

Greater Manchester Police, Fire and Crime Panel

Date: 22nd September 2025

Subject: Priority 4: Improving support for victims of crime, including vulnerable victims, and tackling emerging crime types

Report of: Kate Green, Deputy Mayor for Safer and Stronger Communities

Purpose of Report

This is the first of the new Greater Manchester (GM) Police and Crime Plan 2024-2029 highlight reports on Priority four – Improving support for victims of crime, including vulnerable victims, and tackling emerging crime types.

This priority reflects the actions that the public and stakeholders told us during the Police and Crime Plan consultation were important to improve support for victims.

This report provides a highlight summary of progress against all the actions outlined under this priority, so that the Panel can assess progress against this priority in its totality.

Recommendations:

The Police, Fire and Crime Panel is requested to:

1. Note the Priority 4 highlight report progress update.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment:

A full Equality Impact Assessment was produced for the Greater Manchester 'Standing Together' Police and Crime Plan which this priority report sits within. The priorities and commitments in the Plan were developed taking specific account of the EIA.

Updates on equality actions are included within this report.

Risk Management

Should the priorities and commitments in the Plan not be achieved or progressed there is a risk of increased harm to individual citizens and our communities and indeed their perception of community safety. This itself poses further risks to overall ambitions of Greater Manchester for its citizens and communities. The scrutiny by the Panel is one mechanism of monitoring progress, but this is supplemented by performance management mechanisms within GMCA and relevant partner agencies that continually monitors the progress of the Plan and which can dictate mitigating action, where necessary.

Legal Considerations

No legal considerations – this report is an update on progress of delivery of the new Standing Together: Police and Crime Plan 2024-2029.

Financial Consequences – Revenue

N/A

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

Background Papers

[Standing Together Our plan for policing and safer and stronger communities in Greater Manchester 2024-2029](#)

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution

No

Exemption from call in

No

Bee Network Committee

N/A

Overview and Scrutiny Committee

N/A

1. Executive summary

1.1. Victim Support Services

The GM Victims' Service (GMVS) continues to evolve, offering practical and emotional support to victims of crime and managing referrals into specialist services.

The newly established GM Victims Strategy Board oversees service accountability, compliance with the Victims and Prisoners Act 2024, and scrutiny of victim satisfaction and service quality.

A recent 'Call for Evidence' has been commissioned to identify gaps, best practices, and inform future commissioning decisions for victim support services.

A digital portal has been developed and recently launched, to centralise victim referrals, information, and self-referral options, enhancing accessibility regardless of police reporting status. Awareness campaigns and stakeholder engagement continue to raise the visibility of the service.

1.2. Support for Domestic Abuse, Sexual Assault, and Serious Violence Victims

GM maintains close collaboration with the Sexual Assault Referral Centre (SARC) at St Mary's and other commissioned services to address the complex needs of victims of rape, sexual assault, and domestic abuse. A £600,000 commitment supports therapeutic services amid court delays, while an independent review of child and young person therapeutic support has been launched.

GMP have made improvements year on year to bring Domestic Abuse offences to justice. The use of Domestic Abuse Protection Orders is proving to be extremely successful and popular with victims with 329 issued so far. GM have delivered the first indeterminate order controlling a prolific high harm, high risk perpetrator.

1.3. Protecting Vulnerable People from Exploitation

The GM Complex Safeguarding Hub leads multi-agency efforts to safeguard children and young people from exploitation.

The Challenger Partnership provides victim support and place of safety facilities for modern slavery survivors, along with a victim navigator service that bridges police investigations and survivor support, contributing to 14 convictions since 2020.

GM has seen a record number of National Referral Mechanism submissions in 2024/25, though local victim identification remains stable.

Improvements have been made following the HMICFRS Child Sexual Exploitation review, including multi-agency audit tools, peer review panels, and enhanced wellbeing provisions for specialist investigators.

GMP is reviewing 68 historic child sexual exploitation cases under Operation Hydrant.

1.4. Hate Crime

A new GMP service standard for hate crime response is under development to ensure consistent and thorough handling of incidents, with a planned launch in Spring 2026.

1.5. Tackling Fraud

The GMP Economic and Cyber Crime Unit continues investigations and asset recovery, with a 14% reduction in victim reports from 2023/24 to 2024/25 and improved positive outcomes. The Fraud Protect pilot in Stockport and Trafford demonstrated significant reductions in victim numbers and financial losses, leading to funding for expansion across all ten boroughs.

1.6. Equality Actions

The report highlights targeted equality actions, including embedding lived experience with a focus on disabled victims, improving the police response to older and vulnerable victims, enhancing services for victims of stalking and harassment, and increasing reporting and support for racially motivated hate crimes.

2. Priority 4: Improving support for victims of crime, including vulnerable victims, and tackling emerging crime types - commitment updates

2.1. Review our commissioning of victims' services and continue to develop the offer of our Greater Manchester Victims' Service.

The GM Victims Service (GMVS) is an umbrella service commissioned by GMCA on behalf of the Deputy Mayor, providing practical and emotional support and care for all victims of crime and referring victims into more specialist support.

Partnership working and integrated delivery is key to the success of the service, so GMVS have assigned a dedicated lead for each Local Authority area to support place-based working, as well as having a dedicated thematic lead, including Stalking, Domestic Abuse and Children and Young People, and Partnership lead at a GM level. GMVS will be working towards district location through police stations and multiagency teams etc, e.g. prevention hubs.

GMVS also meets with domestic abuse coordinators in each locality, concentrating on reducing duplication and ensuring that relationships between local authority commissioned domestic abuse services and the GM victim services are as robust as possible.

A case study of the service is provided in Appendix A.

2.1.1. Use the voice of lived experience and the results of our Victims' Survey to inform the commissioning of victim support services, recognising the needs of different communities.

The GM Victims of Crime Survey is an ongoing commissioned survey. The survey aims to assess and understand victims' experiences against the Victims Code of Practice (VCOP) Rights 1-7. This includes the ability to undertake deep dives into demographics to understand experiences and needs.

The Headline findings are:

- 61% of victims are overall satisfied with the service they received from GMP.
- Most victims are satisfied with the ease of reporting the crime (85% satisfied) and the reality of reporting the crime continues to be easier than expected (75% reality vs 69% expectation).
- Of those that said they were dissatisfied; the main drivers of dissatisfaction are lack of updates / information provided.

- Just over half of victims (55%) are satisfied with how informed they felt about what would happen next. However, less than half of victims are satisfied with how they were kept informed about progress (44%) or how informed they felt about the criminal justice system and their rights as a victim (48%).
- Just over half (53%) of victims were offered the opportunity to access victim support services.

GMCA recently commissioned a deep dive to better understand the experiences of victims with disabilities using data from the Victim Survey and the Policing and Community Safety Survey.

In summary, disabled victims of crime have significantly lower levels of satisfaction across each of the VCOP Rights (more so than any other group). For disabled victims, police understanding the context that led to the report, feeling safe when reporting, and understanding when there will be updates are the key drivers to satisfaction

Improvements are required and both the GMP and GM Victims Strategy Board are currently developing a plan to respond to these findings.

2.1.2. Reduce waiting lists and improve the pathways for victims and survivors to get support.

The new GM Victims' Services is highlighted above.

In addition to this, a Strategic Needs Assessment and a review of Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVA) is also underway.

The outcome of this work is to inform a joint commissioning plan that will be required as part of Victims and Prisoners Act 2024 responsibilities and to support longer term planning to build a more stable, consistent set of support services for gender-based violence victims. This review is also necessary given the current 4.2% reduction in MoJ Victims Funding in 2025/26, and increased pressures on budgets e.g. through National Insurance changes.

2.1.3. Enhance the offer of our Greater Manchester Victims' Service for victims and survivors of domestic abuse, sexual assault, and serious violence.

Recognising that the victims support sector has escalating capacity constraints and complexity and decreasing budgets and resources, GMCA has recently awarded a 4-

month contract to undertake a 'Call for Evidence' with victim support organisations to support the GM Victims' Strategic Needs Assessment.

This will consider current demand and service quality, identify gaps in provision, highlight where there is best practice and carry out a comprehensive review of the services that we currently commission.

2.1.4. Ensure the effective implementation of the 'Duty to Collaborate' for commissioners of victim services, as outlined in the Victims and Prisoners Act 2024, including through the development of a joint evidence base (Needs Assessment).

The GM Victims Strategy Board has been recently established to reinforce service accountability to victims of crime. A Board priority is ensuring compliance with the Victims and Prisoners Act 2024 as additional statutory guidance emerges.

2.1.5. Hold GMP and relevant criminal justice agencies to account for use of the Victims' Code and scrutinise compliance and quality of delivery.

The GM Victims Strategy Board provides scrutiny of victim satisfaction data and other metrics associated with the experience of victims of crime. The Board receives victim trend data and commissions deep dives to further explore gaps in understanding or evidence where further commissioning/ decommissioning is required. This Board is responsible for coordinating the new scrutiny duty of the Victims' Code commitments once the guidance is issued in accordance with the Victims and Prisoners Act 2024.

2.1.6. Develop a digital portal for victim referrals and information, to help keep people informed.

The new victims service digital portal was publicly launched on 2 September 2025.

This improved digital offer simplifies access to support for victims, regardless of whether a victim reported it to the police. It brings together information, support services and resources, designed around the real-life victim experiences and needs.

The service offers:

- A one-stop website for information, advice and referral routes.
- A self-referral gateway portal where victims can securely manage their own case and service engagement.
- A criminal justice timeline microsite to help victims understand what happens after a crime is reported, right through to the court process.

2.1.7. Raise awareness of the support services available for victims and survivors, actively promoting how people can access support services and explaining what they can expect.

A public launch of the victims' website and its assets was undertaken and involved a series of communications across GMCA's platforms. A stakeholder toolkit has been developed and shared with partner agencies to further increase the reach. We are now entering a further stage of communications activity.

2.2. Improve the police response to victims of domestic abuse, rape and serious sexual assault.

2.2.1. Provide effective support for victims of rape and serious sexual assault and those subject to ongoing delays in the crown courts.

We continue to work closely with our Sexual Advice Referral Centre (SARC) provider at St Marys (Manchester University Foundation Trust) to best utilise resources to tackle a challenging landscape for victims of this crime type – including high demand and waiting lists and long delays in the criminal justice system.

We also work closely with our other commissioned ISVA and sexual violence support services through the Sexual Violence Harm Reduction Steering Group.

In terms of tackling demand for therapeutic support for victims of Rape and Sexual assault, we have committed £600,000 (£300,000 per annum) through 2024 -2026 to the GM Harm Reduction Partnership to deliver additional support to victims who are subject to trial delays (known as the GM Nightingale Programme). We hope this will help to reduce victim attrition caused by long delays in the criminal justice process.

Recognising the delays to children and young people who are victims of rape and sexual assault in accessing therapeutic support, £60,000 of funding has been utilised to fund an independent review of case management of SARC Children & Young Persons therapeutic support for rape and other sexual offences. A final report with recommendations will be produced.

The Deputy Mayor chairs the Local Criminal Justice Board which monitors demand in the system and a new task and finish group on Witness Attrition has been established. A stakeholder group will be created alongside this to keep partners updated.

2.2.2. Hold GMP to account for delivery of the Greater Manchester approach to Operation Soteria – the national initiative to improve the investigation and prosecution of rape and serious sexual assault.

GMP report directly into the Justice and Rehabilitation Executive chaired by the Deputy Mayor. A GMP Self-Assessment has been submitted to the national Operation Soteria Team and their feedback is awaited. The Deputy Mayor also recently visited GMP's Rochdale CID to explore their improved charged outcomes results.

GMCA has provided GMP with a one-off fund for accelerated change for the investigation of rape. This will be used for improving witness suites in support services and auditing cases to test quality and improvements in investigations.

2.2.3. Improve the policing response to domestic abuse victims and focus on improving criminal justice outcomes and meeting the needs of victims and survivors.

GMP have made improvements year on year to bring DA offences to justice. This has improved from 7.9% in 2023 to 12.1% in 2025. GMP are close to achieving their target to bring 12.5% of DA offences to justice in the final quarter of 2024/25.

In 2024/25, 4,143 domestic abuse cases were prosecuted at court compared to 4,012 the year before (3% increase) and 1,185 DA offences resulted in an Out of Court Disposal compared to 1,063 the previous year (11% increase).

GM have been piloting the delivery of Domestic Abuse Protection Orders (DAPOs). The orders have proved to be very popular with victims as they are very effective in protecting them and maintaining their safety. To date in GM we have delivered over 329 DAPOs and have recently secured the first indefinite order. We have raised with the Home Office the additional burden this is placing on GMP in terms of the call on their offender management unit with no additional resources allocated to it as part of the financial settlement for the delivery of the DAPO Pilot in GM.

2.3. Maintain our focus on protecting vulnerable people, including children and young people, from exploitation, including all forms of sexual exploitation, county lines and other forms of criminal exploitation.

Protecting children and young people from exploitation is at the very heart of the work undertaken by the GM Complex Safeguarding Hub. Recent developments include:

- Investing in consultancy from The Reign Collective, a lived experience-led organisation, to ensure that local action plans across the ten Complex Safeguarding Teams are informed by first-hand experiences of exploitation.
- Mandating the inclusion of the voices of children, young people, and families within the case file auditing process, as part of the Peer Review programme.
- Co-producing innovative responses to exploitation with young people in the context of our Schools Competition.
- Routinely embedding lived experience within training development and delivery.

Challenger is the GM partnership response to serious and organised crime and continues to raise awareness of modern slavery and human trafficking and how to report concerns.

In 2024/25, GM saw 948 National Referral Mechanism and Duty to Notify submissions, the highest of any recorded year (since 2012). However, 44% of these were for victims who had experienced exploitation outside of GM, and in most cases outside of the UK, with 539

victims identified in GM. This is the lowest level of identified victims in the city region since 2020.

We will continue to focus on raising knowledge within the city region to spot the signs of modern slavery, and work with national modern slavery victim care service providers to safeguard and support them.

Challenger ensures appropriate services and support are provided for survivors of modern slavery and human trafficking provided through the National Referral Mechanism.

We provide a place of safety for immediate rescue and recovery, which was used 25 times in 2024/25. The place of safety enables individuals to have their immediate needs met and decide what they want their next course of action to be, whether that be referral to the NRM, return home or an alternative.

Challenger also commissions a victim navigator service from Justice and Care. The Navigator works directly with victims, in conjunction with other support services, to ensure that they continue to have their needs met and remain informed of police activity, acting as a bridge between GMP and the survivor, enabling the police to focus on investigative activity with the survivor remaining supported. Since January 2020, the victim navigator has supported in securing 14 convictions for modern slavery.

2.3.1. Deliver the fourth and final element, led by HMICFRS, of the Child Sexual Exploitation review, and act on any recommendations arising from this.

Two reports complete the fourth and final part of the child sexual exploitation (CSE) independent assurance review.

The findings mark a turning point in providing assurance on child protection arrangements for GMP, health and local authority safeguarding partners, with inspectors finding that “significant improvements” have been made by GMP and the wider system in investigations of exploitation.

Work has been completed to strengthen the arrangements further across the city-region, to help protect children from criminal and sexual exploitation.

This includes work undertaken by the GM Complex Safeguarding Hub, overseen by the GM Safeguarding Alliance, to create new multi-agency tools, review and audit mechanisms.

For GMP comprehensive plans are now in place to address the HMICFRS four areas of improvement listed below:

Area for Improvement 1: *Resourcing of the Child Sexual Exploitation Major Incident Team (MIT).*

Area for Improvement 2: *Wellbeing Provision for Staff Working on CSE in MIT.*

Area for Improvement 3: *Review of the Role and Support Provided by the Professionalising Investigations Programme (PIP4) Investigator.*

Area for improvement 4: *Completion of Skills Audit of CSE MIT Workforce and Implementing of Updated Training Plan.*

2.3.2. Ensure that specialist policing teams investigating historic cases of child sexual exploitation have access to the resources they need.

In line with the government's response to the Baroness Casey audit into group-based child sexual exploitation, a national police operation led by Op Hydrant is underway to re-examine historic CSE cases that were closed as No Further Action. GMP has identified 68 cases that meet the criteria to be reviewed (e.g., discontinued due to police or CPS decisions between 2010-2024, offenders still alive, multi-victim/multi-offender cases).

GMP is reviewing the 68 cases to identify those that will need reinvestigating. GMP have introduced a multi-victim, multi-offender flag on crime reports to better understand and track complex cases. A review is also underway to improve ethnicity data on offenders.

2.3.3. Take a multi-agency approach to tackling exploitation, working with the statutory safeguarding partners, the Greater Manchester multi-agency safeguarding hub, the ten local multi-agency complex safeguarding teams and specialist voluntary and community organisations, to effectively prevent and respond to children who are at risk of, or who are being, exploited.

The GM Complex Safeguarding Hub consistently adopts a multiagency approach to preventing and responding to child exploitation. This includes:

Governance structure (Safeguarding Alliance, GMCS Executive Board, Steering Group, Exploitation Operational Group) involving Health, Police, Social Care, Education, and other specialist teams, the ten local Complex Safeguarding teams, and VCFSEs. This ensures updated/shared knowledge of emerging trends, consistency of strategic and operational responses, and timely escalation of issues.

Workforce development opportunities through annual conferences, bi-annual Weeks of Action Programme of Learning webinars and practice workshops that respond flexibly to emerging training needs. This provides an effective, growing platform for multiagency professionals to share expertise of different aspects of exploitation/intersecting themes.

Innovative projects co-produced with multiagency partners, and wherever possible, lived experience-led organisations and/or young people. Examples include the GMFRS-led Summer Takeover Project, the Schools Competition, and a Unity Radio youth campaign.

Scoping of national best practice and research. The Hub has nurtured professional relationships with a range of academics and organisations operating nationwide such as NWG, Barnardo's, and The Children's Society.

System-change initiatives, such as boundary-spanning work on Transitional Safeguarding in close partnership with national local authorities (e.g. Wiltshire).

2.4. Implement and deliver our new Hate Crime Plan to prevent and reduce hate crime.

The GM Hate Crime Plan was launched in October 2024 with over 60 organisations coming together at an event at Manchester Cathedral. The Plan has 6 priorities:

- Improving education around hate crime
- Prevention and early intervention to tackle hate crime
- Bring communities together to tackle hate crime
- Increase communication and awareness of hate crime and its consequences
- Increase the confidence to report hate crime
- Improve support for victims of hate.

This includes local activity including that funded by the Deputy Mayor and the districts, the GM Hate Crime campaign work and progress to improve the reporting of hate crime. **A summary of this activity is listed in Appendix B.**

The number of hate crimes has increased by over 10% from July 2024 – June 2025 compared to the previous 12 months. The largest increase is in recorded race hate crimes. However, challenges remain in respect of ensuring all communities have the confidence and knowledge of how to report hate crime and ensuring the provision of accessible reporting mechanisms. This work therefore continues to be a priority, and an important development is the new service standard for hate crime that aims to improve consistency and outline what victims can expect when they report to GMP. Work has commenced with an ambition to launch a new standard in Spring 2026.

2.5. Improve our understanding of cyber and technology-enabled crime, and the impact and harm this causes.

We have begun to map the nature, extent and diversity of cyber and technology-enabled crime within the gender-based violence landscape (which includes but is not limited to stalking and harassment, intimate image abuse and grooming). We recognise there is further work to do, and it is a priority in our delivery plans going forward.

2.6. Improve partnership responses to tackling fraud.

The Fraud Protect programme (Operation Wage), piloted in 2024 in Stockport and Trafford, created a local Fraud Protection Hub which worked with local partners to raise awareness and provide education to residents about different types of fraud and cybercrime.

The results have been extremely positive with significant reductions in the number of victims (around 800 fewer victims compared to the previous year) and reductions in financial losses seen across both areas amounting to millions of pounds.

The Deputy Mayor has provided additional funding to GMP to support an uplift of the programme to all ten GM boroughs over the next 12 months.

Each locality will have its own Multi Agency Against Fraud (MAAF) partnership to identify and tackle fraud issues locally. Work is underway to scope the development of a GM Strategic Partnership to bring together learning and GM support and resources. A new fraud problem profile is being developed to identify the areas of concern.

The GMP Economic and Cyber Crime Unit continues to investigate fraud reports and recover assets.

Fraud Reporting and Outcomes - Victim reports have decreased from 14,153 (2023/24) to 12,177 (2024/25) – a 14% reduction.

Positive outcomes (judicial and resolved cases) have improved significantly over the past five years with a rate between 2-9% between 2019 and 2022 to 16% in 2023/24 and 11% to date for 2024/25, with that number likely to rise as cases recorded in that year are completed and closed.

Across enforcement routes GMP has managed to recover assets worth over £17m in 2024/25 and stand at over £5m for 2025/26 year to date.

3. Equality actions

3.1. Equality action: Embed the voice of lived experience in victims' services with a focus on disabled people.

The GM Victims of Crime Survey is an ongoing commissioned survey conducted by DJS. This includes the ability to undertake deep dives into demographics to understand experiences and needs. This report includes high-level findings on the recent disability deep dive which includes actions on how the GM Victims Board will respond to these findings.

3.2. Equality action: Improve policing response to, and awareness of, older victims of domestic abuse, victims who have experienced controlling and coercive behaviour, male victims and those who are most vulnerable, such as victims with No Recourse to Public Funds.

Older victims of gender-based violence are often overlooked by criminal justice and mainstream services; to try to meet this gap we have contracted with the national specialist organisation, Hourglass (specialist in supporting older people who are the victims of abuse). A specialist worker will be in place from 1st October 2025 to meet the needs of this overlooked group – this contract is in place for two years.

The latest iteration of our #isthisokay campaign is targeted at coercive controlling behaviours - view the first part of the campaign here: <https://youtu.be/5UmZEUgtlis>

Within the Gender-Based Violence (GBV) Strategy we have always acknowledged men and boys as victims of GBV and as such we have prioritised a specific plan that addresses this

We have also always acknowledged the increased vulnerability of women with no recourse to public funds. To address this, we submitted a bid to the Home Office on behalf of five specialist by and for services from across GM to support work in this area. We were successful in this bid and received £640,000 over two years to fund this work.

The project was called 'the Lotus Hub' and it was very effective, but funding came to an end in March 2025, and the Home Office decided to end its support. In response we met local authority colleagues from across GM and agreed that collectively we would fund a specialist immigration advice service to continue to support these women. This service is now in operation and will run for three years.

3.3. Equality action: Increase the reporting of and response to hate crime, with a focus on hate crime which is racially motivated.

We have jointly worked with the Asylum Team at GMCA to input into clear messaging on what hate crime is and how to report it, outlining the support available for victims of hate crime that can be accessed in GM.

The new GM Hate Crime Plan will review and improve hate crime reporting mechanisms across GM, including third party reporting centres and ambassadors and will develop initiatives that have a focus on race and religion.

We continue to present to the Mayoral Equality Panels to hear concerns in relation to hate crime and to jointly develop work around shared priorities.

3.4. Equality action: Focus on technology-enabled abuse – looking at online stalking and harassment, online misogyny, deep fakes, and intimate image abuse (including cyber-flashing) and financial and economic abuse to better understand and develop support for victims.

Our work with Hourglass (mentioned above) will seek to support older people who are particularly vulnerable to economic abuse via technology. We have begun to map the nature, extent and diversity of cyber and technology-enabled crime within the GBV landscape. We recognise there is further work to do, and it is a priority in our work and delivery plans going forward.

3.5. Equality action: Raise awareness of fraud and economic crime, and the impact of this on older people, promoting preventative activity and how individuals and communities can get involved to support each other.

The Fraud Protect programme, detailed in section above, provides a focus on older people and provides advice and support from agencies to prevent them from being a victim of a scam. The model is being rolled out across GM, with local volunteers being recruited in each area to provide peer support and awareness raising. Our work with Hourglass (mentioned above) will seek to support older people who are particularly vulnerable to economic abuse via technology.

Appendix A: Case Study: Greater Manchester Victims Service

Referral: The service user reached out to GM Victims Services through the incoming phone line in February 2025 after receiving two missed calls and a follow-up text message. After which they were supported for three months.

Victim Profile - Victim was being stalked and harassed by her ex-partner for a period of about two years. Initially, GMP classified the crime as low-level harassment, but as the support progressed it became clear that the perpetrator's actions were escalating to high-risk stalking.

Crime Type Category- GMP later classified the crime as Stalking Involving Serious Alarm/Distress.

Offence Summary - The MO reported that the male offender engaged in repeated unwanted contact with the victim, constituting stalking.

1. Including, repeatedly making unwanted contacts, and attempts to contact,
2. Multiple abusive messages to the victim,
3. Sending messages to the victim's family members and friends,
4. Posts on their social media channels spreading rumours.
5. Other people to message the victim on their behalf, as well as make threats against the victim's life.

Support Provided: The service user received multiple support sessions, over a three-month period and regular needs assessments were done during that time. It was jointly determined with the service user that they needed both practical and emotional support.

Practical support - Personal Alarms were provided to the victim. including two for doors and windows. Later, they reported that these security devices helped them to reduce their anxiety when at home

Emotional support - included plenty of reassurance and allowing the victim time to express their feelings. Discussions covered how they managed their own mental health, including self-care routines, and emphasis on positive coping strategies. The service user later expressed their gratitude for this support, saying it had been very beneficial to have "the chance to let it all out."

Pankhurst Trust (Commissioned by GMCA for stalking support) -With the service user's consent a referral was made to the Pankhurst Trust. when the DASH risk assessments cored High Risk which triggered a MARAC. It was clear that due to the escalating behaviour of the perpetrator the service user needed further and more specialised support at this point, GMVS act as a bridge between the Pankhurst Trust and the service user, making sure that the referral had been received and that all the information needed was securely passed over.

Appendix B: Summary of local activity to raise awareness and tackle hate crime

Bury

Bury actively promote community engagement and awareness campaigns through a variety of platforms, including:

- Designated football fixtures with Bury FC and events with Manchester United Foundation, reaching a broad spectrum of communities' particularly young people.
- Community stalls at key events such as Collabor8, Metrolink stations and the Mill Gate Shopping Centre, distributing wristbands, badges and bags to raise visibility and engage with members of the public to offer advice and support.
- Each year during Hate Crime Awareness Week young people celebrate Bury's inclusive and diverse communities through plays, music, dance, and spoken word performances at The Met Theatre. Community groups are encouraged to hold events and promote them on their media platforms.

Ongoing Engagement and Partnership Work includes:

- Host monthly community coffee mornings and facilitate Friday Mosque visits in partnership with GMP as part of rolling engagement strategy.
- Community Security Trust are commissioned to deliver both face-to-face and online sessions, focusing on local concerns and emerging themes around hate crime and Prevent.
- Looking ahead, Bury are planning to strengthen engagement with Jewish communities by offering the opportunity for community assets to become third-party reporting centres and ambassadors
- Bury's approach is fully aligned with GMP's 4P Plan (Pursue, Prevent, Protect, Prepare) ensuring a joined-up response to hate crime across the borough.
- Bury deliver joint training with GMP to recognise and upskill community groups and champions, enabling them to become Third Party Reporting Centres (TPRCs) within the town.
- Impact: this multi-strand approach helps build trust, improves reporting pathways and strengthens Bury's reputation as a borough where hate crime is not tolerated and communities feel supported, protected and empowered.

Bolton

- Bolton are working with stakeholders, partners and the VCSE sector on raising awareness of the Hate Crime Plan and how collectively Bolton will work together to achieve the priorities.
- This includes the training of new Third Party Hate Crime Reporting Centres capable of providing support to victims of hate incidents and hate crimes, attending local multi-agency meetings to ensure Hate Crime is on the agenda for discussion including in areas where there has been an increase in negative sentiments that are rising the temperature in communities.

As part of our Hate Crime Week Activities Bolton Wanderers Community Trust ran a workshop to raise awareness of how these actors and activists are operating at football matches. The workshop was facilitated by John Au from StopHateUK. The target audience was young people who are vulnerable to and susceptible to this insidious ideology.



- There are plans to refresh Bolton's Hate Crime Steering group where partners can discuss local trends and agree 'bespoke' solutions and interventions'.

Manchester

- Hate Crime Awareness Grants: Community Safety Partnership and Community Recovery Fund resources used to commission 13 exciting projects that run from February GM Hate Crime Awareness Week to October National Hate Crime Awareness Week, working across all strands of hate across the city.
- Gypsy Roma Traveller+ forum developed with GMP's Prevention Branch focused on improving community engagement.
- Gendered Islamophobia Research: Odd Arts commissioned to research Gendered Islamophobia experienced by Muslim Women and Girls in Manchester. Findings available in November.
- GM University football tournament: Salford University have been working with Kick it Out for the past 2 years and have shared they envisage a GM wide tournament. Links made

with all major Universities across GM to have an individual event in National Hate Crime Awareness Week and planning for a GM tournament in February Hate Crime Awareness Week supported by Kick it Out.

- Hate Crime and Anti Social Behaviour briefings and reviews with GMP: Briefings to response officers and quarterly reviews of hate crime repeat cases.
- Community Safety Strategy Consultation: Current consultation will highlight any concerns communities have around hate crime and will target areas once the data has been analysed.

Oldham

- Delivery of 'Hate and how to effectively challenge' awareness sessions to partner organisations, i.e. School Governors, Social Care staff.
- Hate Awareness engagement with local community groups.
- Commissioned Odd Arts Theatre to deliver a hate crime workshop to 60 plus young children through Oldham's School Linking Project.
- Planning to commission further workshops in the new academic year.

Rochdale

- As part of GM Hate Crime Awareness Week the Cohesion and Community Centres Engagement Officer delivered an awareness session at the Ladies Care, Help And Inspire (CHAI) Project at Deeplish Primary Academy.
- The CHAI project aims to facilitate a safe and inclusive space where women can empower themselves and their families. They provide a supportive environment where women can build confidence, develop skills and create positive change. The project raises awareness of wellbeing, ensuring mothers are better equipped to support their children, themselves and their communities.
- Around fifteen ladies attended the session where a PowerPoint presentation was given which looked at what hate crime was, how it can manifest, how to report and what support is available for victims.
- Attendees talked through examples of hate crimes and hate incidents and the legislation and had a lively discussion around people's firsthand experiences of hate crime and why it is so important to report. Attendees also talked about barriers to reporting and how to overcome these.

- The session was highly successful and the participants said they felt much more confident in reporting if they were to experience a hate crime. They received resources and were signposted to where to go for further information.

Salford

- Salford Council has launched a new city-wide initiative to improve how hate crime is reported. This new approach adopts the model of ambassadors – trusted individuals embedded in communities, workplaces, and public services who act as safe points of contact for anyone affected by hate crime. So far, over 100 individuals have already signed up to be a Hate Crime Reporting Ambassador.
- By working in partnership with GMP and Victim Support, this initiative aims to raise awareness of services available to victims of hate crime, ensure people know how and where to access support, and strengthen collaboration with community leaders and voluntary groups. Through these efforts, the programme directly contributes to 3 key priorities outlined in Salford's Hate Crime Action Plan 2024-2025: improving support for victims of hate crime (2), increasing the confidence to report hate crime (3) and bringing together communities to tackle hate (6).

Stockport

One Stockport Communities Together Forum took place on cohesion, key priorities for the forum, include

- Making prevention and education a top priority
- Developing a set of key comms messages and resources on hate crime that can be shared with partners and communities delivering interventions
- The low reporting of hate crime in Stockport and what can be learnt from the community to strengthen our support offer
- New Hate Crime Alliance set up, which will oversee our local hate crime strategy and link into GM Hate Crime plan

Stockport County Vs Barnsley 8th Feb 2025



- Hate crime engagement stall supporting Op Rimini during Safe4Summer Campaign.
- We have commissioned Show Racism the Red Card
- Hate crime workshops aimed at year 6-13 students in all schools.
- We intend to support National Hate Crime Awareness in October 2025 with engagement stalls in town centre and district areas.
- We are looking at widening the commissioning remit of StopHateUK. This will expand training to local networks / individuals around hate crime for them to become hate crime ambassadors and signposting centres.
- Stockport Staff Networks meet our Community Networks – In May, we held the first joint meeting of our staff network and community network chairs. It was designed to strengthen and increase connections and look at ways to share insight and resources.
- Strengthening links with our faith organisations - The Council, GMP and Sector3 are working in partnership with the Multi-Faith Network to disseminate to offer pop-up information sessions at faith organisations' open days. Worked with Cheadle Muslim Association in July to commemorate the Bosnian Genocide.

Tameside

- Individual Community Hate Crime Soundbite Audio Recordings with visuals to be extracted and created from the 39 minute long version interviews last year with community, faith and youth leads representing each hate crime strand, highlighting and understanding their experiences, views, feelings and impact hate crime has on them and the community. Key messages relating to the importance of reporting with GMP and Community Safety are included. The sound bites will enable easy access for web browsers to follow and can be used as an educational conversation engagement tool.

- Community Safety deliver Interactive Hate Crime Awareness Talks/Presentations engaging with a variety of new and existing community and faith audiences to educate and challenge stereotypes and views. The first level is an Introduction to Hate Crime and Reporting, followed by Level II; Hate Speech, Online Hate Speech/Fake News, Misogyny, Hate Crime, Racism, Impact and Consequences, Reporting and Victim Support to Youth Groups and Community Faith Groups. Level III; is for organisations who wish to become Reporting Centres, training is offered and covers the Role of Hate Crime Community Ambassadors.
- The main grant project this year will involve engagement with selected groups who will participate in creative workshops following a Hate Crime Presentation. The groups will learn about aspects and consequences of hate crime and reporting to create images and key messages to design a Mosaic tile. The sessions aim to develop trust and respect to facilitate conversations regarding their experiences in a relaxed setting. Their designs will create a large Town Centre Art piece for GM Hate Crime Week in February. Will also support the small community grant applications by delivering hate crime presentations.
- Commissioned Interactive Education Theatre and Workshop Sessions offered to Schools KS2 Primary and KS3 High Schools; Hive Theatre - Outloud workshops aimed at understanding LGBTQ+ and challenging stereotypes. Odd Arts - Show Racism the Red Card and The Great British Lie, education reducing anti racism for students and teachers. Safe Squad Workshops delivered by various partner organisations aimed at year 6 primary pupils on transition to High School.
- The sessions include aspects of racism and discrimination. A new commissioned consultation project Tameside Voices focussing on interviews with three High Schools and Youth Groups on their experiences with social media and online harms and attitudes towards gender-based discrimination to form a document of lived experience findings and identify key risk areas for future project development.



Trafford

- School based Officers are involved in providing Hate Crime presentations to students. Use of Pol-Ed by police and schools in new academic year. There is the mini-police and two primary schools being signed up – hate crime will feature as a topic of discussion.
- Consistent “Bee in the Loop” reassurance updates – especially relevant given tensions and community concerns in Altrincham due to protests at the Cresta Court hotel.
- October week of action – Football tournament between Salford university and UA92. Comms and engagement around this tournament will focus on hate crime. Kick It Out will be part of the tournament highlighting hate crime issues and racism.
- Daily police visits to the districts Mosques and Synagogues
- Safe 4 Summer – Patrol of Town Centre hotspot ASB areas, that coincides with some of the Hate Crime / Incident hotspot areas, e.g. Altrincham Interchange and town centre.
- Victim of Crime – Alongside the investigation into the hate crime, local neighbourhood officers will complete a follow up visit with the victim to offer further support and signpost to further support. All hate crimes reviewed and actions set each morning.

Wigan

- Wigan commissioned a young person from the LGBTQ+ community to deliver workshops in local schools and to community groups to have open discussions about being queer, their experiences and how to be a good ally.
- Working with the Mosque in Leigh to engage the community, provide information about what constitutes a hate crime or incident and trained both male and female representatives of the Third Party Reporting Centre, to ensure there are less barriers to reporting.

- During February 2025 Hate Crime Week Of Action funding used for 'Push notifications' in targeted postcodes where there has previously been the highest number of reported hate crimes or incidents.
- TMP College are hosting an Esports event for young people who spend time in the online world, in a real world setting to discuss how they can keep themselves safe and spot the signs of those who promote hate and harm.

