

# Oldham improving confidence strategy

**Summary version**  
2010 - 2013



**Oldham**  
Partnership

## **Oldham improving confidence strategy 2010 – 2013**

### **A summary**

62.5% of people in Oldham consider the level of crime as the most important issue in making somewhere a good place to live<sup>1</sup>. Levels of crime have dropped in recent years but people are still not confident that the police and council are dealing well with crime and disorder. For example, only 54.0% of people in Oldham think that local public services are working to make their area safer compared to 61.3% across the North West and 63.6% in England<sup>2</sup>. When people lack confidence in services working to reduce crime and disorder, they are also less willing to exercise informal control and less willing to work with crime reduction agencies.

Oldham's Safe and Strong Communities Board (SSCB), in partnership with the Local Criminal Justice Group (LCJG), has been working to improve confidence through the Neighbourhood Crime and Justice project. The work has been guided by the findings of Louise Casey's 2008 review, *Engaging Communities in Fighting Crime*. This strategy sets out the work for the SSCB and the LCJG for the next 3 years.

**Our vision** is that all of the borough's neighbourhoods will be places to which people are attracted to live because they offer an excellent choice of high quality, affordable housing; low levels of crime; and a good, well maintained environment. Residents will feel that they can influence decisions affecting the future of their local area, and will get involved in helping to improve the area and support other people.<sup>3</sup>

**Our mission** is to create an effective team of criminal justice agencies and neighbourhood services that will better serve the public in ways which foster transparency, accountability and engagement.

### **Our aims**

1. To improve people's confidence in our services by working as a team to deal with the issues that matter most to people and by paying attention to the impact of the way in which we work on the confidence of the public.

### Key actions

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<sup>1</sup> The 2008 Oldham Place Survey: Key additional findings and limitations, 19 October 2009

<sup>2</sup> *ibid*

<sup>3</sup> Oldham's Community Strategy 2008 – 2020

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- Strengthen the relationship between the two partnerships with responsibility for crime and disorder: the Safe Strong Communities Board and the Local Criminal Justice Group.
- Work more closely with voluntary and community groups.
- Ensure that criminal justice agencies are represented at neighbourhood decision making bodies.
- Work towards communicating with the public as one team.

2. To work together to provide up to date information through a range of media in order to reach the greatest number of people. We recognise that good quality information and communication is vital in improving confidence and perceptions of crime. The information we provide will be honest about crime and disorder in Oldham and the actions we have taken on behalf of neighbourhoods.

### Key actions

- Make sure every household receives a regular newsletter which provides information about crime and disorder.
- Provide opportunities for members of the public to learn more about the work of criminal justice agencies.

3. To make the consequences of offending more visible to communities and be transparent about the ways in which offenders are managed.

### Key actions

- Ensure that communities have access to information about sentences passed by the courts.
- Make sure that Community Payback is visible to communities and carries out work that benefits the neighbourhood.
- Invest in community projects using money recovered from criminal activity wherever possible.
- Look for opportunities to increase the use of restorative justice
- Implement other community justice measures like community impact statements and problem solving courts.
- Make sure that members of the public are aware of how we tackle anti-social behaviour and what standard of service they can expect.

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- Ensure that agencies responsible for working with offenders consider the impact on victims and communities and provide information to the public about what is being done to stop people from re-offending.
4. To give greater support and protection to victims and witnesses and take steps to convince the public that we care about their experience and the impact on them of crime and anti-social behaviour.

### Key actions

- Find new ways to improve our understanding of the needs of victims and witnesses by working closely with the new Anti-Social Behaviour Victims' Champion and with Victim Support.
  - Continue to check that victims and witnesses who appear at court are satisfied with the support they receive.
  - Set out the standard of service residents can expect when they report anti-social behaviour and make sure that people are kept informed about what is being done on their behalf.
5. To ensure that we better engage and connect with people so that we deal appropriately with the issues that matter most to communities.

### Key actions

- Link this work to the Oldham Partnership citizen engagement strategy.
- Work towards longer term scheduling of PACTs (Partners and Communities Together meetings) and other community consultation meetings to make it easier for more people to plan to attend and reduce the number of neighbourhood meetings organised by a single agency by encouraging staff to host joint public meetings.
- Set out one list of residents who have volunteered to help with neighbourhood activities, support their work by linking with Oldham's volunteering agency and expand the group of resident volunteers to include all sections of Oldham's communities.
- Explore opportunities to develop neighbourhood agreements particularly in respect of anti-social behaviour.
- Work more closely with the Voluntary, Community and Faith Partnership (supported by Voluntary Action Oldham).

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- Seek to work with local businesses on staff and wider community engagement initiatives.

### **First steps**

- Set out an annual plan for the work.
- Set out ways in which agencies can better co-ordinate the way in which they communicate with residents.
- Maintain websites with up to date and relevant information.
- Learn about what works best for communicating about crime and disorder.

### **More information**

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