

# Engaging with our Diverse Communities

# 2006/07

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Greater Manchester  
**POLICE**

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## Foreword from ACC R Taylor

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I am pleased to present this report to our communities to demonstrate the significant level of work being undertaken across the Force to deliver an excellent quality of service for our diverse communities.

The examples contained in this report are a select few drawn from the wide range of activities taking place at local level in our 12 divisions and representative of the strong drive applied by our staff in providing a service that meets the needs of our communities.

By sharing this information with the people we serve we hope to increase confidence in our commitment to serving all our communities.

GMP values difference and recognises that people from different backgrounds, with alternative skills, attitudes and experiences bring fresh ideas and perspectives, however they engage with us; they enrich our organisation and give us the potential to be more creative and dynamic in delivering our policing service.

This report shows the progress we have made in 2006/07. Over the coming years we will continue to improve our services and also continue to keep our communities informed and engaged.



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## Message from Majid Hussain - Lead member of Greater Manchester Police Authority for Equality and Human Rights

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Every member of our community, whether they define themselves by their race, gender, disability, age, sexual orientation, religion, or belief, or a different group face the potential to experience discrimination on several levels and perspectives.

Greater Manchester Police Authority and Greater Manchester Police are committed to being open and accountable. We welcome reports such as this. They give the people of Greater Manchester an insight into the way we work and that is extremely important.

*“Equally important is the way the report provides a snapshot of how Greater Manchester Police are performing”.*

The fact that promoting diversity and equality is one of Greater Manchester Police Authority’s five strategic aims clearly demonstrates our commitment to delivering a fair police service to all. We take this responsibility very seriously and are pleased to create an equality portfolio led by a member of the Police Authority.

Although the majority of the work we do goes on behind-the-scenes, I want to assure our communities that on their behalf we want to make sure every aspect of service delivery and employment provided by Greater Manchester Police is free from prejudice and inequality. We do this by working in partnership with Greater Manchester Police, whilst maintaining our scrutiny role, keeping a close eye on performance, as well as listening to the views and perceptions of our communities in Greater Manchester, all of which are crucially important.

This helps us to quickly identify issues of concern and deal with them accordingly. For example, if stop and searches are being made against a high number of a certain ethnic group when compared to others, we want to know why. There maybe very good reasons but we are keen to share those reasons with others.

It is extremely important we keep our communities informed. However, we do not see communication as a one-way process. It is vital that the feelings

and opinions of the many diverse communities which make up Greater Manchester are reflected in the way both the Police and the Police Authority work. Fortunately, we have lots of support in helping us achieve this thanks to the many people who give up their own time to get involved in groups such as Independent Advisory Groups (IAGs).

IAGs provide an insight into communities. In Greater Manchester as well as IAG's at divisional level, we have a Race IAG, a Disability IAG and a Lesbian, Gay, Bisexual and Transgender IAG. The advice and guidance provided by the representatives who sit on these groups is invaluable.

We are keen to reach a position where we have strong links with every single community so we can be sure the views of local communities are integral in the way we make decisions and prioritise.

I recognise, however, that there is still some way to go and we will continue to press for action across the organisation maintaining and improving the momentum we have already generated. A successful Police Service can only be achieved by demonstrating diversity and equality.



A handwritten signature in black ink, appearing to be 'S. Khan'.



## ENGAGING WITH COMMUNITIES ACROSS GMP

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We are committed to making Greater Manchester a better place to live by working with communities and other partners to deliver services in a way that builds trust and confidence.

The introduction of Neighbourhood Policing has given us a flexible approach which can be adapted to local circumstances.

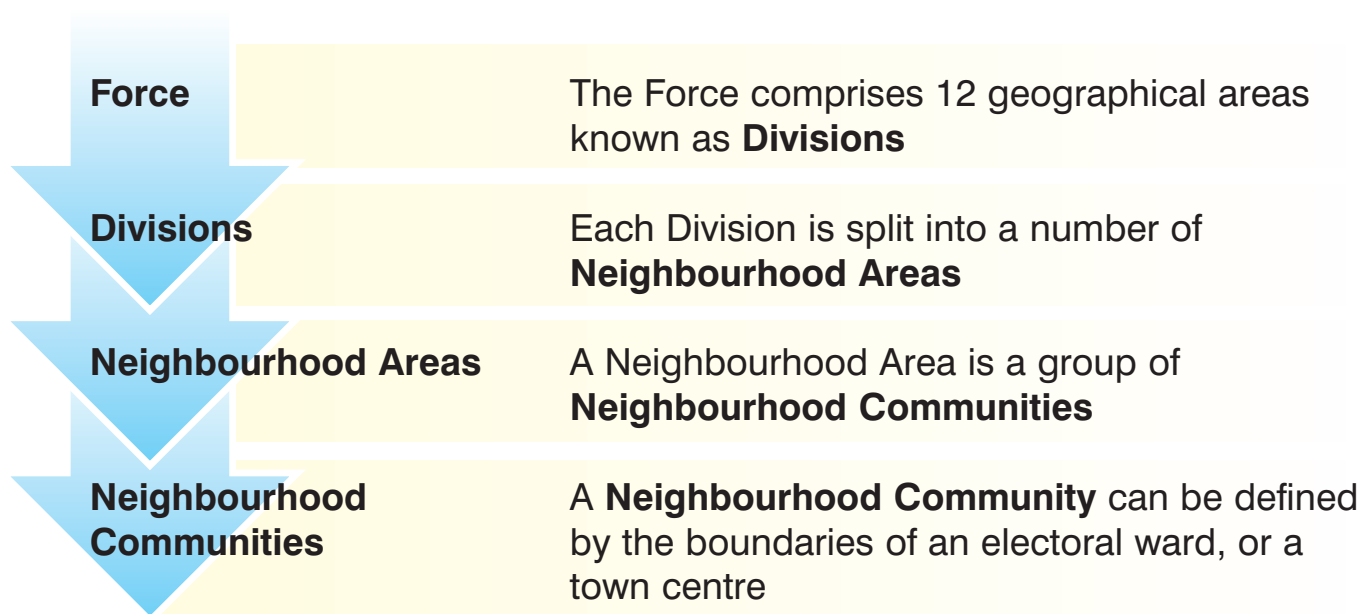
Neighbourhood Policing is at the very heart of what GMP does. It is central to *'fighting crime, protecting people'* – from tackling everyday crime and anti-social behaviour, to gathering information to help us defeat terrorism and organised crime.

*It is about having:*

- The **right** people
- In the **right** place
- In the **right** numbers
- At the **right** time

GMP has developed common terminology to ensure that there is consistency in the delivery of Neighbourhood Policing across the Force. Wherever you are in GMP, the broad structure outlined below will apply to Neighbourhood Policing arrangements.





Community concerns can only be truly identified through meaningful dialogue with the members of those communities, which includes engaging with people, keeping them informed and feeding back to them about the work we are doing. Such an approach increases confidence and leads to a situation where the public are more likely to work alongside GMP to give information to assist the fight against crime and anti-social behaviour.

GMP will ensure that every Neighbourhood Area is led by an Inspector or Sergeant, with every Neighbourhood Community having a team of Neighbourhood Officers (*a mix of Constables, Police Community Support Officers, Special Constables and Volunteers*) who are dedicated to that Community.

Details of your local neighbourhood area can be obtained from the GMP website – **[www.gmp.police.uk](http://www.gmp.police.uk)**.

In the following pages we focus on some of the activity that has taken place on our divisions to improve the services that we provide to our diverse communities and to increase our engagement with them.

These examples give a snapshot of the wide range of work that we do. For further information or to tell us what you think, please contact Diversity Command at the address on the back.

## **NORTH MANCHESTER**

### **Learning about local diverse communities**

Student officers this year attended an intensive community course aimed at giving them an in-depth understanding of local diverse communities. As well as classroom inputs, the course included visits to organisations such as the Lesbian and Gay Foundation and to faith-based groups such as the Buddhist Centre, local churches, synagogues, mosques and temples.

The course also included a visit to the law courts and a day with victim and witness support workers. Student Officers also attended a post mortem and a coroner's court hearing.

### **Meeting residents of China Town**

As part of the city centre Respect Action Week, PC Rick Grace, PCSO Paddy McGreevy and Community Safety Coordinator Tina McCarthy visited older residents of China Town at Faulkner Court sheltered accommodation.

A presentation was given to residents with the help of an interpreter from the Manchester Oriental Organisations Association and as well as receiving information about what GMP is doing to keep the community safe, residents were given leaflets in Chinese, security markers, energy-saving light-bulbs, light timers and safety alarms.

### **Engaging with the Sunni Muslim community**

Every member of the Crumpsall and Cheetham Neighbourhood Policing Team attended an awayday at the Dada Sunni Muslim Centre in Cheetham Hill to discuss future engagement with the community and how to work together to improve life in Crumpsall and Cheetham.

The event included guest speakers from the community and issues such as terrorism, radicalisation and the future of neighbourhood policing in the area were discussed.



## **METROPOLITAN**

### **Hate Crime**

The Metropolitan Division has expanded its Hate Crime Unit, which now includes a dedicated Detective Sergeant and three Hate Crime Investigators, to give more support to local neighbourhood policing teams.

In August 2007, the unit led a three-month partnership operation focusing on hate crime in Gorton, which resulted in a significant reduction in hate crime incidents.

In conjunction with the Manchester City Council Crime and Disorder Team, 12 third-party reporting centres have been established for those who prefer to report hate crime somewhere other than a police station.

The Division has pioneered hate crime training for Police Community Support Officers to give them a better understanding of hate crimes and incidents and their effects on victims.

In conjunction with Refugee Action, training has also been provided to asylum seeker and refugee communities in Gorton.

### **Stops and Searches**

The Division has continued to champion raising awareness of the impact of Stop and Search on local people with the production of a training DVD containing personal accounts from young people of their experiences of Stop and Search. The DVD will be used as a training tool by GMP to highlight some of the issues around the use of Stop and Search within the community.

The Division has also funded community based training led by a community organisation (*CARISMA - Community Alliance for Renewal, Inner South Manchester Area*) and the Divisional Training Unit. The initiative involves role reversal where young people search police officers and demonstrates the impact of Stop Searches on the individual.

### **Safer Schools Partnership**

The Division's seven high schools, which form the Safer Schools Partnership, have continued to develop action plans and links with the Division.

As well as working with students around the issues of forced marriages, bullying, hate crime, gangs and guns and citizenship, officers have liaised with schools to give reassurance during counter terrorism operations and critical incidents, by informing and updating them about events affecting pupils or their neighbourhoods.



### **Masjid (Mosque) Forum**

The Masjid forum, (Mosque Forum) the first of its kind in GMP, has been established to support community cohesion work and advise on any issues affecting the Muslim community. Since its inception, incidents of Islamophobia and hate crime have been brought to police attention and investigated. During counter terrorism operations extraordinary meetings have been convened, providing the division with advice on policy and procedure.

### **Guns and Gangs**

Work has continued to reduce the incidents of gang and gun crime in conjunction with the Xcalibre Task Force. As part of a national day of action, a large number of search warrants were executed across the division resulting in the recovery of firearms and the arrest of gang members.

### **Emerging communities**

The Gorton & Levenshulme Area Policing Team, Manchester City Council and other partner agencies have carried out a number of community events for new and emerging communities giving information on topics ranging from waste management to crime reduction.

Some of these have involved liaising with members of the Romanian community. Links have also been made with the Neighbourhood Policing Team and Romanian pastors in the area to build confidence and links and encourage a flow of information between the community and police and partner agencies.



## Respect Action Weeks

The Division carried out six Respect Action Weeks in the Ardwick, Longsight, Gorton North, Gorton South, and Moss Side and Hulme areas to tackle local issues, such as environmental improvements, antisocial behaviour, and removing abandoned vehicles. These multi-agency initiatives received significant support from the local communities.

## Independent Advisory Groups

The Metropolitan's two Independent Advisory Groups have continued to work jointly with the Division, providing support in all areas impacting on community cohesion. During 2007 this has included advising on murder investigations, counter terrorism operations, community events, such as the Iraqi Community Festival, and training in areas such as third party reporting of hate crimes and forced marriage.

## TRAFFORD

### Involving the community

Trafford has two advisory groups which run alongside a range of community contacts and networks.

*The Community Advisory Group (CAG)* consists of members from local communities across Trafford, including the Jewish, Christian, Muslim, African Caribbean and Trans communities. They provide feedback and advice on policy, performance, sensitive issues and community concerns and have also assisted in planning reassurance and operational policing activity – including around Eid, local crime issues and racial abuse.

*The Independent Advisory Group (IAG)* was established two years ago to address the emerging issues around gun and gang activity in Old Trafford and across the border into Manchester. Among its members are those affected by gun crime and families and friends of young people at risk of becoming involved in gangs. The IAG was officially launched in October 2007 at the Shrewsbury Street Community Centre. They have advised on operational policing and have attended police briefings and accompanied officers when executing search warrants. They also helped to develop a questionnaire for community members to seek their views on their experiences of Stop and Search.





### **Keeping jewellery safe at Eid**

The identification of an annual increase in the theft of jewellery from Asian families around holy festivals such as Eid prompted the Division's Community and Development Officer to produce a leaflet on behalf of the local partnership raising the issue and giving advice on crime prevention and reporting. The message was reinforced through

Mosques and members of the community advisory group. There were no such thefts following that action.

### **Ramadan Calendar**

A Ramadan calendar which included prayer times, reassurance and crime prevention messages and information on how to report hate crime was produced and distributed by the Division.

### **Training**

Local community-based training in basic Urdu language skills has been held for frontline staff, including enquiry counter clerks, PCSOs and police officers. More courses are planned. The course covers phrases which are useful to establish initial contact with people and provide initial advice, prior to the arrival of an interpreter. Customs and cultures training specific to the Trafford Division is provided to all new police officers and PCSOs and information is available on the Division's internal Intranet site. Additional briefings on cultural or religious events is provided at the time they are taking place.

### **Operational Policing and the Community**

The *Trafford Centre* management and members of the local Muslim community worked closely with Trafford police to organise the successful policing operation surrounding Eid at the Trafford Centre. Cultural advice was given to police and Centre staff and officers provided high-visibility reassurance policing.

## SALFORD

### Training for officers and staff

Salford's officers and staff have received training designed to raise awareness of the issues affecting particular communities. This has included inputs on the Gypsy and Traveller, Jewish, Muslim and deaf communities.



### Building links with the Kurdish community

More than 250 people attended an event for the Kurdish community in Salford, aimed at building their trust and confidence in the police. Members of this newly emerging community in Salford were very positive about the event.



### Building confidence in the transgender community

The fact that many members of Manchester's transgender community are willing to come forward if they are a victim of hate crime is largely down to the dedicated work of *PC Mark Clifton*. Through a friendly and supportive approach, he has improved confidence in the police among the community, and put in place measures to ensure they are less likely to be victimised.

PC Clifton was a runner up in the Chief Constable's Excellence Awards for his work in encouraging members of the transgender community to report hate crime.

### Hate crime

One of Salford's highest priorities is to successfully tackle hate crime by encouraging more people to report incidents and by bringing more of the perpetrators to justice.

Reporting at premises other than police stations (*known as third-party centre reporting*) has been relaunched working with the City Council. Working with Refugee Action, the Community Cohesion Unit has trained staff at 25 organisations so that they can provide reporting centres.

Salford police officers held several community events to listen to people's concerns and raise awareness of hate crime and how to report it. It is intended to hold more of these events, which have been very successful.

## TAMESIDE

### Young people and racism

Young people from the Holy Trinity and West End areas of Ashton were invited to a play called 'Turf Wars' at the Tameside Hippodrome to promote community cohesion and highlight and challenge issues around racism. The actors were local young people from different backgrounds and the producers were the finalists in the Active Citizen Awards held in London in November 2007.



### Partners and Communities Together

Every local ward has a PACT (Partners and Communities Together) monthly meeting, which is chaired by the local Community Beat Officer and identifies and discusses key issues for that ward in the coming month. The membership of PACTs are diverse and people from many communities, including black and minority ethnic communities, attend meetings to give their views.

## STOCKPORT

### Engaging with Young People

Young people from the local Black community met with Stockport Police Officers and PCSOs in November 2007 to address issues around the use of the powers of Stop and Search and Stop and Account.



The two-day event, at Whitehill Fire Station was organised and facilitated by Community Development Officer, Dennis Bishop and Divisional Independent Advisory Group member Aba Graham.

It included information on the legislative powers around stop and search and stop and account and was such a success that further events are planned involving other young people from minority ethnic communities.

## **Stockport Diversity Awards**

The first Stockport Division Diversity Award was presented to the Cheadle Muslim Association (CMA) for their involvement with training on Islam for Divisional Police Officers. The officers and staff who attended the training were given an insight into Islamic customs, cultures and beliefs which may affect their policing duties.

Student officers also attended the Association's centre in Heald Green, where they were given an opportunity to witness a lunch-time prayer session in the Mosque and then participate in an afternoon discussion on Islam and the Muslim way of life.

Stockport's youth services workers have been nominated for this year's award because of their commitment to working with police officers, PCSOs and staff to increase their knowledge of youth issues and the service provided by the local authority.

New officers and PCSOs attend a day's Diversity Training which includes being given information about the work being done by youth services to prevent young people getting involved in crime or antisocial behaviour and the services they offer which police officers and staff can link into.



## **BOLTON**

### **Raising Awareness**

Officers in Bolton have been involved in a programme of awareness training around diversity issues.

A series of deaf awareness training days were held at Bolton Community College. More than 100 members of staff received training. Some members have gone on to further training of their own volition.

Islamic Awareness Training is taking place at a local Islamic college, the main attendees being the Divisional Senior Leadership Team, Neighbourhood Policing Units, PCSOs and student officers.

A series of awareness training sessions have taken place for frontline police officers by staff from the Gateway Project, which provides resources and advice for people from the Black and Minority Ethnic communities most of whom are refugees/asylum seekers.



Student police officers at Bolton Area Training Base (ATB) have enlisted the help of the local Guide Dog Training Centre to get first hand appreciation of the difficulties that blind and partially- sighted people can face. Exercises include blind-folded trainee officers tackling an obstacle course with the help of a Guide Dog and doing the same with verbal directions being provided by a fellow trainee.

Student officers also meet with blind and partially-sighted volunteers and discuss what they can do to support them in the course of their duties.

### **Community Day (Queens Park & The Haulgh)**

Neighbourhood days involve a concentrated and targeted focus on one neighbourhood by a wide range of police resources, partners and the community.

It is intended that a neighbourhood day will be held in each of the Safer Neighbourhood areas. Neighbourhood days have, so far been held in Queens Park & The Haulgh.

They provide an ideal opportunity for officers to speak to the community and discuss any topics of concern. Prior to the neighbourhood day, a consultation is held with the young people in the area.

### **Crompton Women's Forum**

It was identified that there were high levels of antisocial behaviour, assaults, robberies and theft from persons in the Crompton Ward which is home predominantly to Muslim Gujarati and Pakistani Muslim communities. Alongside enforcement activity extensive community engagement work was carried out to address these issues. There were meetings with youth services, target groups and community groups.

In a partnership between the police and the local community the Asian Women's Group was formed to increase awareness of the effects of Anti Social Behaviour, and drugs/alcohol abuse and also designed to increase the ability of members of the group to influence this type of behaviour.

On 22nd April 2007 the Fusion Awards 2007 Ceremony was held at the Reebok Stadium where work was presented for the "*Community Group of the Year Award*". This prestigious event received nationwide media coverage.

## WIGAN

### Hate Crime

Officers and staff in Wigan have undertaken a number of initiatives to increase reporting of hate crime, including supporting the provision of centres where people who do not wish to come into a police station can report hate crime and work with faith networks to identify opportunities for new third-party reporting centres in the future.

Wigan and Leigh Magistrates are being trained in hate crime awareness by local police officers to raise awareness of the effects hate crime can have on communities and their members. Similar sessions are planned on issues affecting asylum seekers and migrants.

The Division hosted the Community Safety Partnership's Hate Crime Week which also involved the Policing Minister Tony McNulty. Staff went into venues such as supermarkets and health centres to encourage reporting and took advertising space on local taxis to give messages about preventing and tackling hate crime. They also ran workshops with young people and were involved in a Lesbian, Gay, Bisexual and Transgender theatre production.

### Volunteers

Wigan was one of the first divisions in Greater Manchester Police to recruit police volunteers. To support this, training has started to encourage asylum seekers and migrant workers to become potential volunteers and to assist them in integrating with other local communities.

### Raising awareness of community issues

Inputs from the local Community Mental Health Teams to police officers and staff have helped to increase awareness and knowledge of dealing with mental health issues.

Student officers, uniformed police officers and CID staff have been given insights into transgender issues, thanks to strong links with the trans community in the Wigan area.

### International students

Student officers have worked with Wigan and Leigh College's international students to raise their awareness of policing in the area. The sessions also worked well in giving officers and staff information about the college students' backgrounds and communities.



## **SOUTH MANCHESTER**

### **One World - Winning in Wythenshawe**

South Manchester policing teams are leading the way nationally in celebrating diversity and tackling racism in new and emerging communities.

In 2000 because of a skills shortage in the NHS, approximately 300 people were recruited from Kerala in South India to work at Wythenshawe Hospital, in the southern part of the city of Manchester close to the airport.

When the families settled in the Wythenshawe area, they were subjected to a number of attacks including damage to their property, fireworks put through the door and students being attacked in school, including one girl having her hair set on fire.

To tackle these racially motivated attacks, the two Neighbourhood Policing Teams covering the areas affected joined forces and created the Racial Incident Steering Group. The group included all the key stakeholders in the area, such as housing, education and the Youth Offending Scheme. The Steering Group, chaired by Inspector Adrian Hopkins, led a holistic approach to tackling the criminality and negative attitudes in the area and each agency picked up tasks within its area of expertise.

The action culminated in the 'One World' event which introduced the new and established communities of Wythenshawe to each other in a celebration of diversity expressed through dance, music, oral history, food, and art.

The One World work won local, regional and national awards for diversity in action and, as a result, South Manchester Division hosted a national best practice conference called Policing Emerging Communities in October 2007, which was supported by Manchester Airport's Community Affairs Team, GMP, the Association of Chief Police Officers, the National Policing Improvement Agency, the BBC and Granada TV.

The team invited every Police Force across the country and asked them to bring at least one partner agency from their local area e.g. from housing, health or education. An interactive webpage was also created to share best practice across the country. The Conference will become an annual event with a different force hosting the event every year. The key focus will always be changes in society that are having an impact on policing e.g. economic migrants, alcohol and young people etc.

Police officers, working closely with members of the Muslim community, school staff, Mosque elders and the Local Authority, prevented further incidents of damage and burglary to a Muslim High School in Old Trafford while it was being refurbished. Additional security, CCTV, and policing led to the arrest of a number of offenders and stopped further damage from occurring.

Following a number of incidents near to a local synagogue, the police worked with the Community Security Trust and members of the local Jewish community to arrange a forum at the premises. A number of issues were discussed and information was provided on police activity in the area. The community have since assisted in promoting the Neighbourhood Policing Team.

## **BURY**

### **Working with Young People**

Bury Division has been working with four local high schools to tackle issues and problems around anti-social behaviour, personal safety and drugs and alcohol awareness.

The division is also working with two local colleges to promote Bury's volunteer cadet scheme. The course involves working with young people to give them a better understanding of the way GMP works and also gives them the opportunity to receive inputs from various police and partner agencies, visit police units and complete a first aid award.

### **Preventing people from becoming victims of crime**

Police Community Support Officers (PCOs) regularly carry out home security surveys of repeat victims of burglary, giving them advice on how to make their homes safer.

Other initiatives include working with United Utilities on the 'No Password No Entry' campaign and 'Beat the Bogus Caller' Plays.

The Crime Reduction Advisor has been working with the Bury Blind and Partially Sighted Association to train volunteers in carrying out home security surveys and fitting products such as chains and alarms that are suitable for people who are blind or partially sighted.

Officers involved in proactive street robbery initiatives have been giving out

wallet- sized cards entitled '*Robbery a Sentence for life*' to young people in robbery hot spots informing them of the dangers of becoming a victim of this type of offence and the repercussions of being a perpetrator. The Crime reduction officer has been engaging with the owners of businesses such as off licences and late shops which may be at risk of being robbed to improve security and staff safety.

### **Working with the Jewish community**

Officers have been working with a group of Jewish volunteers known as the Prestwich Community Watch with the aim of developing a Homewatch scheme in the Sedgley Park area and using them to communicate advice and information about crime reduction into their community.

The division has also been working closely with the Community Security Trust around crime reduction. During High Holy Days and other religious times in the Jewish calendar, Bury police officers work with the CST to provide reassurance by conducting high visibility patrols.



## ROCHDALE

### **Hate Crime**

There are more than 50 centres across Rochdale where victims of hate crime can report an incident if they do not wish to go to a police station. The report is then electronically logged and passed on to the police to investigate. Training for staff at these centres is provided by the police, working with Rochdale Centre of Diversity and the Local Authority Community Safety Team.

The Rochdale Multi Agency Race and Hate Forum (MARHF), which has an input into training on hate crime, meets quarterly and is also developing presentations for groups of people who may become victims. Information has been given to the Rochdale and District Disability Action Group and some Mauritanian asylum seekers. Another project is to work with pupils in a local school who can then act as mentors or supporters for pupils who become victims of hate crime.

### **Positive Action Trainee**

Following the success of a pilot scheme, the Division has expanded its Positive Action Traineeship with two trainees from the Kashmiri Youth Project under the Modern Apprenticeship Scheme. Unemployed young people from Black or Minority Ethnic backgrounds undertake work experience at Rochdale Police Station which aims to equip them with the skills, knowledge, experience and NVQ qualifications necessary to allow them to apply for a permanent job within GMP. The scheme is now being developed to cover more people from different minority ethnic backgrounds, people with disabilities and to provide opportunities for men in roles which are currently predominantly held by women.

### **Training on Forced Marriage issues**

Front-line staff from organisations such as the police, schools, health, and social services are actively involved in training sessions to raise awareness of issues around forced marriages and offer advice on the support available to victims. The training includes how to identify when forced marriage may be an issue and the actions agencies can take to prevent it.

### **Primary school bases**

Six primary schools across Rochdale now have a dedicated office where police officers and PCSOs work. The pilot scheme demonstrated that having *'their own local officer in their own local school'* gave people who were

previously reluctant to speak to the police confidence to do so. This will help to increase confidence and trust in the police and help the Force to obtain information to assist in the fight against crime.

### **Crucial Crew**

Around 1500 children took part in this year's Crucial Crew event – organised by the Local Authority Community Safety team – which included a police workshop on street robbery.

After a simulated street robbery, the young people discussed issues around staying safe and what to do if they were victims of street robbery or witnesses to it.

This included how to contact the police and what information the police would need.



### **Unite!**

More than 200 teenagers from communities across Rochdale attended the Unite event at Hopwood Hall College during the summer. They attended workshops on personal safety, drugs and diversity and was a great opportunity for police officers and young people to talk to each other in a non-confrontational setting.



## OLDHAM

### Hate Crime

A 24-hours telephone helpline for reporting hate crime in the Oldham area has been launched by Oldham Police in Partnership with Oldham Race Equality Partnership and Oldham Borough Council. The number is part of Stop Hate UK, a charity raising awareness of all types of hate crime. Hate crimes are reviewed weekly and action taken to ensure they are being dealt with effectively.



After becoming aware of abuse and attacks on black and minority ethnic families in the Medlock Vale Ward in Oldham, the Community Safety Antisocial Behaviour Team and social landlords with rented properties in the area launched a scheme where each new tenant is visited by the local PCSO. The PCSO provides them with a welcome pack which includes details of how to report hate crime

and a fridge magnet with useful contact numbers. If the tenant agrees, their name is passed to a local member of the area's Key Individual Network, who helps them to get to know the community.

### Young help Old

Oldham Police, supported by local young people and partner agencies, organised a number of events for older people about keeping themselves healthy, safe and secure. They also included specific advice on how to avoid becoming a victim of a bogus caller. Among the participants were Age Concern, Greater Manchester Fire and Rescue Service, Oldham Council, the Citizen's Advice Bureau, Ring and Ride, Oldham Primary Care Trust, Oldham Lifelong Learning and Greater Manchester Passenger Transport Executive.



### Support for the Young

Oldham Division's Youth Liaison Officers work with a range of other organisations including Youth Services to ensure that the needs of young people are met through local initiatives. An officer from Oldham is attached to the Youth Offending Service and is looking at ways of improving communications with minority ethnic communities and developing better links with young people and their parents from those communities.







# Hate crime

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*A hate incident is defined as:*

*Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate.*

*A hate crime is defined as:*

*Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate.*

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**FOR FURTHER INFORMATION ON OUR APPROACH TO  
DIVERSITY, CONTACT US AT**

**[diversity@gmp.police.co.uk](mailto:diversity@gmp.police.co.uk)**

#### **CONTACT DETAILS**

You can write to the following address to contact us:

**Greater Manchester Police, P.O. Box 22, Manchester M16 0RE**  
Alternatively look at the GMP website: **[www.gmp.police.uk](http://www.gmp.police.uk)**

