ASB / crime in the area.

Website: <http://icy-positivemoves.org.uk/>

The LGBT Foundation



The LGBT Foundation is a national charity delivering a wide range of services to lesbian, gay and bisexual and trans (LGBT) communities. These include counselling, social support groups, pop-in and helpline support and advice, and sexual health services. One of the services provided by the Foundation is the Village Angels.

The Village Angels provide emotional and practical support to individuals who are out in Manchester's Gay Village every Friday and Saturday night. The Village Angels patrol the village until 3am, and offer appropriate assistance including helping vulnerable people get home, and on-the-spot emotional support for distressed individuals.

Website: <https://lgbt.foundation/>

Lifeshare



Down to earth and devoted staff, Lifeshare save lives. Lifeshare's flagship service, C.A.R.D.S, targets vulnerable and marginalised young people aged 16 - 25 in Manchester, particularly those who are homeless (or at risk of becoming so) and those who are at risk of exploitation.

Opening times are: Monday - Friday 9.30am - 5pm, Drop in times are: Tuesday 2 - 4pm and Friday 2 - 4pm. Call 0161 235 0744. Food parcels available by referral 1st floor, 27 Houldsworth Street, Manchester M1 1EB.

Website: www.lifeshare.org.uk

Manchester Rape Crisis

Manchester Rape Crisis has been providing support and information to female survivors of sexual violence since 1976.



Services:

- A helpline which is open 10am to 4pm Monday to Friday and Wednesday and Thursday evenings 6pm to 9pm. We have 21 trained helpline volunteers.
- Specialist group for South Asian women
- Free face to face counselling service for women over the age of 18. We have a team of 20 counsellors speaking a range of languages including Urdu, Turkish, Greek, Lithuanian and Punjabi.
- Specialist counselling service for South Asian women
- Independent Sexual Violence Advisor
- Outreach counselling service in Trafford
- Informal Support
- Advocacy
- Informal group providing lunch and social activities
- Gardening Group

Website: <http://www.manchesterrapecrisis.co.uk/>

**MANCHESTER
WOMEN'S
AID**

Manchester Women's Aid

Manchester Women's Aid is an independent charity providing a range of services for victims (and their children) of domestic and sexual violence and abuse. Our services include: safe, temporary housing for women and their children; one to one support for women and men living in the community; group work programme and an IDVA service to support victims of high risk DVA.

In addition we have specialist services for young women aged 15-25, people from BAMER communities and the IRIS project based in GP surgeries which offers professional training and patient support. Further information: 0161 660 7999 or info@manchesterwomensaid.org

Website: <http://www.manchesterwomensaid.org/>



Mancunian Way

Mancunian Way is a registered charity and works mainly in Manchester, but has also worked in Salford. We contribute to making communities safer through interventions, engagement, education and promoting personal responsibility.

Our projects are location based, and therefore we will work with and engage anyone who is in that location or neighbourhood.

We run many detached street based youth engagement projects in the evenings, work experience & employment projects, youth clubs, and other similar youth projects. But we also raise awareness of the pitfalls of using loan sharks within communities and generate intelligence.

Website: <http://mancunianway.org.uk/>

Partners of Prisoners



POPS is a registered charity set up by families who were experiencing supporting a loved one in custody and who formed themselves into a support structure for each other when nothing else was available. Today POPS employ over 70 staff and 35 volunteers, delivering services to offenders and their families at various stages of the Criminal Justice process. POPS exist to promote the benefits of supporting offenders and their families. We do this by involving those who have a first-hand knowledge and understanding of the issues.

POPS provides the following services:

- Family Support Work (community/custody)
- i-HOP (Information Hub for Professionals)
- Visitor Centre Services
- Black Prisoner Support Project (Routes to Roots)
- 2nd Chance (Social Enterprise)
- Support for Women Offenders

Website: <http://www.partnersofprisoners.co.uk/>

Positive Changes Group



The Positive Changes Group are a community group from Salford, run by ex-offenders for ex-offenders. Established in 2013 the group met during a community empowerment program run by Community Pride Unit and Church Action on Poverty.

The group exists to reduce the social isolation of ex-offenders in the community, challenge peoples perceptions of ex-offenders through positive media coverage and take a role in decision making processes to tackle the issues that ex-offenders face when returning to their communities. We also aim to work with other like minded agencies and develop educational tools for challenging stigma, raising awareness and reducing crime

Refugee Action



Refugee Action in Greater Manchester runs a variety of series:

- Refugee Wellbeing Project: giving people seeking safety access to social and sporting activities—no matter what their status
- Preventing Asylum Homelessness: helping asylum seekers who've become destitute to get the help they need
- Increasing Asylum Justice: Bridging the Gap so asylum seekers can access legal advice
- Community development: raising awareness of refugee issues and helping communities work better together
- The Gateway Protection Programme: support for refugees resettled to the UK by the UNHCR
- Choices assisted voluntary return: providing independent, confidential and non-directive advice to people thinking of returning to their home country

Website: <http://www.refugee-action.org.uk/>

Relate GMS



Relate Greater Manchester South is a registered charity and company limited by guarantee. Our vision is a future in which healthy relationships are actively promoted as the basis of a thriving society. Our key services include: Relationship Counselling, Sex Therapy, Family Counselling, Family Mediation, Education and Learning Programmes, Employee Assistance Programme, a Domestic Abuse Service and a Children and Young People's Service. We work with clients who self-refer to services and also provide services for clients facing particular challenges, such as mental health, cancer or caring responsibilities.

Relate GMS operates 'Bridging to Change Domestic Abuse Service' for perpetrators of domestic violence and their partners or ex-partners. Our goal is to promote the safety of women and children affected by domestic violence and abuse.

Website: <http://www.relategms.co.uk/>

Riverside—Gate Buddies Project



Gate Buddies are volunteers that are Experts by Experience offering offenders support from someone who understands what they are going through. Too often offenders are not aware that there is support available and come out of prison without addressing their issues, their reasons for offending / reoffending.

Our volunteers are role models The key aim is to stop the cycle of re-offending, addressing why people offend and tackling these issues, such as: drug / alcohol misuse, none or unstable accommodation, financial insecurity, mental health issues, family breakdown.

Our Team of volunteers include former offenders who have successfully turned their lives around along with local people who give up their spare time to support those leaving prison and their families using their own lived experiences to best support clients through their journey from leaving prison and resettling in to the community and getting their lives back on track.

Website: <http://bit.ly/1CRCvgf>

Salford Citizens Advice



Salford Citizens Advice provides a range of advice services across the City of Salford - through six traditional bureaux and some 15 community outreach locations throughout the whole city. We provide advice - at all levels - to about 20,000 people each year.

Our biggest enquiry areas are debt advice and benefits advice, followed then by housing and employment rights advice. We also work hard to change our community for the better, campaigning to fight poverty by making sure people have access to high quality advice, and that they know their rights. We have a programme of rights awareness work that runs through out the year.

Website: <http://salfordcab.org.uk/>

Salford Foundation



Salford Foundation is an organisation that supports the vocational, personal, social and academic development of young people and adults in Salford and other boroughs of Greater Manchester and Cheshire. It provides opportunities for those in education, business and the wider community to work together for their mutual advantage.

The organisation delivers a number of gender specific services and has a specialism in working with offenders and supporting rehabilitation. The Foundation engages with businesses and the wider community in shaping and delivering its services. Many of its programmes of work include significant volunteer support with a particular focus on mentoring or group led activities.

Website: <http://www.salfordfoundation.org.uk/>

Salford Unemployed and Community Resource Centre (SUCRC)



SUCRC was formed in 1980 by the local community during a time of economic recession when there was a desperate need for self-help, information and advice on dealing with unemployment. That need still exists and SUCRC has stayed true to its original vision.

SUCRC offers a range of support services for both unemployed people and workers who are facing difficulties. These include educational facilities, advice & representation for people facing problems in a wide range of fields. We also run Salford Prison Project which supports ex-offenders.

Our work covers the entire vulnerable population of Salford and now includes representing clients who have had their benefits sanctioned. In the last 6 months we have developed ESOL training, mainly for Eastern European and Muslim clients. We work very closely with Salford Credit Union and combatting loan sharks both illegal and legal. Our clients call the Centre Salford's fourth emergency service.

Website: <http://www.salforducrc.co.uk/>

Skating Edge

We are a roller-skating academy in Manchester. Roller-skating is proven to help people of all ages, sizes, disabilities and fitness levels to attain well-being, strength, and relaxation. We hold lessons in basic skills through to advanced dance, figures and free skating.

Southway Housing Association

We're a committed and forward-thinking not-for-profit local housing company and are passionate about providing excellent homes and outstanding customer care. We own and manage almost 6,000 homes across Burnage, Chorlton, Didsbury and Withington.



We work in partnership with others to make south Manchester a place that people are proud of – a safe place where people choose to live, work and play.

Our priorities are to provide affordable, high quality and secure homes in a safe, clean and greener environment. We are proud of our staff and the outstanding levels of customer service we provide. We work closely with all our tenants and involve them in all our decision-making processes.

Website: <http://www.southwayhousing.co.uk/>

Warm Hut UK

Since 2009, our organisation supports French speaking asylum seekers and refugees living in the Greater Manchester, particularly Salford. We focus on outreach and consultation, skills development, empowerment and wellbeing.



WARM HUT UK

We aim to make a difference by working with women, men, the youth and the elderly to empower them by:

- Enabling them to face their daily challenges
- Providing general advice, information, guidance and practical support related to their needs such as translation, interpreting, welfare, health, housing, education, employment and training
- Increasing social opportunities to enhance their quality of life and contribute positively to the UK
- Promoting community cohesion and respect in diversity

Website: <http://warmhut.org/>

Young People's Support Foundation

Established over thirty years ago, YPSF delivers support and advice to over 2,000 young people each year at risk of homelessness. With welcoming bases in Manchester city centre and Wythenshawe.



YPSF specialises in working with young people who have often had negative experiences of official agencies. We prioritise finding somewhere safe to live for each young person but also look at other underlying issues such as mental health, money and exploitation. Our services incorporate crisis intervention, drop-ins, tenancy training and floating support all geared to helping young people towards independent living.

Website: <http://www.ypsf.co.uk/>

Case studies

Organisations were asked to submit case studies to Making Safer Communities on the three themes of hate crime, sexual exploitation and domestic abuse. The following 15 case studies provide a snapshot of voluntary organisations' experiences of community needs and their responses to needs.

Hate crime

Introduction

There have been 6,000 reported hate crimes between April 2013 and March 2014 across Greater Manchester. It is widely acknowledged that hate crimes are underreported.

Definition of a Hate Crime:

Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's: disability; race or ethnicity; religion or belief; sexual orientation and transgender identity.

This can be committed against a person or property. As well as "hate crimes" there are also "hate incidents" that may not constitute a crime but can have a devastating impact on victims and may be a precursor to escalating events that do constitute a crime.

Hate crime remains a critical issue for many communities in Greater Manchester. It is one area where the voluntary sector is often more aware of the full extent and impact of the problem because of their strong community links. Voluntary organisations are often more trusted by service users and local people and will hear of issues and concerns that are below the radar of public sector partners.

Hate crime cannot be understood in terms of individual incidents and must be examined in the wider societal context, changing demographics, attitudes, and the political and economic environment. There are many interesting examples of innovative approaches by voluntary sector organisations, some of these are in collaboration with the Police. LGBT Foundation in its Village Angels Project is supporting people to identify and report hate crime within its broader work. Binoh Services work with the Orthodox Jewish Communities and Warm Hut and Refugee Action show the impact of hate crime on communities across Manchester and the difficulties for some communities in engaging with main stream services and how this can increase the impact of hate crime. Negative media coverage of many communities of interest and identify is impacting on community cohesion, trust and levels of hate crime across the two cities and requires a cohesive response.

Questions to consider:

- How can we create safe spaces where people feel confident to report hate crime and hate incidents?
- What is the role of the voluntary sector in strengthening community cohesion and bridging gaps between communities and neighbours?
- How can we work with public and voluntary sector partners, victims and perpetrators to tackle hate crime?

Case studies

Hate crime

Binoh

Combining professionalism with ethnic sensitivities Binoh is the Greater Manchester Orthodox Jewish Community's primary support organisation. It develops training, education, health, economic and life needs initiatives that empower change, develop skills and improve awareness and prosperity.

The Orthodox Jewish community is compact, generally unknown and buffeted by racial and economic problems. Large families (8-10) are common and many struggle speaking English. Different norms for literature and images proscribe media and internet and mainstream services are ignored or misunderstood; the community relies on community programmes. Binoh partners statutory services, its Community Engagement Reports were government approved and its Teenage Health Empowerment received an N.H.S. Health Challenge Award.

Our case study addresses the pernicious and all-encompassing nature of hate crime on victims, their families and their communities. Our community is easily identifiable by its distinctive dress and appearance thereby heightening the fear of hate crime and making people increasingly apprehensive to leave the safety of their community. A Parliamentary Report detailed the alarming rise of Anti-Semitism that has been corroborated by last year's figures from Greater Manchester Police and The Community Security Trust. Increasingly members are turning to local, community based providers to deliver services that others would regard as a statutory prerogative.

This is most evident in the field of delivering Information, Advice and Guidance services. The service runs Advice Sessions, Training Sessions and an Advice line from its community centre based inside the Salford Orthodox Jewish Community thereby ensuring that service users do not have to leave the community's 'comfort zone'. Over the past three years over 200 community members have accessed the services and have been able to either enter education, employment or training options or gather information on financial entitlements.

Whilst such outcomes are desirable in any organisation, they are particularly important in Binoh whose service users do not have alternative support services, either statutory or voluntary. De Montfort University research showed that less than 1% of The Orthodox Jewish Community would access mainstream crisis support services. This places a huge responsibility on Binoh to ensure that its beneficiaries can access high quality services that best meet their needs.

As our Matrix Accreditation Report stated "Binoh has continued to provide a much needed service to a hard to reach community, whose members are benefiting from accessing the services and being empowered to access their entitlements as a result".



De Montfort University research showed that less than 1% of the Orthodox Jewish Community would access mainstream crisis support services.

Case studies

Hate crime

LGBT Foundation - Village Angels

The LGBT Foundation delivers a broad range of services to LGBT people across Greater Manchester. These include sexual health, mental health, community engagement and community safety services.

The Village Angels are part of our community safety programme. The angels patrol the streets of Manchester's Gay Village from 9pm – 3am every Friday and Saturday night offering support and assistance to vulnerable revellers. In particular, the angels aim to reduce victimisation by helping incapacitated village-goers to get home (thus reducing their risk of crime victimisation). The angels also work to identify and report crimes that occur within the Village, particularly hate crimes.

As an LGBT charity, we have a particular focus on increasing hate crime reporting. Hate crimes, particularly those against LGBT people are underreported, so if we spot hate crime we work with victims to explain the value of reporting, and the different ways in which hate crimes can be reported. The angels also provide on the spot emotional support to victims of hate crime. The angels respond to around 15 serious incidents per week. This includes providing support to victims of crime, and very vulnerable adults and young people.

The Village Angels are involved in a significant number of local networks and partnerships. This includes working closely with other voluntary organisations to share information about safety in the Village. These include the charities Survivors, Lifeline and Safer Streets. The Village Angels also provide support at local community events such as LGBT Pride, and the transgender celebration Sparkle. The Angels have also given talks on Community Safety at local universities and colleges.

The Village Angels project is monitored by shift reports, which are produced after each shift to detail that shift's interactions. The project is ongoing and reactive; the precise format of the programme has changed in response to different evaluations of the project. Changes to the programme have included:

- Shift finish times being moved from 2am to 3am, to allow the angels to provide support when it was most needed.
- Increase in shift sizes at known busy periods

Comprehensive reports of the Village Angels are also produced at 6 monthly intervals. Evaluation of the project is conducted based on data and incident reports from the shift reports, and using interviews with volunteers. We also use testimonials from people who have been assisted by the angels to evaluate the project.

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The angels respond to around 15 serious incidents per week. This includes providing support to victims of crime, and very vulnerable adults and young people.

Case studies

Hate crime

Mancunian Way

Gorton has a large Roma community which has led to racial tensions for over 15 years, many local young people openly stated that do not like Roma people and have very strong views. Mancunian Way, developed a project to help young people in Gorton understand Hate Crime. A film making project was designed to explore the topic, with the file later being posted on You Tube.

A group of 10 young people from Gorton in East Manchester were involved. This project referred back to the Roma in Gorton when exploring the topic and educated the young people about the issues Black and Irish people faced many decades ago. The making of the film allowed our Youth Workers to explore the topic with the young people, ask them their thoughts and opinions, give them different scenarios to think about and link Hate Crime back to them in a way they understand and is relevant to their lives.

All 10 young people softened their opinion on the Roma over this short project. The completed film was used as a centre piece at a Hate Crime Awareness event in East Manchester by Eastlands Homes, and has been shown in local youth clubs and used as part of Manchester Council's Hate Crime Awareness Week launch. The film is online and is advertised constantly on our social media, this allows the film to reach a wider audience now and into the future.

Warm Hut

Warm Hut in its work supporting refugees and migrants hears about many issues regarding the police. Most of the difficulties encountered have stemmed from the lack of coherent communication in the absence of a translator as they are only able to communicate in their native language. Typical cases have involved calling the police and being unable to communicate issues to be reported. Most of the clients that we work with have had cultural clashes with officers that they encounter. Several clients have complained that they feel targeted by procedures such as 'stop and search'.

Clients have often felt that their complaints to police officers have not been taken seriously and have reported that there was no sense of urgency and complaints were trivialised. For example a client called the police to report a stolen car. No officer was sent to their residence, no official statement was taken and no one followed up on the issue. This was despite clear distress from the client on the phone. A few days later, the same client called the police to inform them that their car was spotted by someone and left abandoned. The police officer told our client to go and collect the car. No statement was taken. No officer contacted our client and no one followed up. This example is one of several cases that we have recorded from our clients.

Having dealt with several queries from our clients regarding the police, it is clear that there was little or no knowledge about who polices the police. Although the IPCC has existed for a few years, the ones who were aware of the IPCC tended to have a negative attitude towards it from its portrayal in the media. Warm Hut always inform them about the necessary steps that they are able to take with the IPCC.

Case studies

Hate crime

Refugee Action

We were supporting a refugee and his family living in a neighbourhood in Manchester. He suffered assaults from another person living on his street but his experience was compounded by a series of difficulties he had in dealing with the police both officers who came to his house and trying to communicate by phone.

The example below highlights the problems he encountered accessing a translator and having his comments recorded correctly which made it very difficult for him to obtain justice:

“I was assaulted outside my home by a friend of my neighbour. My attacker tried to steal my phone when I dropped it on the floor after being punched. On the day that I was assaulted a police officer visited my home. I do not speak English and was relying on a friend to communicate. The officer said he would return with an interpreter. Despite identifying my attacker the police officer took no further action. I received a letter stating the case had been closed. I had not been able to provide any statement.

I saw my attacker again reported this to the police but no police arrived. My neighbour (and my attacker’s associate) urinated on my door step. The police came out and my friend interpreted for me. The police said they would come back but no one ever arrived. I contacted the police who said that no log had been made of the incident. A later incident also I had the same outcome.

In Summary, I made 1 report of assault, 1 of attempted theft, 1 of somebody urinating on private property, and 1 of vandalism, officers visited me and my family on 3 occasions. No interpreter was provided or any statements taken. The original report falsely stated I did not know who my attacker was. This is a clear result of the failures of police to communicate properly with me.

I was a refugee for 8 years refugee having fled atrocities. The discrimination we have experienced has made me think our struggles were in vain. “

Contact Gerard Devaney on gerardd@refugee-action.org.uk or 07827307532 for more information.



We were supporting a refugee and his family living in a neighbourhood in Manchester. He suffered assaults from another person living on his street but his experience was compounded by a series of difficulties he had in dealing with the police

Case studies

Sexual exploitation of children

Introduction

After a series of high profile cases across the country, from Oxford to Rotherham and Rochdale, the impact of child sexual exploitation on the victims, their families and carers has been acknowledged. Ann Coffey MP's report into CSE in Greater Manchester's Real Voices, shone a light on the scale of the challenge. The unfolding scandals have called into question the practices of public, private and voluntary sector and local communities. The challenge now is to create an effective response, from all sectors of society.

Children's Society Definition of Child Sexual Exploitation (CSE)
"Someone taking advantage of you sexually for their own benefit. Through threats, bribes, violence, humiliation, or by telling you that they love you, they will have the power to get you to do sexual things for their own, or other people's benefit or enjoyment (including: touching or kissing private parts, sex, taking sexual photos)."

Child sexual exploitation cannot be separated from a host of other issues affecting children, young people and families: how we care for looked after children; people trafficking; gangs; substance misuse and the world of modern social networking (which are in many ways a private and at best semi-regulated space). These issues are exacerbated by the current economic climate. Funding is being reduced and organisations and communities are having to think very differently about how they can support and safeguard our children among rising levels of poverty and decreasing resources.

The solutions will be as much a community response as an agency response. We need to work together to change perceptions and create safer spaces for children and young people. This is something where voluntary organisations can lead the way bringing their communities of geography, identify or interest together to act as a catalyst for change.

There is excellent work going on in Project Phoenix across Greater Manchester, disrupting perpetrators, supporting young people and bringing agencies together. Alongside this, these case studies showcase some excellent voluntary sector responses. Young People's Support Foundation's case study demonstrates the complexity of the issues involved and the need for effective joint working. Their response demonstrates excellent understanding of the needs and risks of the young person and that approaches need to bring together agencies, family members and the victims. Salford Foundation's case study shows how organisations are starting to develop responses within the community to compliment the work of statutory agencies.

Challenges for the sector:

- Would we recognise the signs of CSE and do we know where to go with our concerns?
- What can we do to challenge CSE in our communities?
- How can we support children, young people and families to deal with these issues?
- How can we create a culture where children and young people feel able to tell someone if they are experiencing CSE?
- How are we engaging with all sections of our communities?

Case studies

Sexual exploitation of children

Groundwork & The Broughton Trust

Groundwork's vision is to create communities which are strong enough to shape their own destiny, where everyone can reach their potential and everywhere is vibrant and green.

<http://www.groundwork.org.uk/Sites/msstt>

The Broughton Trust provides adult learning, youth work, employment support and community development across East Salford. Most of its employees and volunteers live locally.

<http://www.thebroughtontrust.org.uk/>

Our combined experience has made us aware of the inter-relationship between communities and gang culture in Lower Broughton and Cheetham Hill. Anecdotal evidence from young people tells us that manipulation from older community members is strong and inter-generational experiences and family ties, put many young people at risk of involvement in organised crime as a route to security. Staff at a local school tell us there is a particular "hidden" issue with young girls, rebelling against their culture, and putting themselves at risk of gang involvement and CSE.

The Anne Coffey report (Oct 2014) talked of child sexual exploitation becoming "a new social norm in some parts of Greater Manchester", and suggests young people are unwilling to engage with figures of authority to address the problem. This is confirmed by our own mentoring programmes in North Manchester. Schools and young people tell us that the relationship of trust between the young person and their mentor (qualified youth worker) allows them to explore all issues of their life which could put them at risk. Our schools state that without the coaching programme they would have "lost" some of their most vulnerable students.

The ending of Gangs and Youth Violence (EGYV) programme has put some of the services established under serious strain. The Youth Offending Service is also over stretched, and as a consequence focuses on those that are already in or very close to the criminal justice system. There is a gap in services for those "at risk" and/or involved but not yet "known to the system". Troubled Family Services are working well but sometimes fail to put the young persons' needs at the centre.

Our own experience of delivering projects under EGYV demonstrated a key need in the community. Over 300 young people attended diversionary activities and engaged in early intervention in schools. The police identified a 50% reduction in anti-social behaviour in Broughton.

Future project plans have been developed and submitted for funding. If successful future work within Cheetham Hill and Lower Broughton will be further developed including specific outcomes and preventative work on child exploitation.

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There is a gap in services for those "at risk" and/or involved but not yet "known to the system".

Case studies

Sexual exploitation of children

Salford Foundation - Girls Allowed

Salford Foundation supports the vocational, personal, social and academic development of young people and adults in Salford and other boroughs of Greater Manchester and Cheshire. <http://www.salfordfoundation.org.uk/>

The Foundation is currently working with young women at risk of sexual exploitation across Salford with our **girls allowed** programme. This aims to deliver prevention to those at risk of exploitation and offers support to build confidence and resilience to those entrenched in socially excluded circles with subsequent negative lifestyle choices and offending.

Tier 1 works through educational group work delivered across Salford to young females in school who have been identified as being at risk of exploitation from their male counterparts. The interventions include, body image, identity and gender roles, aspiration, healthy relationships, recognising exploitation, sexual health and substance misuse.

Tier 2 offers a 6 month intensive mentoring service to young women who have been identified as being at risk of exploitation, or those who have had some experience of being exploited. This is bespoke and needs led, but heavily focuses on issues around preventing exploitation, building confidence and resilience and identity.

Tier 3 works with young females who have been identified as being closely linked, associated or related to males who are entrenched in organised crime in Salford. This is bespoke and needs led with young people accessing services for a minimum of one year.

The purpose of the interventions delivered are to:

- Enhance confidence, resilience and self esteem
- Provide educational sessions to prevent issues in relation to exploitation
- Enhance clients ability to build and maintain healthy relationships
- To build aspiration
- To support young people to desist from offending

Initial assessments have highlighted the following:

- 90% of young people self-report having issues with confidence.
- Only 20% of young people felt they had issues with sexual health, despite professionals involved highlighting this as an area of concern.
- Only 20% of young people self-reported issues with drugs and alcohol, despite these issues being prevalent from referrers.
- 70% of young people identified that they had issues with gender.
- 70% of young people also highlighted that they had little or no aspiration.

One young person commented that they were glad that we discussed; “Gender and who people want to be so they can be happy”. Another commented “I have learnt to stay safe in a relationship”.



Girls Allowed aims to deliver prevention to those at risk of exploitation and offers support to build confidence and resilience

Case studies

Sexual exploitation of children

Young People's Support Foundation

"B" was a 17 year old female who presented to YPSF for support with housing. She had come from another country to live with her brother after a breakdown in the relationship with her mum. "B"'s relationship with her brother broke down and she had been placed in an unsuitable emergency hostel by the police that accommodated many high risk adult clients. She holds a full UK passport. She had a history of mental health issues and an apparent mild/moderate learning difficulty.

Whilst attending YPSF for housing advice "B" would often attempt to engage in conversation with male service users who she had not met before, often being overly "flirtatious" and revealing personal information about herself very quickly. YPSF contacted "B"'s brother who was also concerned for her as she had chatted recently to a 26 year old male through Facebook and was planning to go and meet him. "B" confirmed this as well and said that she hadn't done it yet due to lack of funds. She also talked about other relationships with men that combined with her age, learning difficulty and apparent vulnerability were very concerning.

We conducted a full needs and risk assessment "B" was referred to Children's Services as soon as she presented as homeless to YPSF. We contacted her brother in UK and mother abroad (with consent of "B" and agreement of Children's Services) for background information. YPSF facilitated "B"'s return back to her brother's accommodation (in agreement with Children's Services), as he was seen as a protective factor. "B" was referred to the Protect Team and to YPSF's sexual health worker who did work around healthy relationships. As YPSF suspected she was being sexually exploited, YPSF contacted the police. "B" was informed of this. The police came to speak to her and full details were passed on.

After "B"'s accommodation at her brother's again broke down she came to YPSF who liaised with Children's Services and she was placed in a Children's Home under the care of the local authority . A Multi Agency Strategy meeting was called and it was agreed that "B" would remain in care, as her mum had refused to accommodate her in her country of origin. "B" was referred for a mental health/learning disability assessment and to a Sexual Health Outreach team. YPSF continued to liaise with "B", Children's Services & other support workers to ensure that "B" received appropriate support



"B" was referred to the Protect Team and to YPSF's sexual health worker who did work around healthy relationships. As YPSF suspected she was being sexually exploited, YPSF contacted the police.

Case studies

Domestic Abuse and Violence

Introduction

Home Office Definition of Domestic Violence

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological, physical, sexual, financial and emotional.

Read the full definition here: www.gov.uk/domestic-violence-and-abuse

The voluntary sector has a wealth of diverse knowledge and skills in supporting people experiencing domestic abuse and violence, often with very limited resources. These organisations provide a range of specialised services, including refuges, outreach, floating support, telephone helplines and advocacy. The sector is working with all levels of abuse and complexity as well as doing work with perpetrators.

One of the key strengths of the voluntary sector is its ability to bring vital external funding into Manchester and Salford which is used to fund services both professional and volunteer lead, for victims in Manchester and Salford. The voluntary sector often has greater reach into communities as it is not perceived in the same way as a statutory service and is successful in part because it is premised on building effective, non-coercive, constructive relationships with service users.

The scale of the problem of domestic abuse is huge and under-reported to formal channels. In England at least 2 women a week are killed by a current or former partner and 30 men per year. Domestic abuse has more repeat victims than any other crime (on average there will have been 35 assaults before a victim calls the police).

This means that the responses must come from all parts of the public and voluntary sector in order to provide the right support and guidance, wherever there are warning signs or wherever someone discloses. In 2013, the PCC conducted a number of evidence gathering sessions with victims, survivors and domestic abuse agencies and is using this information to help drive through improvements in the way that GMP works with victims and other partner agencies. Public and voluntary sector, local communities and networks are working to develop ways to effectively tackle this issue.

Our case studies range show the impact from children who witness domestic violence, young people entering into abusive relationships and older people suffering financial abuse at the hands of family members through to support projects to help young people identify abusive relationships and support those who have experienced abuse and violence.

Questions to consider

- How can voluntary and public sector organisations collaborate more effectively?
- How can we promote healthy relationships?
- Is there support available for all our communities including LGBT relationships, older people and disabled people?
- What is the role of non-specialist voluntary and community groups in tackling domestic abuse?

Case studies

Domestic Abuse and Violence

Age UK Salford

Age UK Salford has over 40 years' experience delivering interventions and services to older people in the City, who as a group are at high risk of increased isolation. A core aspect of what they do is to advocate on behalf of older people, key to this is to highlight issues of safety and to protect them from abuse. Age UK manage several schemes, including;

Community Connectors – a large number of “informal” volunteers or “good neighbours” are being recruited to connect to older people in their streets or communities. They will convey key messages to the older people including personal and home safety advice alongside risks of abuse and crime.

The connection of isolated older people with their neighbours will mean that older people will feel more part of the community, creating more cohesive communities and reducing the devastating effects of the fear of crime.

Social Rehabilitation Service – assists people following adverse life changes such as bereavement, a fall or decline in health leading to social isolation. It offers home visits, introductions to a range of local community and support services and practical support to build relationships and gain confidence.

One of Age UK's domestic cleaners identified that “Pat” had not been at home for 3 weeks. This was reported and the housing scheme manager then raised safeguarding concerns of financial abuse from the family. Pat was dependent upon the family to access her money and take/do her shopping. Pat had confided that her grandson and partner were heavy drinkers and had taken large amounts of money from her account.

Age UK attended a Multi Disciplinary Meeting with Police and Social Workers to discuss concerns and next steps. They discovered a long history of being financially abused by grandchildren and a history of social isolation. The Social Work team were unable to move Pat because of opposition from her grandchildren.

So Age UK visited Pat and discovered

- Pat had been sleeping in a chair.
- Hadn't been out for three weeks.
- Had a leg wound which was weeping and in need of dressing.
- Was in very low mood, tearful, expressing a wish to return home ASAP.
- Was reporting further significant financial and verbal abuse.

Age UK Salford explained to the grandchildren that Pat wanted to return home, transport was booked for the next day and arrangements were made for Pat to stay in temporary accommodation until she successfully moved to Extra Care two weeks later and stated to the Social Worker that this was the happiest she had felt in years.



Age UK Salford arranged for Pat to stay in temporary accommodation until she successfully moved to Extra Care two weeks later and stated to the Social Worker that this was the happiest she had felt in years.

Case studies

Domestic Abuse and Violence

The Children's Society

Ben was 11 at the time of the referral and coming up to transition time from primary school to high school. The referral was made by the FIP worker (Family Intervention project) who had been involved with the family for over a year. The children had just been removed from a Child in Need plan after previous concerns about the impact of mum's mental health issues had improved. Ben had witnessed ritual domestic abuse from his father to his mother throughout his early life until mum took the three children and fled from dad four years ago. Dad had serious and enduring mental illness, as well as being a drugs user and heavy drinker and there had been no contact with him since the family left. Ben was presenting with behavioural and anger issues and mental health problems.

Teachers and professionals reported finding him hard to engage and difficult to understand what he is thinking, as he wouldn't share his feelings. Often his moods could vary sharply in a short space of times, at times being very nice and charming, and then turning for no apparent reason and displaying non-cooperative, disruptive or angry behaviour. Once angry, Ben would struggle to de-escalate his own behaviour or put calm-down strategies into action and incidents would often continue increase as the day went on.

With agreement with Ben's mother it was agreed that Ben would benefit from regular counselling sessions to help him build his self-esteem and confidence and improve strategies to manage and express difficult feelings and emotions, in particular his anger and anxiety. I used strategies from a trauma-focussed model of CBT. This included learning new skills to help process thoughts and feelings related to some of his traumatic life events, developing coping strategies as well as using relaxations techniques for keeping calm.



Ben reported that the sessions had 'helped me deal with my problems and I feel able to cope better than before'

Over a period of 7 months Ben had a total of 16 sessions. There were also at least 5 missed sessions and several periods of time where I didn't see him consistently due to school exclusion or absences. In a final evaluation Ben reported that the sessions had 'helped me deal with my problems and I feel able to cope better than before'. Mum reported 'a big change in his attitude and behaviour - it has really helped him to have an outlet for his anger and feelings and there is less fighting with his sister now which has really helped at home'.

Overall identified outcomes from home and school were improved relationships with family, particularly with both his sisters, improvements in confidence and self-esteem Improved behaviour at school, improved strategies for coping with difficult behaviour from peers and most significantly the development of coping strategies for managing difficult thoughts, memories and feelings.

Case studies

Domestic Abuse and Violence

Coaching Inside and Out

CIAO provide six hours of individual coaching to their clients. They are challenged and supported to define and reach their own goals. We don't say what to do. We are there to help clients make the most of their lives. Our approach is asset-based, building on clients' own strengths and values being a key element. Coaching gives power to those enduring domestic abuse and violence. They are the expert and the coach is their equal.

CIAO's coaches regularly hear of clients' rape and abuse; and of coercion, manipulation or bullying by an abusive partner. Some are in the criminal justice system because of low self-esteem: not saying no, helping support drug use, and so on. Realising their ability and need for loving, supportive relationships, and that they deserve them, is also common. Many gain the confidence to move away from partners who are not good for them or to resolve the situation in other ways. CIAO has helped over 400 male and female clients since March 2011.

Clients repeatedly tell us our coaching has enabled them to understand what they really want in life, work out how to achieve those goals and begin to change how they saw the world and their place in it. Many of our clients, if not most, have gone on to education, training, employment, or wanted to put something back by working or volunteering in their local community to improve the lives of others.

“

“You’ve made me realise I can do things. Just by making me think about it.”

“You’ve made me realise I can do things. Just by making me think about it.”

“I can deal with things on my own now, I am off anti-depressants. I’ve trained as a coach and done some coaching myself.”

CIAO wants every prison, probation trust and Community Rehabilitation Company to offer coaching (whether that is delivered by us or others), so that offenders have the opportunity to fulfill their potential. We have a powerful network of coaches who share experience and knowledge for the benefit of our clients that can enable this to happen.

“

“I can deal with things on my own now, I am off anti-depressants. I’ve trained as a coach and done some coaching myself.”

Case studies

Domestic Abuse and Violence

Footlights

Footlights Theatre's primary aim is to encourage young people to build confidence and develop transferable life skills through participation in the arts, acting, singing and dance.

This project aims to raise awareness of domestic abuse amongst young people, and encourage them to build Healthy Relationships. The aim is to give young people the tools to understand abuse as part of pattern of controlling behaviour and to recognise that behaviour when it first begins.

There are currently around 50 young people involved in two simultaneous projects, gathered from Footlights' existing drama group, via schools, and through an open call for participants.

The groups have received training from Trafford Domestic Abuse Services (TDAS). Having researched real stories, the groups have participated in workshops to develop a performance piece highlighting the nature of abuse, the impact on both perpetrator and victim, and the support networks available. There are three community performances scheduled for the end of June.

Workshops and rehearsals have been held in Stretford. The three performances will take place at Oldham Theatre Workshop, Gorse Hill Studios and Stretford Mall. Workshops have also been taking place at Albion Academy in Salford.

The young people involved are working towards the Arts Award; this will provide the project with external evaluation, as well as providing the young people with a nationally-recognised qualification and benchmark of their achievements.

The project has certainly raised awareness of domestic abuse within the groups involved. Researching and developing the piece has given the young people an insight into the subject and provoked discussion.

In the long term, it is hoped to reduce the number of people involved in abusive relationships, either as perpetrators or victims, by breaking the cycle of abuse.

It has the support of Kate Green, MP for Stretford & Urmston and they plan to work further in collaboration with MPs, OFSTED and educational establishments (primary, secondary and further education) to develop a programme of workshops and training around Healthy Relationships and how children and young people might build these. This supports the Education Select Committee's call for personal, social, health and economic (PSHE) education, including sex and relationships education (SRE), to become a statutory subject in English state schools.

They were fortunate to receive funding from Trafford Housing Trust for this project but must look further afield in order to achieve their long-term aims.



The project has certainly raised awareness of domestic abuse within the groups involved. Researching and developing the piece has given the young people an insight into the subject and provoked discussion.

Case studies

Domestic Abuse and Violence

Partners of Prisoners

Family of mother and two sons, the oldest son lives with mum full time. The youngest child lives with mum some of the time and has special educational need. The family was referred to us due to severe domestic violence and several rapes on the female by a gang nominal. The perpetrator was not her partner but she had met him through a dating website. Several of the incidents occurred whilst the children were in the home. The older son who lives at home full time felt guilty for not preventing this from happening as he felt that he should be the “man of the house” and protect his family. The mother was trying very hard to ensure that her children did not know the full extent of the episodes, including the details of an ongoing court case in relation to the domestic violence. The father of the oldest child was unhappy with the mother using dating websites and was disclosing this to his son. Some of the content of the discussions was inappropriate for a child of this age. This had caused issues between the older child and both his parents. The child was unhappy that his father had disclosed these things to him and was also upset that his mother had placed the family at risk through her choices.

The older child was finding it very hard to trust anybody, including the multiple professionals involved. The mother was struggling to maintain normality within a household rocked by events and overtaken by the personal struggles of each individual. The mother requires lots of emotional support as does the older child. The POPs Family Support Worker (FSW) is also supporting the children with education issues.

The POPS family worker was able to engage with the mother and identify the complexities of the family unit. The interventions and actions implemented by the FSW ensured that the mother then engaged with statutory services to obtain appropriate help and support and supported the son to attend school.

Without the intervention of the FSW, the mother’s mental ill health would have spiralled into further decline and potentially resulted in a child protection issue. This would have placed further pressures on Children’s Services and potentially other statutory services such as A&E, GP services, Police and Education services. The older child would have had declining attendance at school and become more reclusive, impacting on his mental health and his education.



The POPS family worker was able to engage with the mother and identify the complexities of the family unit. The interventions and actions implemented by the FSW ensured that the mother then engaged with statutory services to obtain appropriate help and support and supported the son to attend school.

Case studies

Domestic Abuse and Violence

Relate GMS - Bridging to Change

XX was referred to the DVPP by social services. At the time he had limited contact with his partner and baby due to his abusive behaviour and alcohol usage. This had resulted in several assaults on his partner and him dropping his baby on the floor. XX was prepared to engage with services offered and when he attended he fully engaged and owned his abusive behaviour. When he joined the group sessions he would be the first to contribute to discussion, being open and searingly honest about his abusive behaviour and how that may have impacted on others. This led the way for other group members to be as open and as honest about their own behaviours which enabled the facilitation of a powerful exploration of the drivers of such behaviours. He not only shared his own experiences to positive effect but offered supportive challenge to other men in their endeavours to change.

His efforts on the programme provided him with a much greater level of self-awareness, of triggers and patterns of thought and feeling that, in the past, would have led to abuse. Most importantly he developed a strong sense of empathy around the feelings, needs and impact of his behaviour on both his partner and child. He became a positive role model to other men in the group. By the end of the programme he had reconciled with his partner and was a very active hands-on dad with his baby.

If men engage with the programme and change, the benefits are evident. Partners, ex-partners and children have said that they felt safer and more able to have disagreements without fear of escalation. In other situations, women have been helped to recognise that abusive behaviour perpetrated by their partners was neither acceptable, nor their responsibility. Sometimes women have been helped to leave a relationship safely.

Testimonials from men:

- I learnt that I control my behaviour. I choose how I behave.
- Working in a group has been supportive yet challenging.
- It's helped me improve my awareness of when I'm playing the 'poor me' card and do something positive to move from this negative situation.
- I have learnt more about myself and the person I want to be in 35 weeks than I have in the previous years of my life.

Since its inception in 2008, the service has been delivered to approximately 380 men and 320 women. Other services within Relate have been offered to some clients when appropriate, including counselling for women and children.



If men engage with the programme and change, the benefits are evident. Partners, ex-partners and children have said that they felt safer and more able to have disagreements without fear of escalation.

Case studies

Domestic Abuse and Violence

Young People's Support Foundation

"A" was a 16 year old female who presented to YPSF for support. She disclosed that she was in a relationship with a boy of a similar age and that her mother had found out about the relationship that day. "A" stated that her mother disapproved of the relationship and told her to leave the family home and said she was going to inform "A's father. "A" told us she feared serious violence from her father and other family members. She said that her relationship with her boyfriend would be seen to have damaged the "honour" of the family. She said that her father had told her that if she ever got a boyfriend then he would kill her. He had also made reference in the past to other "honour" killings as a warning/threat to her.

"A" was subject to a Forced Marriage Protection Order as a year earlier her family had arranged to take her abroad against her will to get her married. "A" had been the victim of physical abuse from her father in the past, some of this was "Honour based". She was known to Children's Services and had spent some time in the care of the local authority. "A's boyfriend had been physically assaulted in the past by one of "A's extended family who suspected that they were in a relationship.

To provide support to "A", YPSF:

- Conducted a Full Needs/Risk Assessment.
- Liaised with Children's Services to report the concerns outlined above.
- Contacted the police to report the situation and the threats to kill that "A's father had made in the past. They also highlighted the potential risk to "A's boyfriend from her family. Police came to speak to her immediately.
- A suitable placement could not be accessed by Children's Services for that night. It was agreed for YPSF to contact Manchester's Domestic Violence Helpline and she was referred to an out of area women's refuge for that night.
- "A" was then placed in foster care by Children's Services.
- Completed DASH RIC Risk Assessment and the case had been referred to a MARAC (Multi Agency Risk Assessment Conference) which is a regular local meeting to discuss how to help victims at high risk of murder or serious harm
- YPSF referred "A" to the Saheli project, which specialises in providing support for Asian women and girls fleeing domestic abuse/ "honour" based violence and she was referred for counselling.
- YPSF continued to liaise with "A", the police domestic violence unit and Children's Services.

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'A' said that her father had told her that if she ever got a boyfriend then he would kill her.

Case studies

Domestic Abuse and Violence

Manchester Women's Aid

XX is a very high risk case received early December 2014 from GMP. The perpetrator committed acts of violence including choking and sexual assault. He kept the victim prisoner for 2 weeks raping her, strangling her and taking naked pictures of her and posting them on Facebook.

He was arrested, taken to the police station but not charged. MWA's Independent Domestic Violence Advocate (IDVA) liaised with the police and XX to establish what was happening with the perpetrator. XX didn't want to leave Manchester but there was no space in a MWA refuge. XX's landlord, Great Places was contacted to locate temporary /emergency accommodation, which was available but not for that night. The risk was considered too high and XX went out of the area for that night. The perpetrator was remanded over the weekend while XX returned to her property.

MWA IDVA liaised with the police regarding the perpetrator's whereabouts. He was remanded to appear in court. Due to the risk of him getting bail, the IDVA was able to negotiate with Manchester Move and Great Places to arrange a Band 1 emergency move status. The serious nature and the real danger posed to the client and children ensured this case was prioritised and a referral into MARAC share point was made.

MWA IDVA worked with the police and Crown Prosecution Service, and the perpetrator was remanded until Christmas. The client was supported to make a full statement to the police about previous DV. She also disclosed his assaults on the oldest child. He did not get bail and was remanded.

MWA IDVA continues advocating for XX by liaising with Manchester Move to arrange new accommodation despite her rent arrears (accrued by perpetrator). Manchester Move and Great Places have worked with MWA and been supportive.

The perpetrator's family members pressurised XX to drop the charges. Due to this, XX had to leave the property and supported by MWA DV worker moved to a refuge with continued support. The perpetrator has pleaded not guilty and the case is on-going. Help with benefit applications, rehousing and emotional support including addressing DV with healthy relationships and how to prevent a repeat have been provided by MWA. The children were supported with school applications and are all now in school now. XX is still supporting prosecution.



The serious nature and the real danger posed to the client and children ensured this case was prioritised and a referral into MARAC share point was made.

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