

Manchester City Council's Communities and Equalities Scrutiny Committee

Date: 8 November 2022

Subject: Crime and Policing highlight report from the Mayor and Deputy Mayor of Greater Manchester

Report of: Police, Crime and Fire team, Greater Manchester Combined Authority

Purpose of Report

To provide members of Manchester City Council's Communities and Equalities Scrutiny Committee with a highlight report of crime and policing issues for discussion with the Mayor and Deputy Mayor.

Recommendations:

Members are requested to:

1. Note the contents of the report.

Contact Officers

Vicky Sugars - Police, Crime and Fire team

1. Introduction

At the request of the City Council the Mayor and Deputy Mayor have been invited to attend the Communities and Equalities Scrutiny Committee to provide an update on crime and policing issues.

This report provides a high-level summary of some of the recent developments in crime and policing issues. It is not a comprehensive report but should provide the Committee with some background context in advance of the Committee meeting. The report focuses on GMP improvements, resourcing, neighbourhood crime and ASB, roads policing, violence reduction and county lines and equalities with a focus on race and gender.

2. Lifting GMP out of special measures

On the 28 October 2022 HMICFRS formally removed GMP from the inspectorates 'Engage' monitoring process (special measures) because GMP were able to demonstrate that: -

- The Performance Management Framework is now delivering sustainable, tangible, and measurable improvements in performance across GMPs districts and branches.
- There is committed genuine investment in officer/staff wellbeing and welfare across GMP from the top down.
- There are important reviews taking place into Neighbourhoods, Response, Force Contact Centre, and IT systems. These are now coming together to create a new model of policing that is focused on being proactive, preventative, and person-centred.
- Back in June 2021, 999 answer times were averaging at 1 minute 22 seconds, and non-emergency answer time was 6 minutes 44 seconds. Thanks to new leadership, better use of technology, continued investment in force contact centre teams, and the hardworking call handlers **999 average speed of answer is now just 7 seconds**. In terms of national performance, GMP is now in the top ten of Force performance for 999 answer times, and 8th nationally in terms of percentage of calls answered in under 10 seconds. **This performance is the best of any large metropolitan Force**. Non-emergency call average answer times are now at 1 min 4 seconds down from last summer's peak at 6 mins 44 seconds.
- **999 incidents (grade 1 calls) have improved to an average of 10 min 19 seconds**, which is well within the 15-minute target and down from a peak of 13 mins 35 seconds. Sustained improvement has also been made to **Grade 2 attendance, which back in August 2021 saw response times at 28 hrs 45 min. The average time to attend a Grade 2 is now at 2 hrs 13 mins**.

A copy of the GMP Plan on a Page progress report from October 2022 is attached (Appendix A) which includes detailed progress made against each aspect of the plan.

3. Resources

GMP resources

We continue to make the case for additional funding for GMP and were encouraged that the **Government grant for police** in 2022/23 included an additional £29.9m. This funding will deliver the third year of the **national officer uplift programme** of 20,000 police officers over three years which equates to 438 officers in 2022/23 across Greater Manchester and an additional 25 officers to tackle Serious Organised Crime.

The **precept increases** for 2022/23 that was supported by Council Leaders, along with the central Government policing grant, has/will continue to fund:

- The transformation of the GMP contact centre that deals with 999 and 101 calls. The investment will increase staffing levels and flexibility to ensure calls are answered quickly and police officers are sent to those in need immediately.
- 438 additional police officers, with 60 of them dedicated to road safety which will allow travel safe officers to focus on other policing such as public transport safety.
- Continuation of the new Operation Avro days of action. These days which will take place in each area of Greater Manchester will see a surge of officers and specially trained teams dealing with issues communities tell GMP they want to see dealt with.
- A community messaging system that Neighbourhood Policing Teams will use to inform local communities about what they are doing and that the public can use to get more involved in working with local police officers to identify issues of concern.

The Greater Manchester police and crime precept will remain one of the 10 lowest out of the 42 police and crime areas of England.

Community Safety Resources

In addition to financial contributions in support of local Safeguarding Boards, Manchester City Council receive the following grants in support or community safety services and initiatives:

Funding provided by GMCA Police and Crime to MCC for 2022/23	
Grant Name	Grant Amount

Community Safety Grant	£694,584
Voluntary and Community Sector Grant	£200,000
Serious Violence Funding	£200,000
Summer Violence Prevention Grant	£25,000
Hate Crime Grant (joint contribution from GMCA and Police and Crime Leads)	£10,000
IDVA Funding	£60,000
MoJ IDVA funding	£82,198
Early Intervention and Prevention Grant	£90,000

The Deputy Mayor has supported Manchester in its applications to the Home Office's Safer Streets Fund. Manchester is the biggest beneficiary of this fund in city region and was awarded £360,080 for Fallowfield in round 1, £432,000 for Rusholme in round 2 and £453,080 this year for the Fallowfield Loop (round 4).

The Police, Crime and Fire team continue to provide financial and in-kind support on a range of areas including night-time safety through the funding of the Village Angels and Safe Haven scheme on Canal Street and the Good Night Out Guide with the City Council (see later).

4. Progress with IT Systems

Earlier this year the Chief Constable provided a public statement on the future of the iOPS/PoliceWorks system.

Following a lengthy review process involving a technical appraisal and a rigorously evaluated options appraisal, the Chief Constable is confident that every option available has been reviewed. It was concluded that while two-thirds of the original iOPs system is working effectively, PoliceWorks cannot be adapted or fixed to fully meet the needs of GMP.

The decision has therefore been taken to move away from the PoliceWorks system and to replace it with a tried and tested product already in use by other forces. This decision marks an important step for GMP and will provide a lasting benefit to the public, victims and GMP employees and, based on an assessment of the current market, is likely to be more cost-effective than remaining with PoliceWorks.

Work continues to develop the options moving forward, ahead of the expiry of the contract with the current provider in 2023.

5. Reducing crime and ASB in neighbourhoods

Following an extensive consultation, **Neighbourhood policing transformation** is underway with a policy to protect neighbourhood policing teams from 'abstractions' to other duties. In addition, all localities across GM are showing an increase in arrests and GMP are part of a national pilot to attend all reported burglaries.

The **GMP Prevention Hubs** (focussed on neighbourhood problem solving with partners) are under development in all localities and a new training programme for neighbourhood teams will commence this Autumn - focussed on problem solving with partners and professionalising neighbourhood policing.

The local **Operation Avro** activities are providing positive outcomes and provide good examples of effective partnership working and the new **Neighbourhood Alert system** (community messaging) is currently being trialled in Trafford to strengthen community engagement.

Wigan, Manchester, Stockport, and Trafford were all successful in their bids to the Home Office **Safer Streets fund**. This equates to £2.4 million of extra funding for the city region. The various bids are focussed on reducing neighbourhood crime, anti-social behaviour and violence against women and girls in public spaces.

The process for the recommissioning of the **GM Policing and Community Safety** survey has commenced – enabling GMCA to continue to gather views and insight about Greater Manchester residents on how safe they feel where they live. Manchester City Council's feedback on the sample size of the previous survey has meant that we intend to increase the sample threefold for Manchester in the newly commissioned survey. The GMCA will also be commissioning a survey of victim experiences of accessing services and this information will be available to Community Safety partnerships.

6. Operation Vulcan in Cheetham Hill and Strangeways

GMP have launched Operation Vulcan with the City Council and partners to get to grips with the endemic criminality in Cheetham Hill and Strangeways. This Operation will not just tackle the availability of counterfeit goods but the money laundering, illegal drugs manufacture and supply,

the exploitation of vulnerable people, street level antisocial behaviour and intimidation that exists within these areas.

Operation Vulcan will work with partners to: -

- Make Cheetham Hill and Strangeways a hostile environment for all levels of criminality
- Present clear and unambiguous enforcement of the law by GMP and partners
- Work in partnership to create a safer community for people to live, work and study
- Coordinate with support agencies to ensure vulnerable people are safeguarded
- Support local, regional and national partners in our drive to improve community areas
- Facilitate opportunities for long-term, sustainable improvements in the area
- Support local communities and legitimate business to thrive

7. Roads Policing and Safe Travel

The number of fatalities on the roads has increased over the last 18 months, even with lockdown restrictions and less traffic. Through correspondence received and feedback provided to the police and crime plan refresh last summer, it is clear that this is a concern for the public.

As part of the police and crime precept for 2022/2023, additional funding was approved to support an officer uplift for **roads policing**, providing 60 new officers to support preventative and enforcement activity. This recruitment is now progressing as planned and new officers are starting their roles within the unit.

There are new commitments within the Police and Crime Plan to improve safety on the roads and the Deputy Mayor is supporting GMP with the delivery of a new policing delivery plan for Safer Transport. This will work with the **Road Danger Reduction Strategy**.

In addition, funding has been provided to the **Safer Roads GM Partnership** to ensure the continuation of the **Safe Drive Stay Alive** programme, which provides emotive and important messaging to 9,000 young people (each year).

Funding has also been provided to GMP to develop a new, centrally co-ordinated, **community speed watch scheme** – enabling local communities to get involved where it is perceived that speeding vehicles is a problem and a concern.

In September, Operation Avro ran for two days providing a specific focus on roads and transport. The operation resulted in 41 arrests, 406 traffic offences, 530 speeding fines and 1,500 Metrolink fines.

8. Violence Reduction and County Lines

Launched in May 2021, the Greater Manchester **Navigator Project** works with young people aged 10-25, to help them to cope and recover from their experience of violence and assist with access to local support networks to prevent the potential of further violence. Initially rolled out in four hospitals across Greater Manchester (Royal Bolton Hospital, Salford Royal Hospital, Manchester Royal Infirmary and Manchester Royal Children's Hospital), due to the success of the project, scope has been expanded to include referrals from North West Ambulance Service (NWAS) and community referrals. From May 2021 – August 2022, the Navigators have received over 500 referrals from across Greater Manchester.

The **I am Greater campaign** was fully co-designed with young people involved at every stage of its development and is now an established brand. During its launch period it achieved 2,141,931 Snapchat impressions, 17 scans of QR codes on OOH ads.

The **'Speak Out to Save a Life'** campaign brings together professionals, young people, and community members in a series of 'talking-heads' videos which provide direct messages about the consequences of knife related crime and violence.

The VRU's **Community-Led Programmes (CLPs)** continue to be established in targeted communities across GM. Currently eight of the boroughs are engaged and are at various stages of the programme. Manchester, Bolton, and Salford have completed the first year and are now looking to invest in a second phase of delivery. It is planned that all ten areas will be live by the end of the calendar year.

Tackling **county lines model** of drug dealing is a priority thematic area for Challenger, and during 2021 and early 2022, work was undertaken to better understand and articulate the county lines threat in Greater Manchester, with Challenger partners engaged in undertaking a force wide threat assessment. Work undertaken by GMP's Force Intelligence Bureau, driven by Challenger, culminated in a successful business case being submitted to the Home Office to secure over £4m of investment over the next three years as a county lines priority force.

This successful funding bid has enabled the establishment of a central team of 1 Detective Inspector and 12 DCs/PCs, analysts and researchers, a Campaign and Engagement officer and a Partnership officer, to support delivery of the Prepare, Prevent and Protect strands of tackling county lines. This is a significant success for GMP, who are now one of only four forces to hold this status (along with Merseyside, West Midlands and the Met Police), and GMP's work will contribute towards the government's new [Drug Strategy](#) target of eliminating more than 2,000 county lines over the next three years, backed by up to £145 million of investment to do more than ever to tackle the most violent and exploitative distribution model seen yet. This will be supported by a Home Office Commissioned service to provide interventions for children and young people most affected by exploitation, which is being delivered by [Catch 22](#), who will work alongside the Complex Safeguarding teams in Greater Manchester.

The Partnership will be seeking to develop further its understanding of, and connectivity to services and support for adult survivors of exploitation, particularly those of criminal exploitation including cuckooing. This is often seen as part of the county lines drug dealing model but can take many forms. Challenger will focus on better understanding the impact of SOC on communities and exploring ways in which to better communicate activity being undertaken to tackle it, including improved working with emerging neighbourhood and place-based hubs. Connected to this, Challenger will also continue to support the availability and awareness of interventions targeting children and young people subject to, or at risk of exploitation as part of its Prevent and Protect objectives. As part of this, in Summer 2022, GMP launched its own mentoring project, We Move, which is delivered in partnership with the Diane Modahl Foundation, Oldham Boxing, Early Break and 42nd Street. We Move will work with young people affected by SOC to provide mentoring based on developing and achieving aspirations.

9. Equality and Diversity

Race Equalities

Building trust and confidence of the police particularly with black communities is one of the biggest challenges we face in policing and community safety. This is a national issue and with a recognition of the need to focus on the proportionate use of powers with black people and the need to engage and build trust.

GMP have put themselves forward to be a national icebreaker (pilot) for the **APCC/NPCC Police Race Action Plan** with a focus on building trust with black communities and policing. We have also been working with our Race Equality Panel and others to advise us on.

GMP recently launched its own **Diversity, Equality, and Inclusion (EDI) Strategy** which has been well received and is aligned to the national Police Race Action Plan.

GMP has commissioned further research to understand **disproportionate use of powers** and will progress work to improve their approach towards the use of force, including refresher training in the use of stop and search and participation in the Home Office's Best Use of Stop and Search scheme.

Transparency is vital in delivering trust to communities and there has been a GM wide review of **Independent Advisory Groups and Community Scrutiny Panels** to review Body Worn Video footage.

The Equality Diversity and Inclusion Board (chaired by the Chief Constable) is a welcome development to drive forwards plans to manage performance and provide scrutiny from senior leaders.

Gender Based Violence

We published our Gender-Based Violence (GBV) Strategy in September 2021. Since the publication of this strategy we have seen: -

- The “**#Is This Okay?**” video - viewed more than 5 million times in the first week alone.
- A new Board that is driving forward our strategy and delivery plan including leaders from across public services and the voluntary sector as well as victims and survivors.
- GMP's '**Operation Lioness**' using all efforts to stop violent attacks and predatory behaviour towards women, whether it be in the home, in public spaces or online.
- The Housing Reciprocal has now been agreed – which will improve the lives of people feeling domestic abuse.
- We have started our end-to-end review of Rape and Serious Sexual Assault.
- Great work undertaken by local authorities and agencies. For example, the award-winning **Safer Streets** programme with Oldham Council, Oldham College and Transport for Greater Manchester on improving safety for women and girls on the Metrolink system. As a result of their work incidents have fallen by 19% and 25% for offences involving women and girls at key stops.
- In addition, following concerns raised to the Deputy Mayor by university students regarding sexual harassment and violence, a student-led network has been established, supported by GMCA, GMP, MCC and the institutions across Manchester and Salford. The aim is to increase our understanding of the issues, raise awareness amongst students and to provide a platform for students to add their voice to our strategies and campaigns.

- We have worked with the City Council to launch **Good Night Out Guide** in Student Welcome Week (20th September 2022). The guide has been disseminated through student welcome packs, to hotels and venues and a web version will be available on student welcome pages. The guide includes practical information all in one place including: Safe Places and Help Points; Trusted People; Need to Report or Get Help and; Need to Talk. There is a poster campaign focusing on 5 tips to prepare for a safe night out – featured at Metrolink and bus stops. This complements the excellent work already being undertaken by the City Council including the **Women’s Night-time Charter and Manchester Standard** work.