

1 Standing Together 2022-25: Priority One Progress report - Keeping People Safe and Supporting Victims				
	You asked us	Key outcomes by the end of the plan	Progress update for Panel report 4 th August 2022	How is this being delivered
1.	Improve access to police services	<ul style="list-style-type: none"> • Reduce 999 waiting times. • Reduce 101 waiting times. • Invest more in call handling. • Introduce a new community messaging app. • Improve methods for reporting crime and sharing intelligence with neighbourhood policing teams and community safety partnerships. 	<p>Investment in the GMP Force Contact Centre is on track. This includes stabilising IT capabilities and investment in more call handler roles.</p> <p>The average answer time for 999 and 101 has improved over the past 12 months but has increased in the past quarter (for example, in July 2021 the average answer time for 101 was 7 mins 58, in December 2021 this was 3 mins 39 and in March 22 this was 4 mins 58). On-line access to services continues to grow, with more people using the website and Live Chat.</p> <p>The Home Office launched the 999 performance league tables in May 2022 and GMP had the 14th fastest call to answer (out of 43 forces).</p> <p>A service provider for the new community messaging phone 'app' is currently being sought and new community profiles have been developed for each locality and neighbourhood as part of the neighbourhood policing review.</p>	<p>GMP Improvement Plan</p> <p>Home Office 999 league tables</p> <p>Delivered through the GMP Plan on a Page (POAP) Board.</p>
2.	Improve police responsiveness and visibility	<ul style="list-style-type: none"> • Investigate all crimes with reasonable lines of inquiry • Invest in and protect neighbourhood policing teams for the purpose of preventing and reducing neighbourhood crime and 	<p>All localities showing an increase in arrests.</p> <p>Success of 'Operation Avro' in localities to improve police visibility and responsiveness with good examples of joint activity with community safety partners.</p>	<p>GMP Improvement Plan</p> <p>Operation Avro</p> <p>GMP POAP Board.</p>

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		building trust with communities.	Neighbourhood policing review is currently underway with recommendations to 'protect' neighbourhood policing teams through a policy of 'no abstractions and other recommendations to 'standardise and professionalise' neighbourhood policing following the public consultation.	
3.	Improve Services to victims	<ul style="list-style-type: none"> • Ensure victims receive the support they deserve and put things right when things go wrong as outlined in the new Victim's Law. • Address inequality in access to victim services by recommissioning victim support services based on victim feedback and ensuring they reflect the needs of people facing inequalities who might need more bespoke services. • Hold ourselves to account using the Victims' Code and through our Victim Survey. • Give all victims the contact details of the police officer who is looking after their case. 	<p>In order to further outline the rights of Victims and Witnesses, as underlined by Victims Code of Practice, the 'Help and Support to Victims' booklet, provided at the point of the crime is being recorded in different formats and languages. Victims Right to Review - GMP are an early adopter Force with an online form to simplify the process and reduce delay in responding to issues raised.</p> <p>The Justice and Rehabilitation Executive is considering how to deliver accountability across the criminal justice system through the Victim Code metrics and this will be reported on in September 2022.</p> <p>A service provider for the Victims services is currently being identified with an estimated service start date of December 2022. The service will be co-located with GMP.</p> <p>A 'Champions approach' is being developed with our Sexual Violence Harm Reduction Group to increase access to services and tailor services to diverse needs.</p>	<p>Virtual consultation, with discussion and issues raised /resolved via Governance boards such as the Justice and Rehabilitation Executive (JRE) and Local Criminal Justice Board (LCJB)</p> <p>Wider GMP training and workforce development</p> <p>Victims Service Gateway Project Implementation Board</p> <ul style="list-style-type: none"> • Gender Based Violence (GBV) Strategy • Victim Services Reassurance and Resilience Group • JRE

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		<ul style="list-style-type: none"> • Improve how victims are kept informed of progress in their case. • Consult on whether to appoint a Victims' Champion to provide independent challenge to our approach and promote the interests of victims • Develop safe and supportive care when victims are in court. 	<p>The Deputy Mayor commissioned a GM-wide Victim survey and results have informed the design of new services. The areas of contact with GMP that require most focus were identified as:</p> <ul style="list-style-type: none"> • Practical guidance and expectation setting • Emotional support and reassurance • Keeping victims informed <p>Victim satisfaction is being considered as part of the re-commissioning of the Policing and Community Safety Survey which is in the early stages of stakeholder engagement. A combination of annual survey, 'deep dives' and focus groups are under consideration. The focus will be on diverse communities; young people; undertaking a stock take and consultation including results of external surveys.</p> <p>GMP Compliance with the Victims Code is a key measure against the HMICFRS Victim Services Assessment report. GMP implemented a rigorous audit process, where progress can be scrutinised to individual officer level.</p> <p>All GMP officers and frontline staff are issued with cards that are used to provide contact details and outline the support available to victims. A text service is also available.</p>	<ul style="list-style-type: none"> • The Sexual Violence Harm Reduction (SVHR) Steering group • GMP Improvement plan - Wider GMP training and workforce development <p>Link into Crime Futures work</p> <p>GMP Victim Satisfaction portfolio</p> <p>Link to development of Prevention Hubs</p> <p>Making a Difference Toolkit</p> <p>Domestic Abuse Coordinators SVHR Steering Group GMP VSC</p>

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			<p>Throughout July 2022 there will be an internal GMP campaign with officers and staff to emphasise the importance of providing timely updates to victims.</p> <p>Additional funding has been provided for Medium Risk Independent Domestic Violence Advocates (IDVAs) across Greater Manchester. We also received additional funding from the Ministry of Justice for domestic abuse and sexual violence support services. This enabled support to be provided to specialist organisations, improved links between domestic abuse and sexual violence services and development of a ‘cultural champions’ training offer.</p> <p>Regular meetings have been held with the Victim Services Reassurance and Resilience Group to understand the ongoing needs of community and how frontline services can best support victims.</p> <p>The new Victim service will accept self and third-party referrals as well as police referrals (as do many of the sexual and domestic violence support services such as St Mary’s SARC).</p> <p>Support services are also in place for victims of Domestic Abuse that do not pursue a criminal justice outcome.</p>	

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			<p>The Sexual Violence Harm Reduction Group is helping to co-design an integrated approach across the sector. A 'Communications and Engagement' post has been funded to support campaigns and coordination.</p> <p>A digital programme linked to the new Victim service is being commissioned by the Deputy Mayor which will seek to develop an online portal for victims so that they can be referred to the most appropriate service and also self-refer, regardless of whether they report to the police.</p>	
4.	Improve services to victims of sexual violence and domestic abuse	<ul style="list-style-type: none"> Undertake an end-to-end review to inform the redesign of these services. 	<p>Sexual Violence The 'End-to-End Rape and Serious Sexual Assault Offences Review' was approved in December 2021 and work has now commenced. The review is a multi-agency approach jointly led by GMP, the GMCA and CPS. A Rape and Serious Sexual Offences (RASSO) review round table in August, chaired by the Deputy Mayor, will drill down on a 'Suspect Focused', approach. A new approach to governance is being implemented with partners to ensure effective accountability is in place.</p> <p>Domestic Abuse A key priority within the Standing Together Plan and the Gender Based Violence (GBV) strategy, is improving services provided to victims of domestic abuse. The GBV Board has defined its</p>	<p>3 review leads – Alison Connelly, Criminal Justice Principal GMCA; Michaela Kerr Head of Public Protection GMP and Howard Gough - Head of CPS North-West RASSO Unit</p> <p>RASSO Roundtable</p> <p>JRE</p>

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			<p>priorities for the next 12-18 months and in terms of improving services this will apply to those provided to minoritised and marginalised women, older people and people with disabilities; developing a specific plan for male victims, policing services, health services and housing.</p> <p>A Male Domestic Abuse Working Group, led by the Trafford Victim Services Co-ordinator, GMP and Mankind Initiative has been set up to develop the bespoke male plan and the GM Domestic Abuse Housing Reciprocal has received approval and implementation and this is now being prioritised.</p> <p>Through successful Ministry of Justice funding bids in 2021/22 and 2022/23 we have expanded funding provided to IDVA / domestic abuse services leading to additional capacity to support people within the system.</p> <p>Further to the above a new Principal Officer focussing on 'Victims and Vulnerability' will start in post. The role holder will focus on assessing how GM can improve the services provided to victims of domestic abuse, working with key partners and stakeholders.</p>	
5.	Protect vulnerable people from criminal exploitation	<ul style="list-style-type: none"> Help victims of modern slavery and human trafficking to recover by 	A 'Justice and Care Victim Navigator' is in place to provide support to victims of exploitation. The service supports victims to engage with the police	Greater Manchester Serious and Organised Crime Strategy 2022/25

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		<p>providing safe accommodation, assistance, counselling, and specialist advice.</p> <ul style="list-style-type: none"> • Offer support services to people who are more vulnerable to exploitation because of homelessness, poverty, drugs, alcohol, and gambling addictions. • Prevent more people becoming victims of fraud. • Raise awareness of hate crime, the harm it causes, promote how people can report it and improve the access to support for victims. • Develop partnership approaches to get to the root causes of why people go missing. 	<p>and other services in order to provide accounts of their experiences that can then be further investigated, and offenders brought to justice.</p> <p>Current focus on collating data and information to build our understanding of Modern Slavery and Human Trafficking (MSHT) and needs of victims to understand specialist support requirements.</p> <ul style="list-style-type: none"> • Project Honeycomb MSHT Data contract operational for 14 months. First annual report provided. • Honeycomb has access to GMP data, plus data from five GM VCSE organisations working with potential victims. • Rochdale housing pilot, part funded by Home Office Modern Slavery funding (up to March 2022) continues to offer emergency accommodation for victims of MSHT, primarily victims of cuckooing in their own home. <p>Working with the 'Homelessness Strategy' Principal officer to identify opportunities to include survivors of MSHT in implementation of Homelessness Prevention Strategy.</p> <p>Working with colleagues across Public Service Reform, Health, and GM Integrated Rehabilitation Services to address multiple disadvantage inclusive of focused work on improving service</p>	<p>Greater Manchester Homicide Prevention Strategy</p> <p>Project Honeycomb end user engagement workshops and project plan</p>

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			<p>offers for those with co-occurring substance misuse and mental health conditions.</p> <p>Funding provided to scope expansion of the Scambusters volunteers model into districts – providing prevent messaging and support direct to local communities. Also refreshing content online to provide prevent messaging and resources and scoping a new fraud prevent campaign for GM.</p> <p>Raising awareness of hate crime and how to report it and receive support (through www.letsendhatecrime.com partnership website) remains a key priority for the GM hate crime partnership. £150k committed for 2022/23 in activities to raise awareness and encourage respect and understanding through 100's of community events and central communications campaigns.</p>	
6.	Protect vulnerable young people	<ul style="list-style-type: none"> • Safeguard young people and families with complex needs to prevent exploitation and abuse. • Improve the service to victims of child sexual exploitation and abuse. • Deploy youth work 'Navigators' in Accident and 	<p>Complex Safeguarding teams in each local authority, with 'Trusted Relationship' psychologists and five areas also having 'Adverse Childhood Trauma Training' (ACT) embedded in their approach.</p> <p>GM Safeguarding Hub peer review programme currently underway 2022-23. Completed 40 audits as part of 2021-22 programme that are now being analysed for local workforce</p>	<p>The contract is currently delivered by Oasis until end Oct 2022. A new service provider is currently being identified to be in place from November 2022.</p> <p>Progress is monitored through the VRU's</p>

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		<p>Emergency (A&E) departments and in the community to support young people who have been a victim of knife crime or other forms of serious violence.</p> <ul style="list-style-type: none"> • Co-design knife crime and violence reduction campaigns with young people. • Invest in community-led approaches and grass roots activity to reduce violence. 	<p>development issues and wider systemic points that GMCA can help with.</p> <p>Plans underway to embed Complex Safeguarding Hub within GMCA.</p> <p>The Adolescent Delivery Hub of the GMCA Children’s plan is developing an Adolescent Safeguarding Framework in 2022/3 to assist in the development of consistent standards across GM.</p> <p>The Violence Reduction Unit (VRU) is also developing a pilot primary school transition project to support vulnerable children and a parental support offer for GM to support those families in dealing with the risk of extra familial harm and exploitation.</p> <p>Since the pilot began in May 2021 with 4 hospital Navigators, additional Home Office ‘Teachable Moments’ funding (received in Oct 21), enabled staffing to increase to 8 FTE Navigators, incorporating community-based referrals. The new contract for the Navigator service will include an expanded and enhanced service across from November 2022 until March 2025, with 12 FTE Navigators working across hospitals and the community (40 hospital and 40 community referrals expected per</p>	<p>Health and Wellbeing Delivery Group.</p> <p>Hitch Marketing were commissioned to design the ‘I am Greater’ Campaign overseen by the VRU Comms Lead.</p> <p>The ‘Community Led’ pilots are being developed through investment in grass roots activity which places communities at the heart.</p> <p>Progress is monitored via the VRU VCSE Coordinator and the Community Delivery Group and is overseen by the VRU Governance Board.</p>

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			<p>month). Manchester Metropolitan University (MMU) are currently preparing a 12-month evaluation of the service.</p> <p>371 hospital referrals were received between 1 May 21 and 31 May 22, of which 260 were male, and 111 female. The majority were aged between 11-19 years old. 81 community referrals were received between 1 Sept '21 to 31 May '22, of which 51 were male, and 30 female. The majority were aged between 11 and 19 years old</p> <p>The VRU's '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.</p> <p>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. #SpeakingOutCouldSaveALife targeted ad campaigns have engaged young people across various platforms such as in Bury, it achieved 89,974 impressions, 4,49 views, 437 swipe ups,</p>	

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			<p>and 132,842 impressions, 10,011 views, 986 swipe ups in Rusholme and Moss Side.</p> <p>The VRU's innovative 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. Oldham and Bury are at investment stage and have identified areas of focus. Tameside and Wigan are in scoping and asset mapping stage whilst Trafford is at the early engagement stage. It is planned that all ten areas will be live, including Rochdale and Stockport, by the end of the calendar year.</p>	
7.	Improve how police, criminal justice, and community safety services work with mental health services	<ul style="list-style-type: none"> • Develop the right mental health pathways at all levels so that people suffering from mental ill health get the support they need from the people best trained to help them. • Focus on practical solutions that address mental health needs and reduce the impact these have on frontline policing. 	<p>Good progress has been made between GMP and the mental health system in developing more effective mental health pathways. For example: -</p> <ul style="list-style-type: none"> • Progress has been made in developing triage and mental health support directly from the Force Contact Centre • Progress has been made through mental health joint response vehicles, which entails a mental health nurse attending an incident with a police officer, with funding extended 	Delivered through the GM Responding to Crisis Mental Health Steering Group reporting into the GM Mental Health Commissioning Board.

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			<ul style="list-style-type: none"> GMP have established new pathways with crisis cafes and voluntary and community sector provision. <p>However, section 136 suite availability remains a challenge for service delivery and this is being pursued by GMP and GMCA through the GM Mental Health, Learning Disability & Partnership Board.</p>	
8.	Governance and Accountability	Transparency, accountability and reporting	<p>Bi-annual police accountability meetings held in Oldham and Salford. Manchester City Council scheduled for September 2022.</p> <p>Strengthened local accountability of GMP through district Chief Superintendents.</p> <p>Agreed programme of deep dive thematic reports in place for the Police, Fire and Crime Panel and Steering Group.</p> <p>Performance scorecard reported to Police and Crime Panel every meeting against each priority of the plan.</p> <p>Strengthened engagement by GMP in equality panels with a focus on the GM Gender Based Violence Board and the GM Race Equality Panel</p>	<p>Police Accountability meetings</p> <p>Equality Panels and Boards</p>