



Chief Superintendent Paul Savill
Area Commander
City of Manchester

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Causes of concern

The force continues to fail to respond appropriately to some people who are vulnerable and at risk, and is continuing to miss some opportunities to safeguard victims and secure evidence at the scene, consequently putting victims at risk.

Area for improvement

The force should act to ensure it can answer a greater proportion of non-emergency 101 calls so that caller attrition levels are reduced and kept as low as possible.





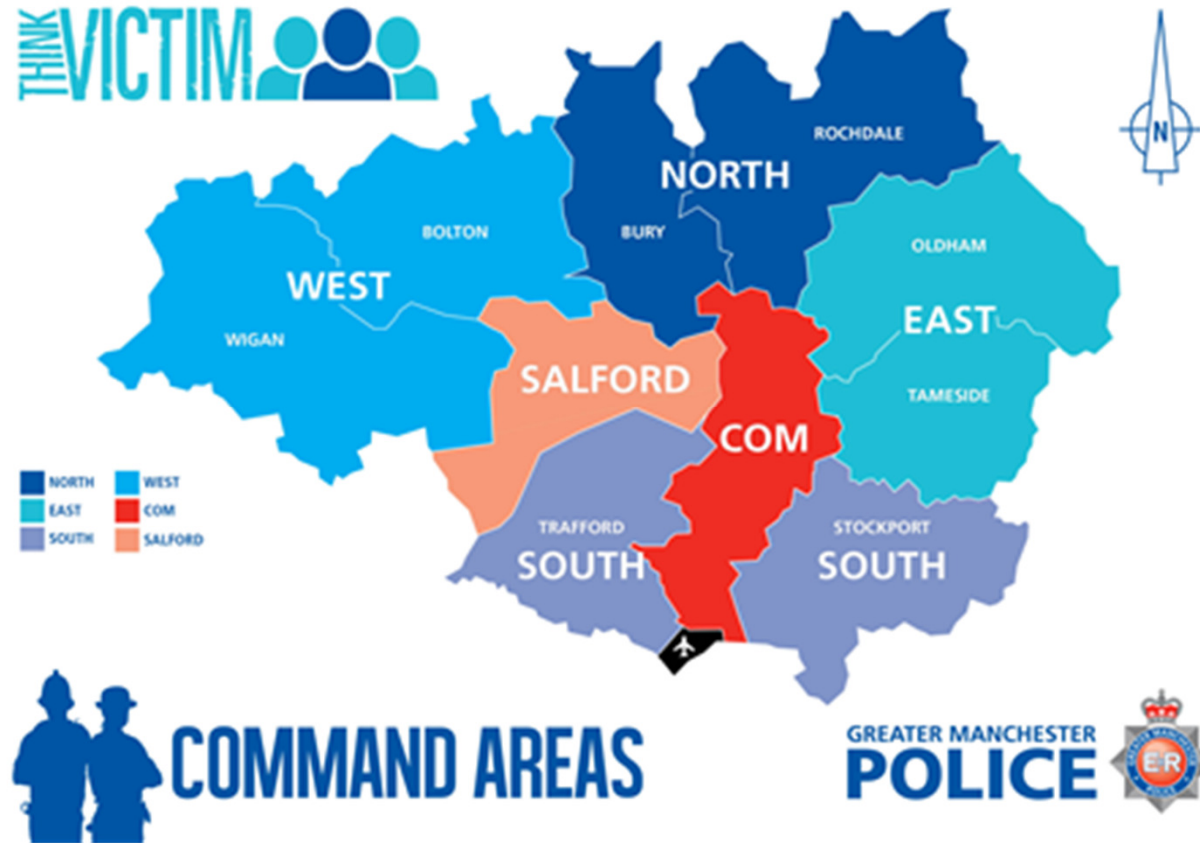
HMICFRS – VSA Report summary

The force is failing to make sure it correctly records all reported crimes, particularly violent crime, including domestic abuse behavioural crimes such as harassment, stalking and coercive controlling behaviour. So these crimes are often not investigated and victims are not always safeguarded.

- The force is failing to make sure investigation plans are always completed to an acceptable standard and not adequately supervising investigations. This leads to poor standards of some investigations, of investigations and a failure to adequately document and mitigate the risk to victims, including vulnerable victims.
- The force is inappropriately concluding crime investigations with cautions and community resolutions that aren't appropriate and in which it doesn't consult the victim. The force is also recording that victims are not supporting or are withdrawing support for police action, even when it doesn't have the necessary auditable evidence to confirm this is the case. This represents a risk that justice is not being served and victims' wishes are not being fully represented and considered before a crime investigation is finalised.



Structural Change



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Operating Context City of Manchester

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Incoming Demand (Aug'19-Feb'20)

Incoming Demand (OCB)	Daily Average	Monthly Average
G1 – Immediate	62	1873
G2 – Priority	169	5127
G3 – Prompt	119	3607
N – Neighbourhood	5	210
K - Supervision	10	428





G1-3, K & N, Crime / Non-Crime incidents by opening code (Aug 2019-Feb 2021)

Row Labels	Count of Incident CW BK	% total	Row Labels	Count of In	% total
Alarms			Alarms	3598	2%
A01 - Alarm - Arrest (THIS CODE IS USED FOR BOTH INTRUDER & HUA'S)	1175	1%	ASB	48452	23%
A02 - Alarm - Intruder Alarm (Police/RDA Installation)	1651	1%	Crime	45015	21%
A03 - Alarm - Audible Other (Non-BAURN)	236	0%	Other	66	0%
A04 - Alarm - No Arrest (THIS CODE IS USED FOR BOTH INTRUDER & HUA'S)	536	0%	Police	22409	11%
ASB			PSW	77055	37%
D01 - Antisocial Behaviour	22210	11%	Transport	13851	7%
D04 - ASB-Communications	10737	5%	Grand Total	210446	100%
D05 - ASB-DOM	14479	7%			
D06 - HATE INCIDENT	1026	0%			
Crime					
C01 - Violent / Public Order	27340	13%			
C03 - Burglary	7096	3%			
C04 - Robbery / Theft from Person	1765	1%			
C06 - Criminal damage	1468	1%			
C07 - Vehicle crime	2036	1%			
C08 - Firearms offences	416	0%			
C13 - Other crime (inc. Shoplifting & Theft of pedal cycle))	3260	2%			
C20 - RAPE	416	0%			
C21 - Sexual / Indecency (Not Rape)	1203	1%			
CU - Crime Update	15	0%			
Other					
IN - Intelligence	64	0%			
Other - Pets / Domesticated Animals	1	0%			
Other - Road Related Offence	1	0%			
Police					
P01 - Police Generated or Resourced Activity - (Opening Code)	22409	11%			
PSW					
G12 - Suspicious circumstances - (Opening Code)	8640	4%			
G15 - Public Safety / Welfare	68415	33%			
Transport					
T01 - Transport related Offences/Incidents	13851	7%			
Grand Total	210446	100%			

- c. 56% non- crime/ASB opening category (subjective)
- D Codes – NCRS
- Three key demand areas
- Significant





Forcewide Incident to Crime Conversion

- Latest incident to crime conversion data shows a continuing positive trend:

	Last 3 weeks	Number of incidents	Number of crimes	Incident to crime %
All incidents	2021	43,868	15,422	35%
	2020	47,758	12,779	27%

	Last 3 weeks	Number of incidents	Number of crimes	Incident to crime %
All crime related incidents	2021	14,490	14,194	98%
	2020	16,542	12,339	75%





Other Incoming Demand

- Statutory Partners
 - Social Care
 - HMPS
- Local Democracy
 - Councillors
 - MPs
 - Mayors
- Education Sector
 - Universities
 - Colleges
 - Schools





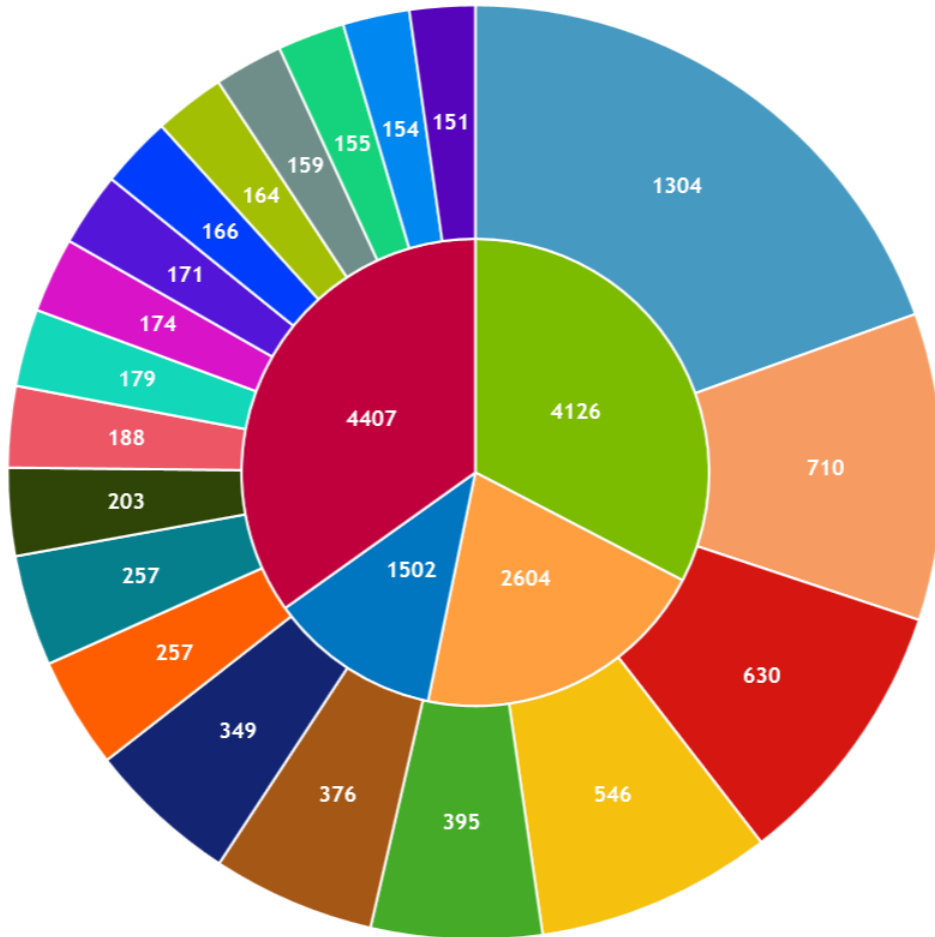
Incoming Demand Generates

	Daily Average	Monthly Average
Crimes	195	5930
Files	15	456
Missing Person Reports	21	649
Care Plans	34	1026
Domestic Abuse Reports	31	929
Complex Safeguarding Plans	0.5	16
Strategy Meetings	9	264
Case Conferences	3	98
MARAC Cases	2	60
Offender Management Cases	Average cohort of open cases = 305	





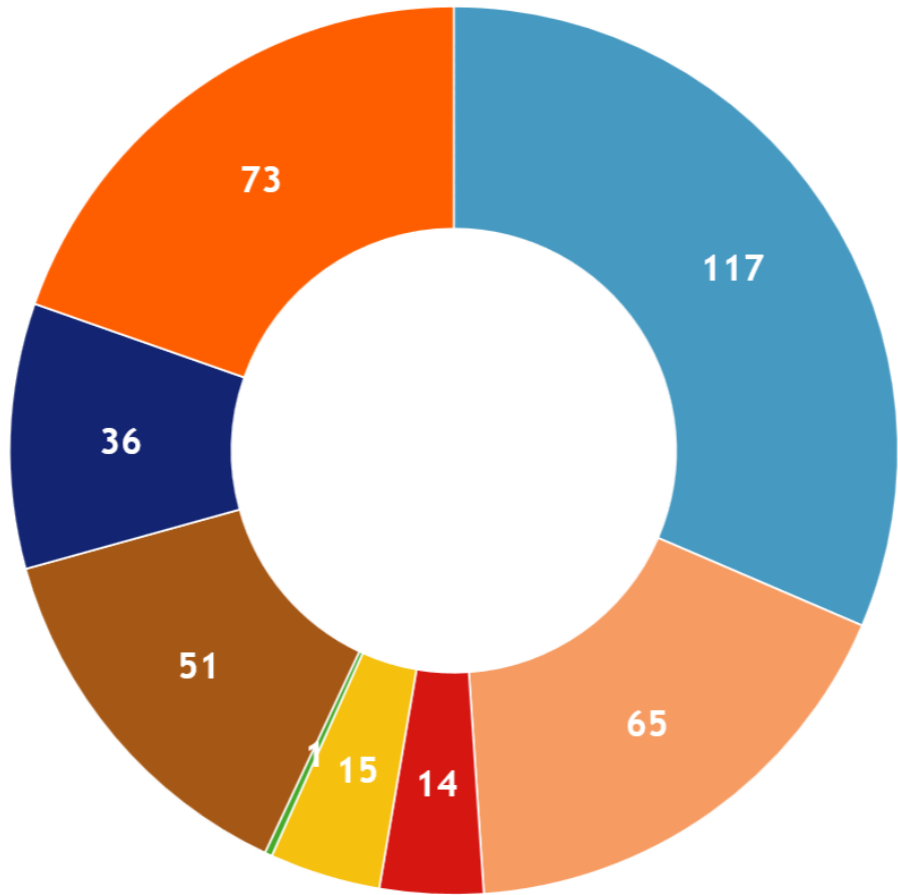
Retained Work – Open Crime



SR NO.	CLASSIFICATION	PERCENTAGE	COUNT (12639)
1	Common assault and battery	10.32%	1304
2	Assault occasioning actual bodily harm	5.62%	710
3	Sending letters etc with intent to cause distress or anxiety	4.98%	630
4	Burglary	4.32%	546
5	Rape of a female aged 16 or over	3.13%	395
6	Causing intentional harassment, alarm or distress	2.97%	376
7	Harassment	2.76%	349
8	Robbery - personal	2.03%	257
9	Wounding with intent to do grievous bodily harm	2.03%	257
10	Harassment, alarm or distress	1.61%	203
11	Threats to Kill	1.49%	188
12	Having possession of a controlled drug - cannabis	1.42%	179
13	Theft of a motor vehicle	1.38%	174
14	Other criminal damage to a residence	1.35%	171
15	Sexual assault on a female	1.31%	166
16	Theft from a motor vehicle	1.30%	164
17	Theft from shops and stalls	1.26%	159
18	Engage in controlling/coercive behaviour in an intimate / family relationship.	1.23%	155
19	Take/ make / distribute indecent photographs or pseudo- photographs, of children	1.22%	154
20	Other criminal damage, other	1.19%	151

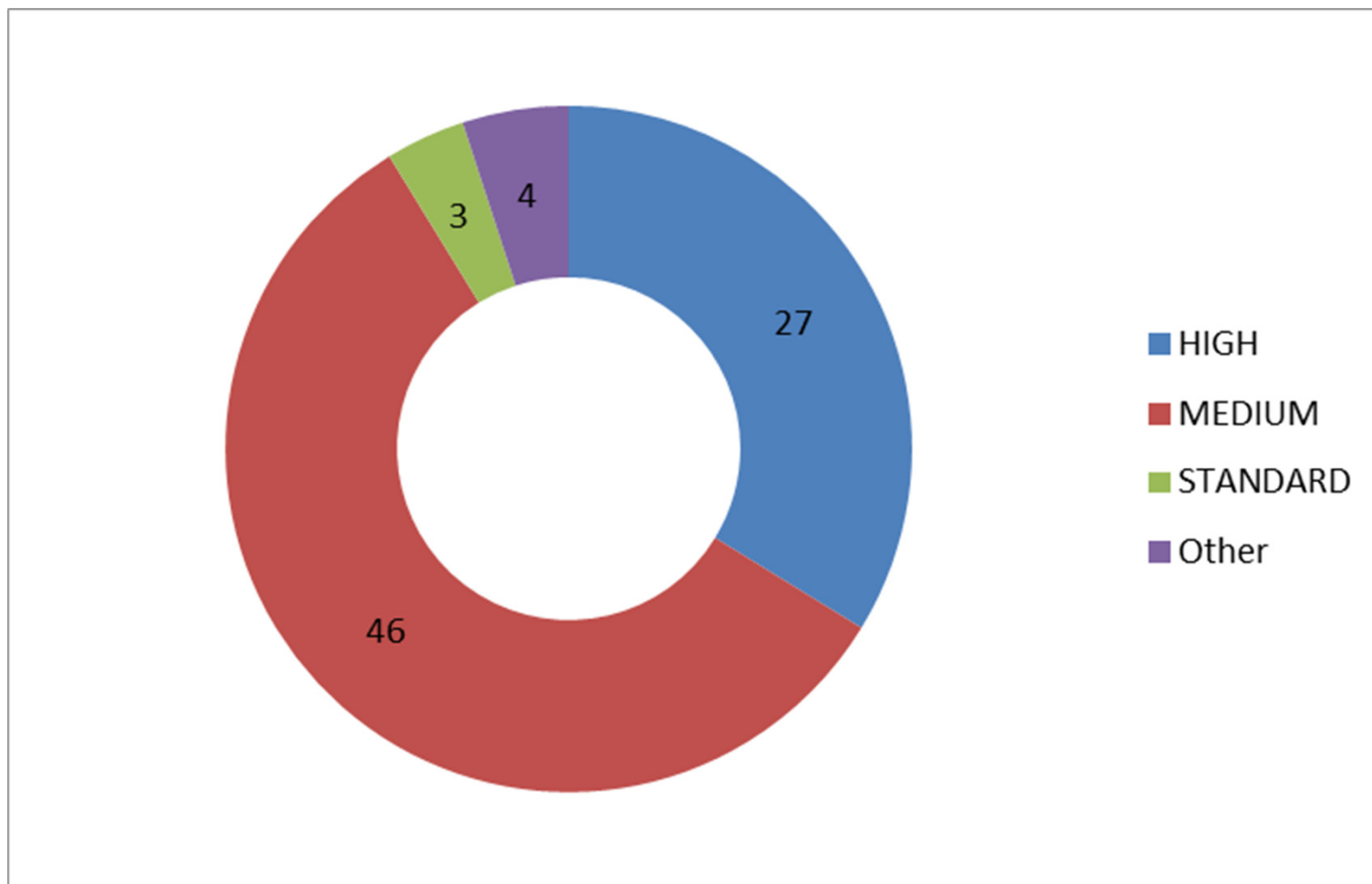


Retained Work – Care Plans



Complex Safeguarding New Adult welfare New Child welfare OCG Management Plan Other Spotlight Management Plan Triaged Adult Welfare Triaged Child Welfare







Resource Profile - Constable

	Posts	0-12 months	12-24 months	2-5 years	5 years+
NPO Constables	548	260	73	112	32

Abstractions – 71 posts temporarily transferred to IPT/CPT/DST etc.

	Posts	Accredited and in post	ICIDP/Police Now	NIE passed/ Pre ICIDP	Abstracted
Detective Constables	170	98	40	13	10 – 9 acting PS or DS

Currently holding 9 DC vacancies





Resource Profile - Sergeant

	Posts	Acting	0-2 years (in rank)	2-5 years	5 years+
NPO Sergeants	60	30	42	17	1

	Posts	DS (accredited)	T/DS (accredited)	Acting DS (accredited)
Detective Sergeants	35	18 (9)	7 (1)	10 (2)

Three stage promotion to Sgt - T/DS completing stage 3 – Acting working to stage 2
Accreditation is detective sergeant qualification





Immediate:

- Strong governance structure under Deputy Chief Constable;
- Crime Recording;
 - Incident progression teams – ownership of NCRS;
 - Increased central audit frequency.
- Crime Investigation & Victim Care;
 - CPT structural change – Crime quality and closure
 - Internal/External engagement activitiesfor example today;
- Think Victim Training;
 - National crime recording standards;
 - Focus on behavioural crime & victim care.



Up to six months:

- Root cause analysis to understand persistent and re-occurring problems;
- Implementation of centralised crime recording at first point of contact with the public, for calls other than those requiring urgent response;
- Re-introduction of dedicated child protection investigation units (investigation and safeguarding review ISR);
- Implementation of enhanced approach to domestic abuse and adult safeguarding (ISR)





Incidents reviewed (G1-3, K & N) & additional crimes created

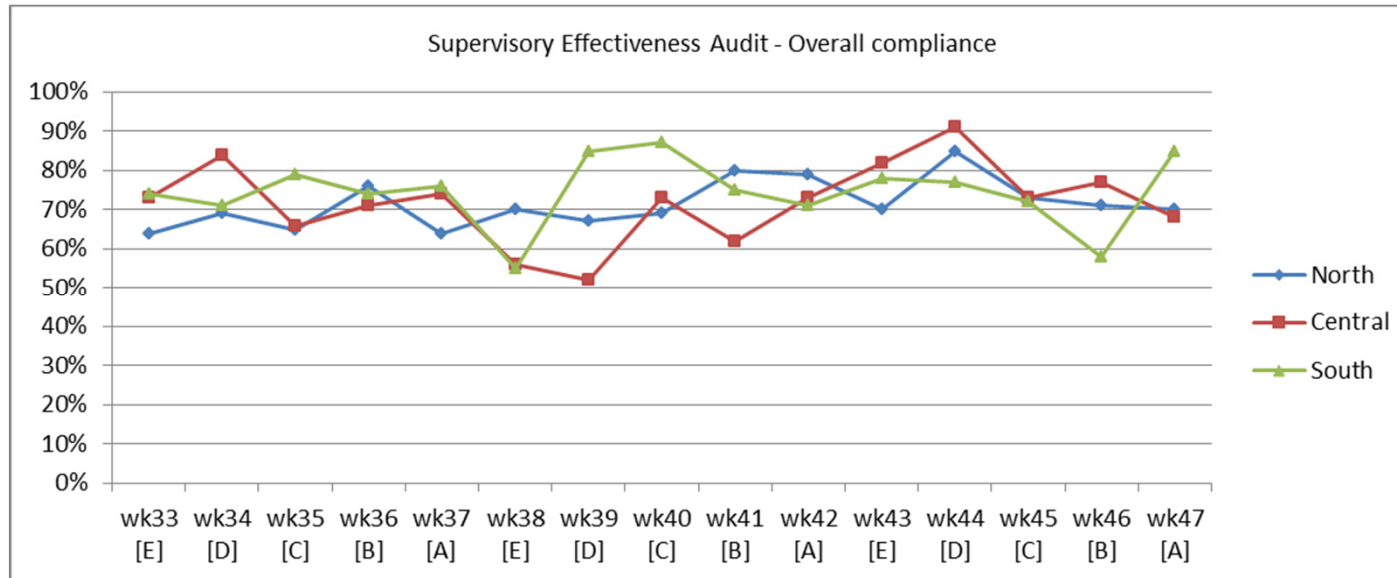
7 days of Audit 18/02/2021 – 24/02/2021	G123KN	G123KN Audited	% Correct crimed or NCRS compliant	% Incorrect crimed or not NCRS compliant	Additional Crimes recorded
CoM TCA	2558	100%*	80%	20%	179
CoM North	1112	100%*	75%	25%	83
CoM Central	649	100%*	90%	10%	26
CoM South	797	100%*	78%	22%	70





Crime Quality & direction of travel

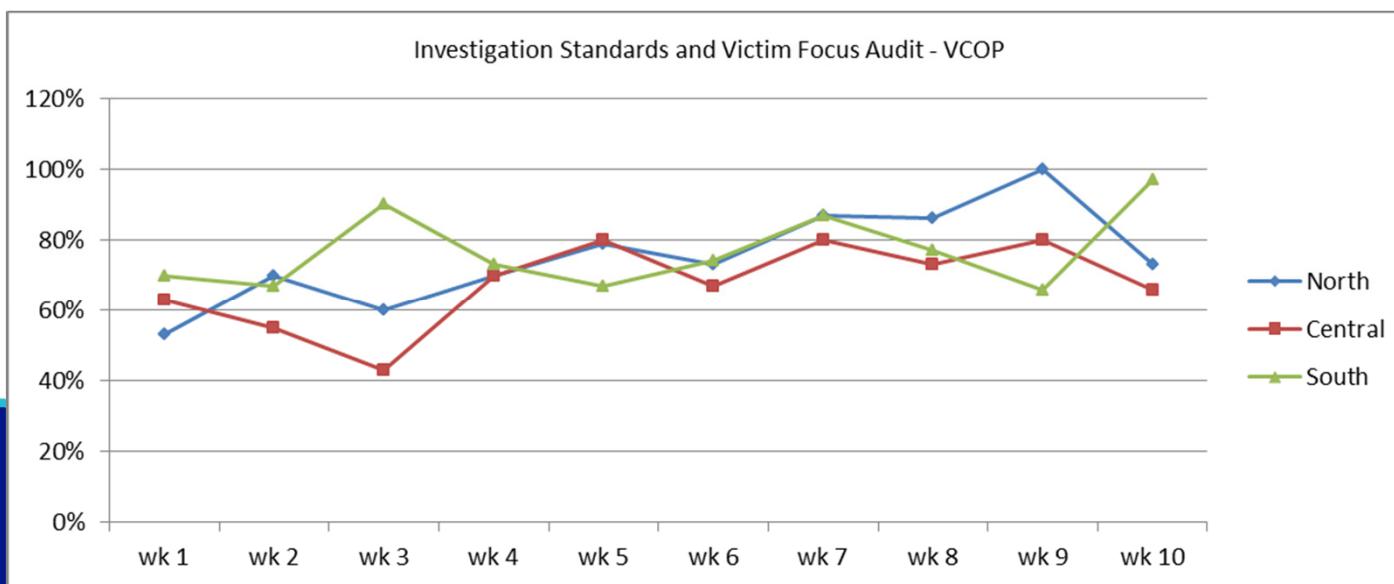
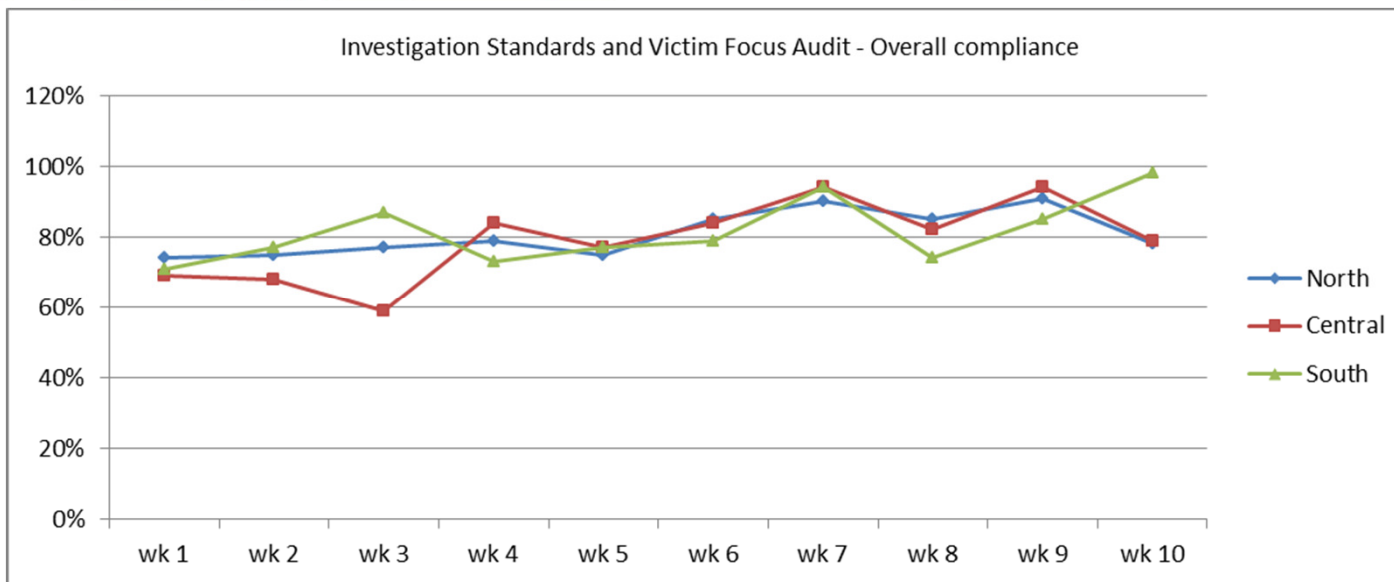
(supervisory effectiveness audits)





Crime Quality & direction of travel

(Investigation standards & victim focus audits)



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Victim Service training – 3 stages

Phase 1

- 1514 COM officers and staff to receive training
- DRMU commenced planning on 19/01/21
- 1391 booked on courses
- 1323 completed 1st batch between 25/01/21 & 21/02/21
- 68 booked in for 2nd batch between 01/03/21 & 12/03/21
- 28 long term absences identified for future mop-up sessions.
- 95 non-replies or non-attendance being chased up to book on mop-up sessions.





Victim Service training – 3 stages

Phase 1

- NCRS rules and Responsibilities
- Understanding necessity for recording crimes and multiple crimes
- Technical recording of crimes in iOps
- Understanding of Domestic Abuse in particular Stalking Harassment and Coercive Control
- Closing crimes and outcomes (particularly Outcome 16)
- Use of DVPO / DVPN
- THRIVE
- Importance of victim contact (victim video)
- **Supervisors** - Wellbeing / Supportive Leadership responsibilities
- **Supervisors** - Expected standard for supervisory rationale / updates





Victim Service training – 3 stages

Phase 2

- NPO staff
- Focus on emotional awareness and empathy
- Building on question responses & BWV report findings
- Trainer lead rather than NEAR POD – interactive on line medium

Knowledge

Understanding

Skills

Attitudes

Behaviour

} Phase 1

- Phase 3 to be developed

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Victim Service training – 3 stages

Thank you and Questions

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