



Chief Superintendent Paul Savill
Area Commander
City of Manchester

GREATER MANCHESTER
POLICE





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.





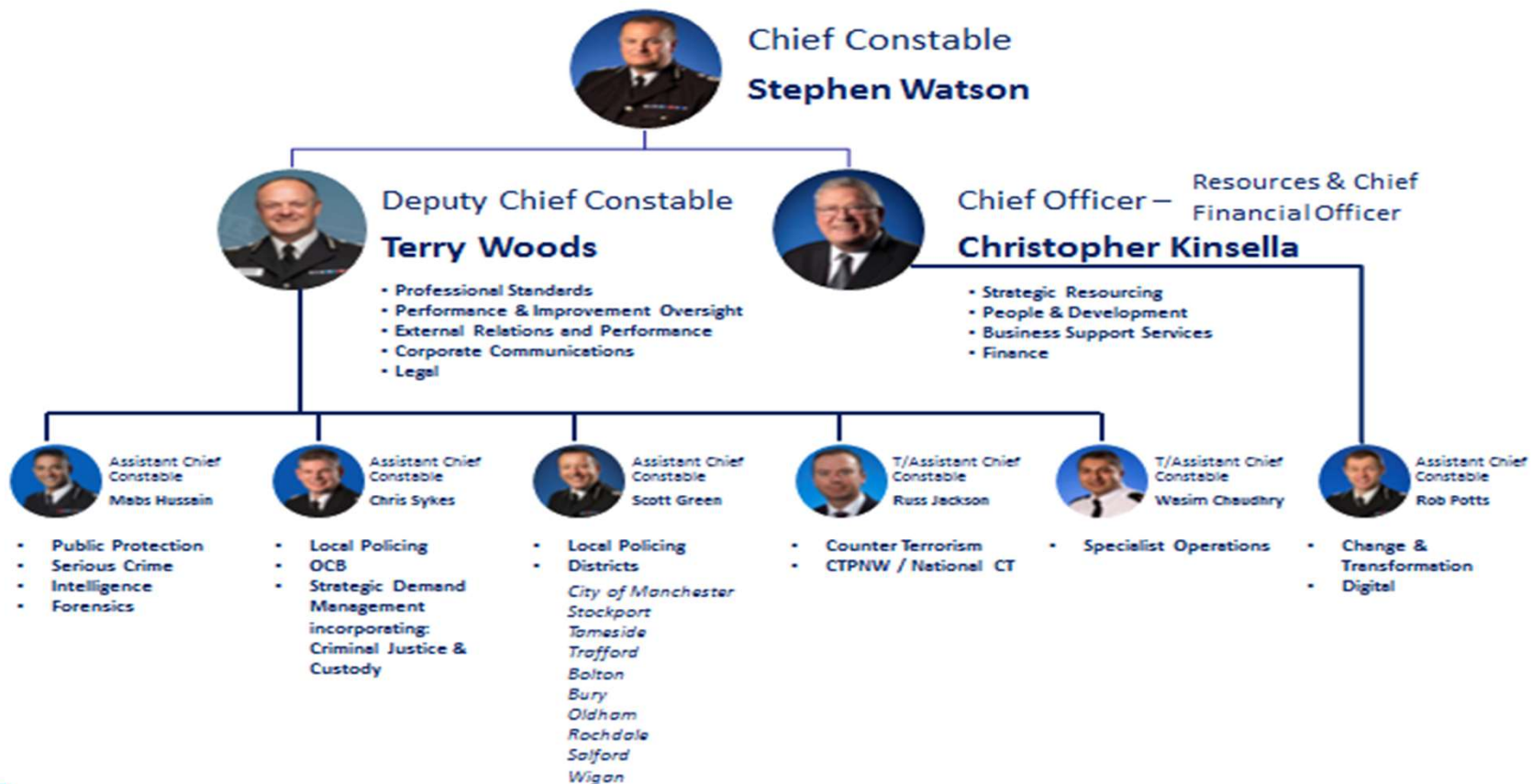
HMICFRS – VSA Report summary

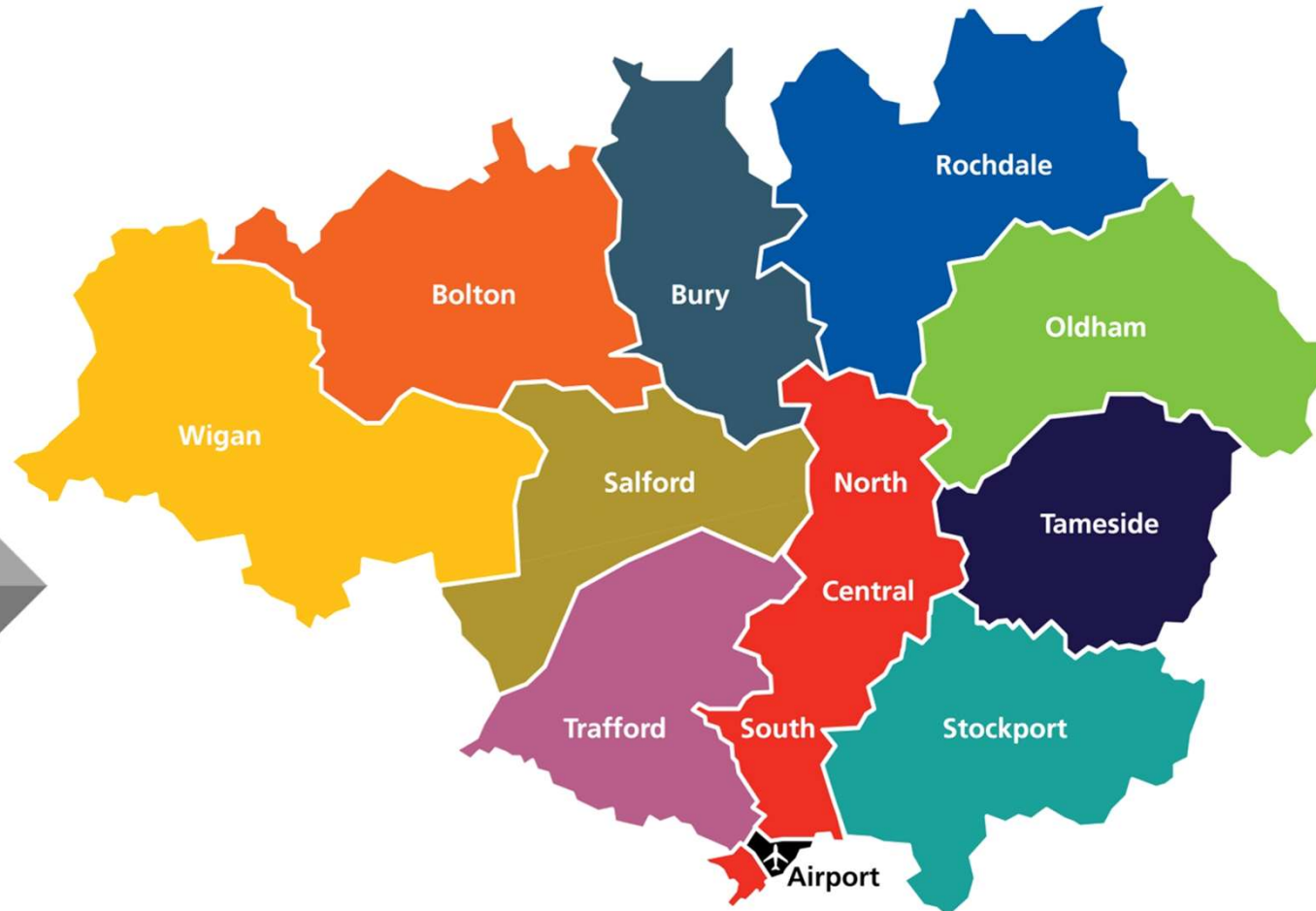
The force is failing to make sure it correctly records all reported crimes, particularly violent crime, including domestic abuse behavioural crimes such as harassment, stalking and coercive controlling behaviour. So these crimes are often not investigated and victims are not always safeguarded.

- 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.



CHIEF OFFICER TEAM





NEW DISTRICT STRUCTURE



National Crime Recording Standards

NCRS area	Date	North	Central	South	OVERALL
ASB related crime	June 2021	100%	87%	88%	91%
Violence and public order crime	June 2021	100%	95%	95%	97%
Domestic Abuse	May 2021	96%	100%	95%	97%
Rape and Serious Sexual offences	Apr 2021	93%	100%	100%	98%



THINK VICTIM Crime investigation Standards

16 question audit of crimes covering the quality of the initial write up, victim care further investigation, supervision and data quality considerations required for accurate annual data returns to the Home Office.

Five week rolling average:

	North	Central	South	CoM
VCOP	77%	77%	81%	78%
Overall compliance	78%	75%	88%	80%



Victim Service training – 3 stages

Phase 1

- 1514 CoM officers and staff to receive On Line training
- Completed

Phase 2

- One day in person victim focussed training
- Commenced September 2021

Phase 3

- Bespoke Domestic Abuse training
- To commence April 2022



Accelerated Cause of Concern

In the recent inspection, HMICFRS officers have published an accelerated cause of concern about the timeliness of our response to incidents where the subject of the public contact may be at continuing risk of harm.





Accelerated Cause of Concern

This relates in the main to Grade 2 incidents, which policy states should be attended within an hour.

Snapshot - 1900 11/10/21

	CoM North	CoM Central	CoM South
Grade 2 52 week average*	500	↑ 411*	360
Unresolved	54	71	75

HMICFRS are most concerned about incidents linked to domestic abuse - Public Service Team mitigation



Accelerated Cause of Concern

Challenges

- Responsiveness our frontline officers have many roles including – response, scene management, missing persons and PIP 1 crime investigation
- Demand better addressed by other agencies – concern for welfare
- Repeat demand – Domestic abuse – high levels
- Training – Driving, TASER, STO
- Vehicles and equipment



OUR PURPOSE:

Focus on the basics:
Fight, prevent and reduce crime.
Keep people safe. Care for victims.

THIS IS WHAT WE DO

Respond to incidents and emergencies

Investigate and solve crime

Prevent and reduce crime, harm and anti-social behaviour

Deliver outstanding service

Build public trust and confidence

THIS IS HOW WE DO IT

Improve simplify and align our core processes

Improve I.T and broaden digital transformation

Become a more intelligent organisation

Strengthen and invest in the corporate services function

Establish effect performance management regime

Strengthen our dedicated neighbourhood policing teams

Work in effective partnerships

Communicate and engage in a positive and proactive manner

Invest in and support our people

Invest in and improve our infrastructure

Manage our resources effectively

UNDERPINNED BY OUR VALUES

Public service and problem solving

Integrity, honesty and openness

Accountability and unity

Kindness

Highest professional standards

Being a learning organisation

Diversity, equality and inclusion





Plan on a page

How we do it – Plan on a Page	Determines practical activity
Improve, simplify and align our processes	<ul style="list-style-type: none"> • DCC to set minimum response staffing • Smaller response teams focussed on timely and effective attendance • Strong victim focus in secondary investigation and prisoner processing
Strengthen our dedicated neighbourhood teams	<ul style="list-style-type: none"> • Smaller ring fenced neighbourhood teams concentrating on key incident and crime generators – problem solving
Improve I.T. and broaden digital transformation	<ul style="list-style-type: none"> • Roll out Windows 10 • Improve digital evidence management
Invest in and improve our infrastructure	<ul style="list-style-type: none"> • More reliable vehicle fleet • Longsight Custody





Plan on a Page

What will you see:

- Improved attendance times
- Substantially more arrests
- Consistent higher quality investigation
- Return to multi-agency days of action
 - Force day – AVRO – 1 per district per year
 - CoM – LANCE - 1 per quarter





Thank you and Questions

GREATER MANCHESTER
POLICE



RESTRICTED