

GMP Performance Report

July 2023



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1. Introduction

This report aims to provide the Greater Manchester Deputy Mayor’s Executive Meeting with a strategic update on the performance of Greater Manchester Police (GMP).

Key performance indicators are mapped against the themes of the GMP ‘Plan on a Page’. Data for the GMP indicators is reported from GMP force systems which are updated monthly.

Measures relating confidence, feelings of safety and satisfaction are from the public Greater Manchester Policing and Community Safety Survey and are reported quarterly.

A high-level summary of performance is presented, which describes performance over the most recent 12-month rolling period, the most recent 3-month period, and the most recent month. Indications of the direction of change and whether these are statistically significant are also presented, by comparing the most recent:

- Rolling 12 months with the previous rolling 12 months
- 3 months with the previous 3 months (e.g. October to December versus July to September)
- Discrete month with the 12-month average

As noted, public survey data is reported quarterly in ‘Waves’ quarterly and so change between the most recent and previous Waves is considered.

Where an indicator displays a statistically significant change across one or more of the comparison periods this is considered a performance exception and further detail is provided on these cases in the ‘Exception reporting’ chapter.

Increase (statistically significant)	↑
Increase (not statistically significant)	↑
Decrease (statistically significant)	↓
Decrease (not statistically significant)	↓
No change	↔

2. Key performance indicators

Key performance indicators (Data to end of June 2023)	Rolling 12-month performance	Direction and significance of change (latest 12 months vs previous)	Rolling 3-month performance	Direction and significance of change (latest 3 months vs previous)	Latest month performance	Direction and significance of change (latest month vs 12-month avg)
Respond to incident and emergencies						
Number of 999 emergency calls	623,681	↓	167,840	↑	61,013	↑
999 call average speed of answer	0:00:06	↓	0:00:04	↓	0:00:06	↓
Number of non-emergency calls	841,684	↓	223,367	↑	79,109	↑
Non-emergency call average speed of answer	0:01:18	↓	0:00:50	↓	0:00:52	↓
Number of immediate (Grade 1) incidents	121,225	↑	35,501	↑	12,294	↑
Immediate (Grade 1) incident average attendance time	0:10:19	↓	0:10:53	↑	0:11:12	↑
Number of priority (Grade 2) incidents	119,889	↓	36,787	↑	12,179	↑
Priority (Grade 2) incident average attendance time	2:45:21	↓	4:00:53	↑	4:17:46	↑
Deliver an outstanding service						
999 calls answered in 10 seconds (%)	89.4%	↑	90.7%	↑	86.5%	↓
Immediate (Grade 1) incidents attended in 15 mins (%)	84.0%	↑	81.2%	↓	79.6%	↓
Priority incidents (Grade 2) incidents attended in 1 hour (%)	52.2%	↑	45.7%	↓	41.8%	↓
Incident (crime codes) to crime conversion (%)	95.0%	↓	94.1%	↓	92.8%	↓
Investigate and solve crime						
Number of Stop and search encounters	35,832	↑	10,602	↑	3,515	↑
Number of arrests	61,059	↑	15,792	↑	5,369	↑
Proportion of crime outcomes 'solved'¹						
Total crime	9.2%	↑	9.0%	↓	9.0%	↓
Neighbourhood crime	4.9%	↑	4.8%	↓	5.0%	↑
Residential burglary	6.7%	↑	6.9%	↓	8.2%	↑
Personal robbery	8.1%	↑	8.0%	↓	9.4%	↑
Theft from the person	2.1%	↑	1.5%	↓	1.5%	↓
Vehicle offences	3.8%	↑	3.8%	↓	3.4%	↓
Serious violence (robbery and violence with injury)	11.0%	↑	9.9%	↓	9.3%	↓

¹ This refers to the proportion of crime status changes that were made to show one of the following outcomes during the period: charge/summons; caution (adult and youth); offence taken into consideration; offender died; penalty notice for disorder; cannabis/khat warning; community resolution.

Hate crime	11.6%	↑	13.7%	↑	12.1%	↑
Domestic abuse	10.6%	↑	9.9%	↓	9.4%	↓
Rape	6.1%	↑	6.7%	↓	11.0%	↑
Other sexual offences	9.3%	↑	9.7%	↑	11.6%	↑
Homicide	52.2%	↓	43.8%	↑	33.3%	↓
Knife and sharp instrument crime	13.5%	↑	13.9%	↓	14.4%	↑
Crime and incident counts						
Antisocial behaviour incidents	77,182	↑	23,106	↑	7,919	↑
Total crime	370,319	↑	93,496	↑	30,285	↓
Neighbourhood crime	49,977	↓	10,980	↓	3,504	↓
Residential burglary	14,431	↓	2,540	↓	790	↓
Personal robbery	4,598	↓	1,205	↑	387	↑
Theft from the person	7,205	↑	1,924	↓	697	↑
Vehicle offences	23,743	↓	5,311	↓	1,630	↓
Serious violence (robbery and violence with injury)	35,732	↓	9,300	↑	3,120	↑
Hate crime	11,587	↓	3,107	↑	998	↑
Domestic abuse	67,024	↑	16,460	↑	5,155	↓
Rape	4,271	↑	1,123	↑	366	↑
Other sexual offences	7,621	↑	1,921	↓	702	↑
Homicide	37	↓	11	↑	4	↑
Knife and sharp instrument crime	3,844	↓	871	↑	278	↓
Deliver an outstanding service²					Latest survey	Direction and significance of change (latest survey vs previous)
Confidence in getting help from GMP in an emergency					59%	↑
Confidence in getting help from GMP in a non-emergency					39%	↑
Feelings of safety in local area					88%	↔
Feelings of safety outside local area					79%	↓
Overall satisfaction of service users					51%	↑

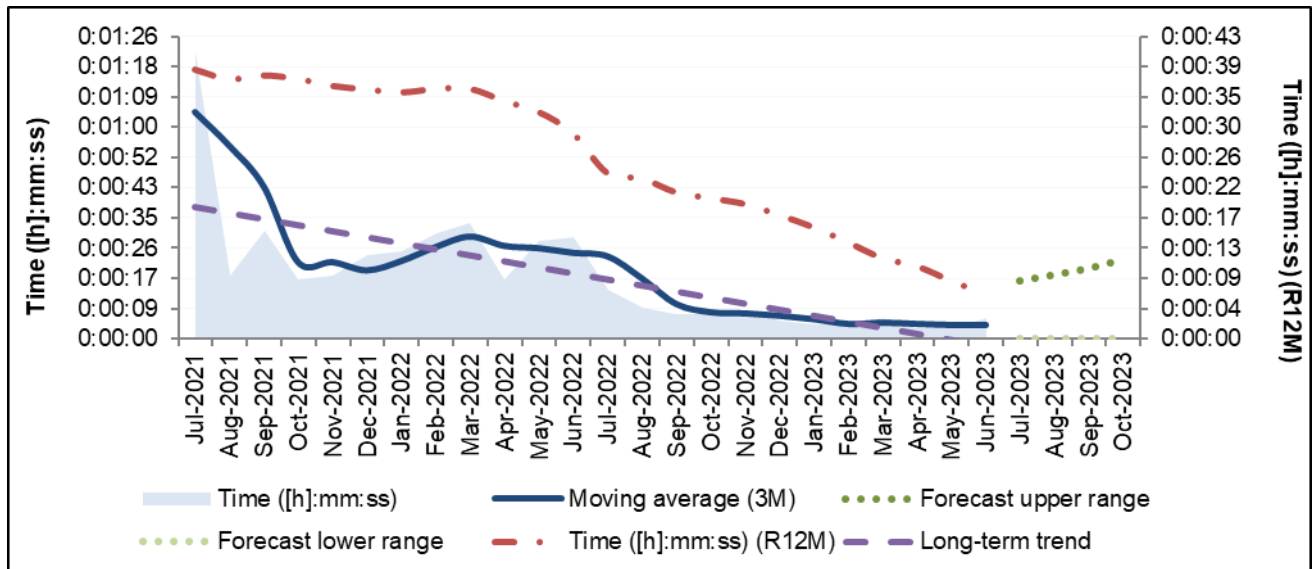
² These indicators are drawn from the GMCA Policing and Community Safety Survey and reports the findings from the latest survey Wave (quarterly), with significance of change compared against the previous Wave.

3. Exception reporting

Call handling and incident response performance

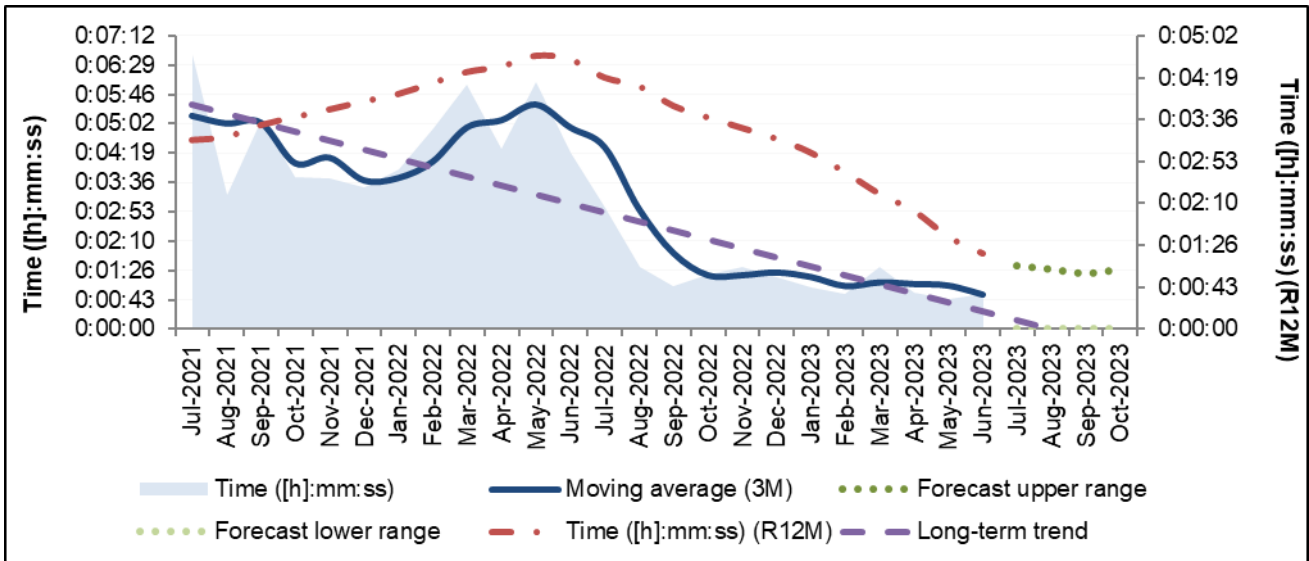
GMP has seen statistically significant performance changes in these areas of business. These performance exceptions are described in more detail below.

GMP 999 average (mean) answer time, July 2021 to June 2023



- GMP has seen reduction a reduction in 999 average speed answer (ASA).
- This year 623,681 calls – last year 643,467
- A reduction of 19,786 (3.1%) fewer calls
- There were 167,840 calls to 999 April-June 2023, compared with 142,275 January-March
- An increase of 25,565 more 999 calls (around 18% more)
- Latest 12 months ASA 6 seconds – Previous 12 months 29 seconds
- June 2023 was 6 seconds – June 2022 was 29 seconds
- This year 89.4% of 999 calls answered in 10 seconds – Last year 66.0%
- June 2023 saw 86.5% answered in 10 seconds – June 2022 was 63.7%

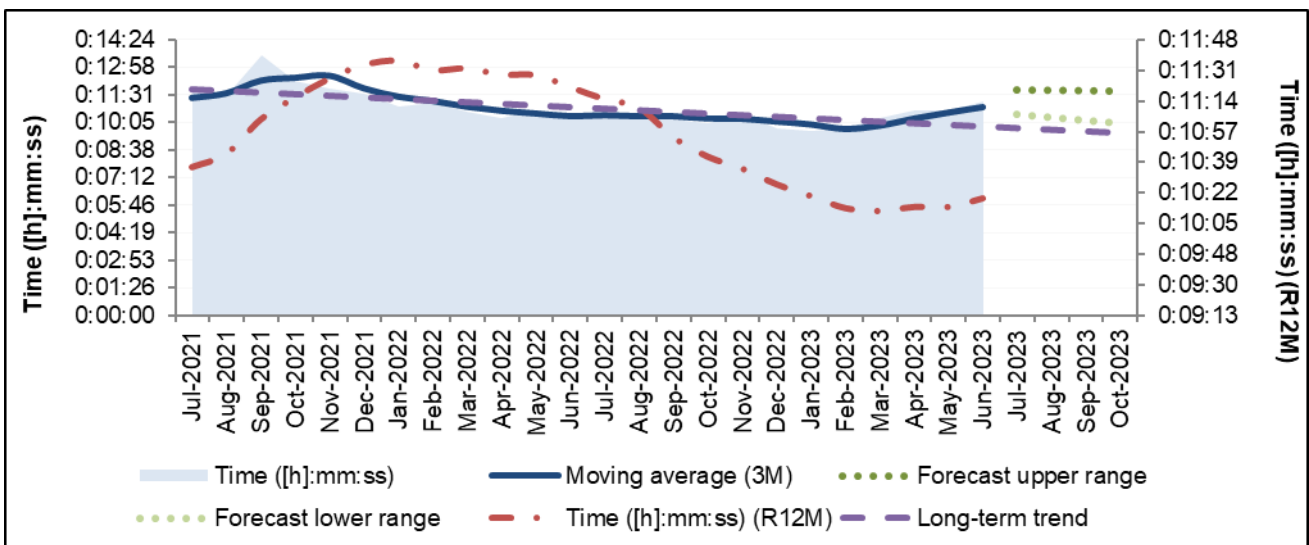
GMP non-emergency average (mean) answer time, July 2021 to June 2023



- GMP has seen statistically significant reductions in non-emergency call volume and ASA
- This year 841,684 calls – last year 919,545
- A reduction of 77,861 (8.5%) fewer calls
- Latest 12 months ASA 1 mins 18 secs – Previous 12 months 4 mins 39 secs
- June 2023 was 52 secs – June 2022 was 4 mins 19 secs
- June 2023 (52 secs) was statistically significantly faster than the 12-month average (1 min 18 secs)

Graded response performance

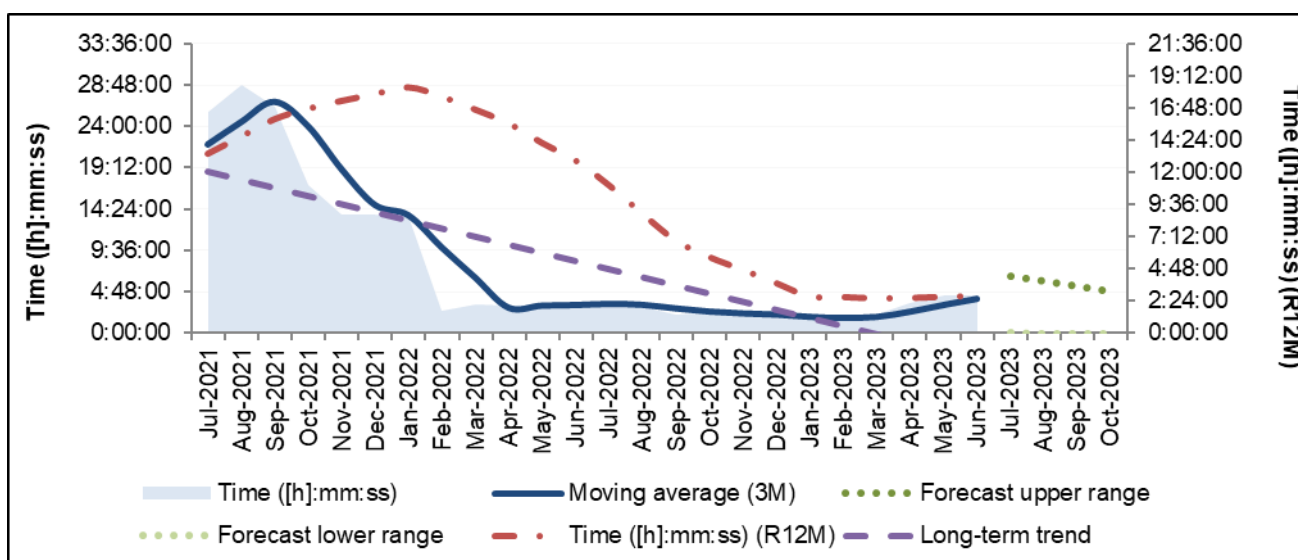
GMP Grade 1 average (mean) attendance time, July 2021 to June 2023



- This year 121,225 Grade 1 incidents, last year 115,619 (reduction of 4.8%)
- April-June 2023 there were 35,501, compared with January-March 27,281 (a statistically significant 30.1% increase)
- June 2023 saw 12,294 Grade 1 incidents, with 9,846 in June 2022

- June 2023 (12,294) was statistically significantly higher, 21.7% more, than the 12-month average (10,102)
- Latest 12 months average Grade 1 attendance time 10 mins 19 secs – Previous 12 months, 11 mins 22 secs (a statistically significant decrease)
- April-June 2023 average attendance time 10 mins 53 seconds, compared with January- March 9 mins 54 seconds (a statistically significant increase)
- June 2023 was 11 mins 12 secs – June 2022 was 10 mins 14 secs
- This year 84.0% Grade 1 attended to service level (15 mins) – Last year 78.6% (a statistically significant increase)
- April-June 2023 81.2% attended in 15 mins, January-March 85.8% (a statistically significant decrease)
- June 2023 saw 79.6% attended in 15 mins – June 2022 was 83.8%

GMP Grade 2 average (mean) attendance time, July 2021 to June 2023

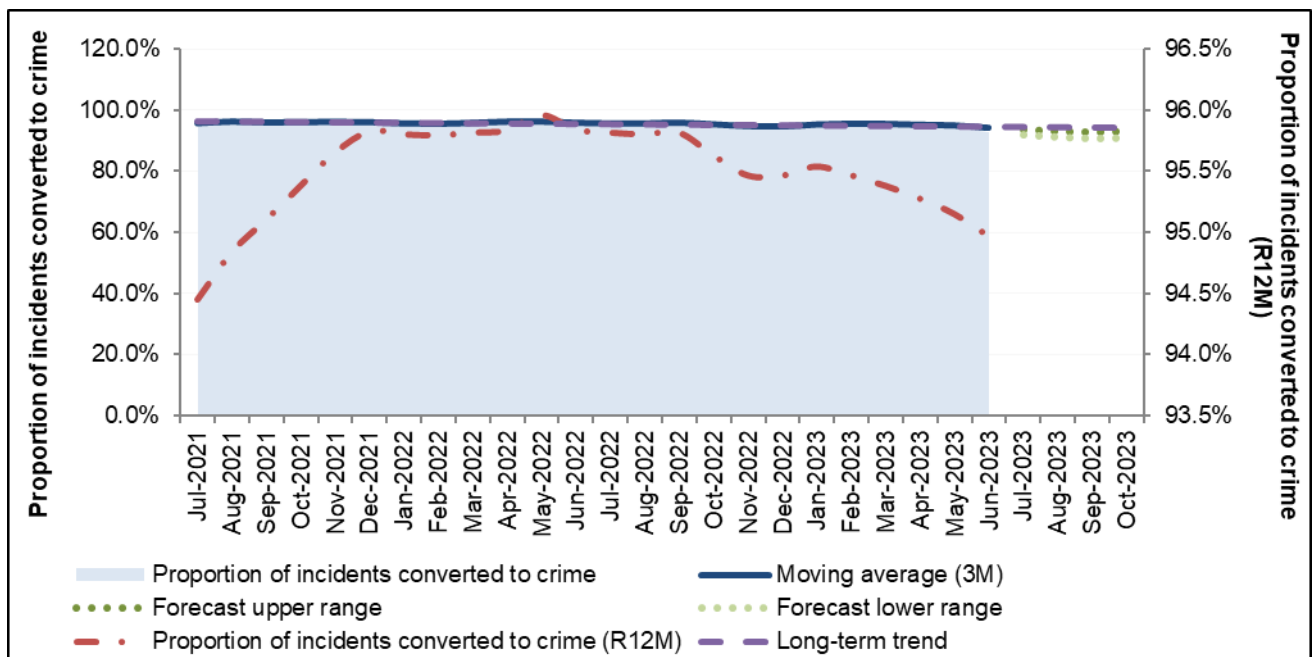


- This year 119,889 Grade 2 incidents, last year 207,533 (a statistically significant reduction of 42.2%)
- April-June 2023 there were 36,787 compared with January-March 28,472 (a statistically significant increase of 29.2%)
- June 2023 saw 12,179 Grade 2 incidents, with 10,196 in June 2022
- June 2023 (12,179) was statistically significantly higher, 21.9% more, than the 12-month average (9,991)
- Latest 12 months average Grade 2 attendance time 2 hours 45 mins 21 secs – Previous 12 months, 12 hours 53 mins 56 secs (a statistically significant decrease)
- April-June 2023 average attendance time 4 hours 0 mins 53 seconds, compared with January-March 1 hour 54 mins 58 seconds (a statistically significant increase)
- June 2023 was 4 hours 17 mins 46 secs – June 2022 was 3 hours 26 mins 38 secs

- June 2023 (4 hours 17 mins 46 secs) was statistically significantly slower than the 12-month average (2 hours 45 mins 21 secs)
- This year 52.2% Grade 2 attended to service level (1 hour) – Last year 29.0% (a statistically significant increase)
- April-June 2023 45.7% attended in 1 hour, January-March 59.2% (a statistically significant decrease)
- June 2023 saw 41.8% attended in 1 hour – June 2022 was 43.9%
- June 2023 (41.8%) was statistically significantly less than the 12-month average (52.8%)

Incident to crime conversion

Incident (crime codes) to crime conversion, July 2021 to June 2023

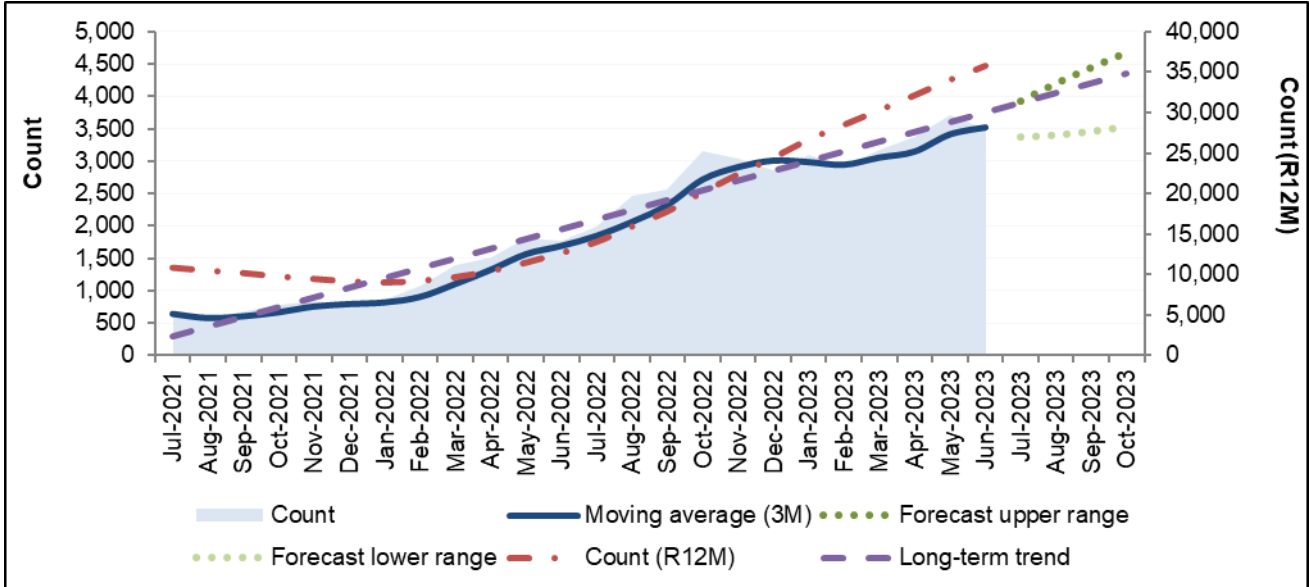


- This year 95.0% – last year 95.9% (a statistically significant decrease of 0.9%)
- April-June 2023 was 94.1% compared with January-March 95.4%
- June 2023 was 92.8% – June 2022 was 95.0%

Stop and search and arrests

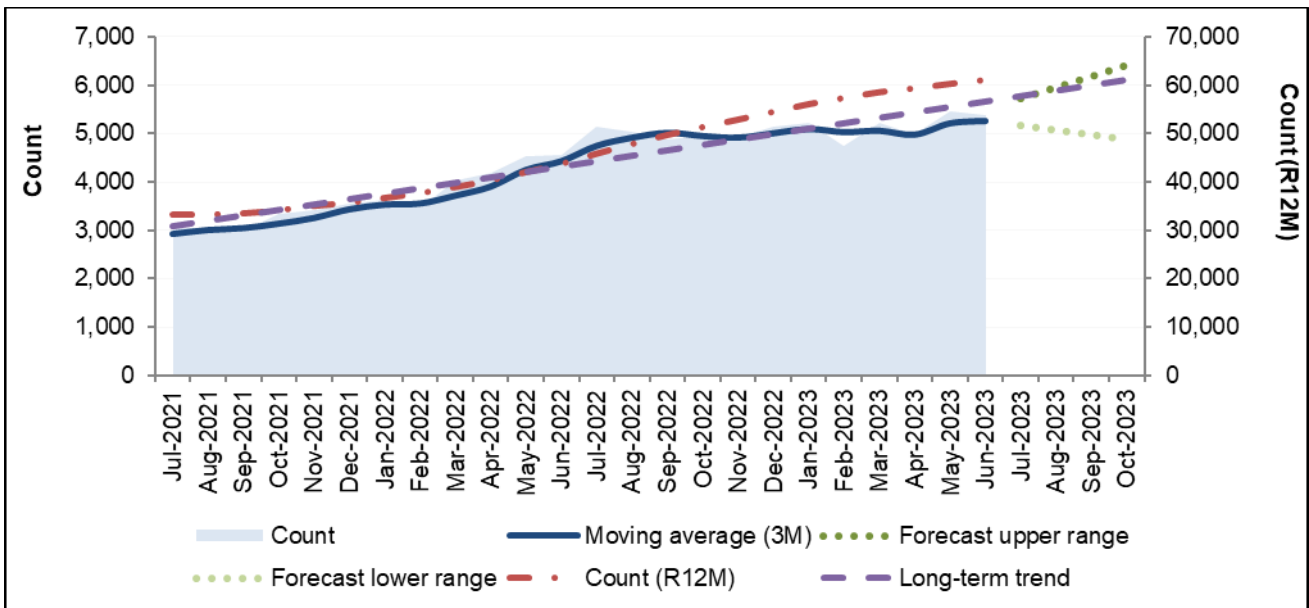
GMP has seen statistically significant performance changes in these areas of business. These performance exceptions are described in more detail below.

GMP stop and search encounters, July 2021 to June 2023



- This year 35,832 – last year 12,659 (a statistically significant increase of 183.1%)
- April-June 2023 there were 10,602, compared with January-March 9,192 (statistically significant increase of 15.3%)
- June 2023 was 3,515 – June 2022 was 1,773

GMP arrests, July 2021 to June 2023



- This year 61,059 – last year 43,813 (a statistically significant increase of 39.4%)
- April-June 2023 there were 15,792 compared with January-March 15,185
- June 2023 was 5,369 – April 2022 was 4,569
- Since July 2022 GMP has regularly recorded arrest counts of around 5,000 per month

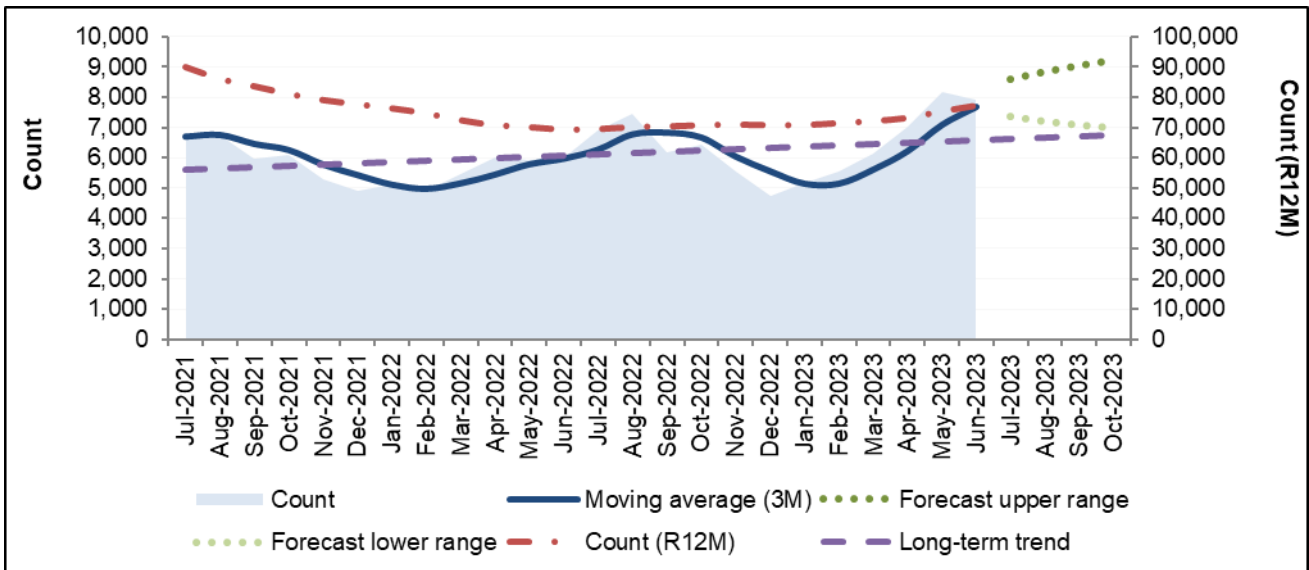
Crime recording levels

GMP has seen statistically significant crime recording performance changes in these areas of business:

- Antisocial Behaviour incidents
- Neighbourhood crime
- Residential burglary
- Theft from person
- Vehicle offences
- Homicide

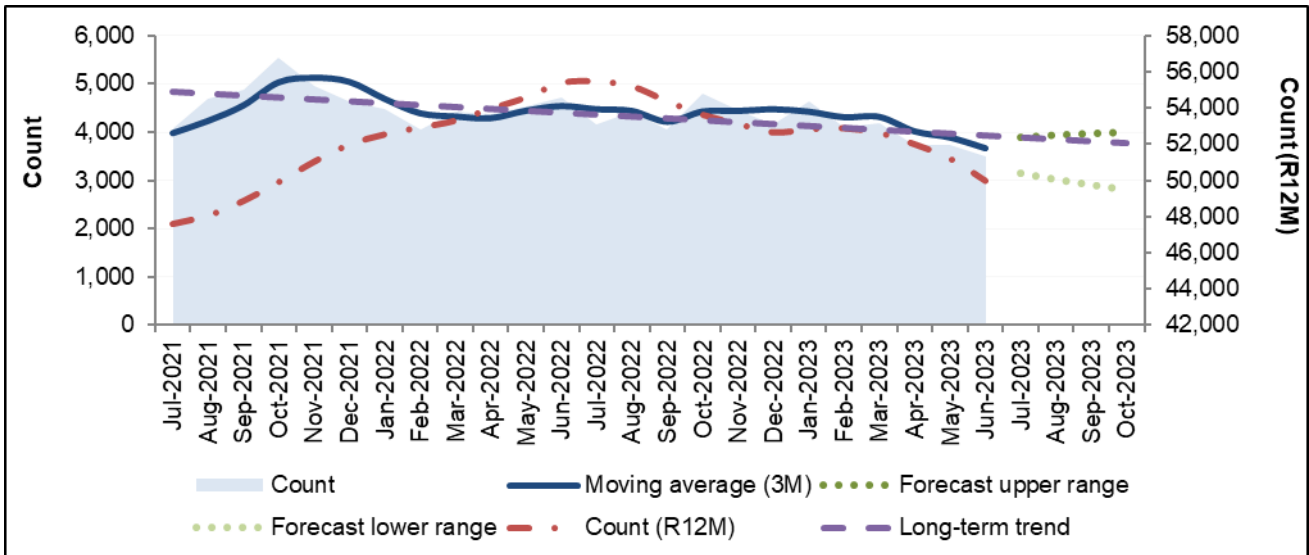
These performance exceptions are described in more detail below.

Antisocial Behaviour incidents, July 2021 to June 2023



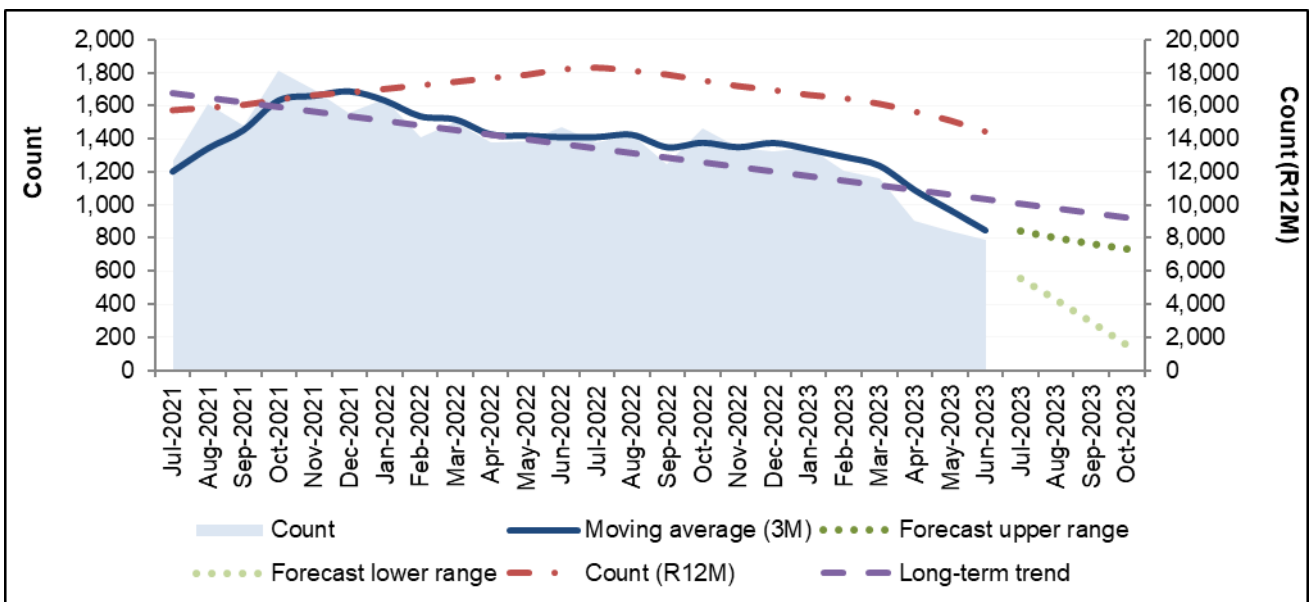
- This year 77,182 – last year 69,151
- April-June 2023 there were 23,106, compared with January-March 16,852 (statistically significant increase of 37.1%)
- June 2023 was 7,919 – June 2022 was 6,024
- June 2023 (7,919) was statistically significantly higher, 23.1% more, than the 12-month average (6,432)

GMP neighbourhood crime, July 2021 to June 2023



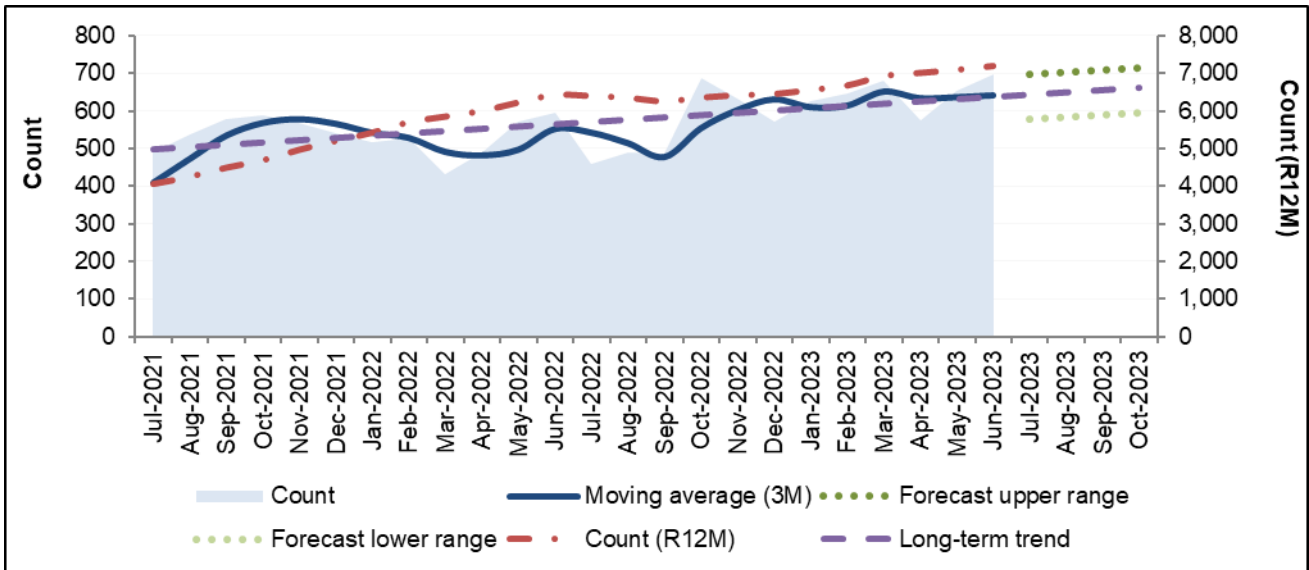
- This year 49,977 – last year 55,370 (statistically significant decrease of 9.7%)
- April-June 2023 there were 10,980, compared with January-March 12,939 (statistically significant decrease of 15.1%)
- June 2023 was 3,504 – June 2022 was 4,725

Residential burglary recorded crime, July 2021 to June 2023



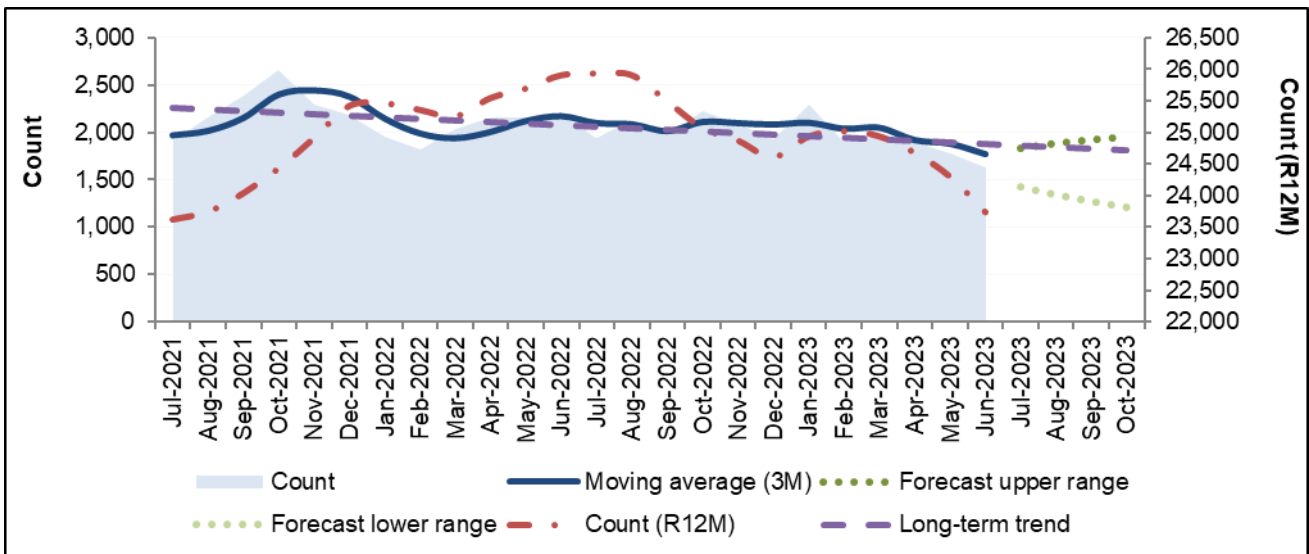
- This year 14,431 – last year 18,209 (statistically significant decrease of 20.7%)
- April-June 2023 there were 2,540 compared with January-March 3,714 (statistically significant decrease of 31.6%)
- June 2023 was 790 – June 2022 was 1,471
- June 2023 (790) was statistically significantly lower, 34.3% fewer, than the 12-month average (1,203)

Theft from person recorded crime, July 2021 to June 2023



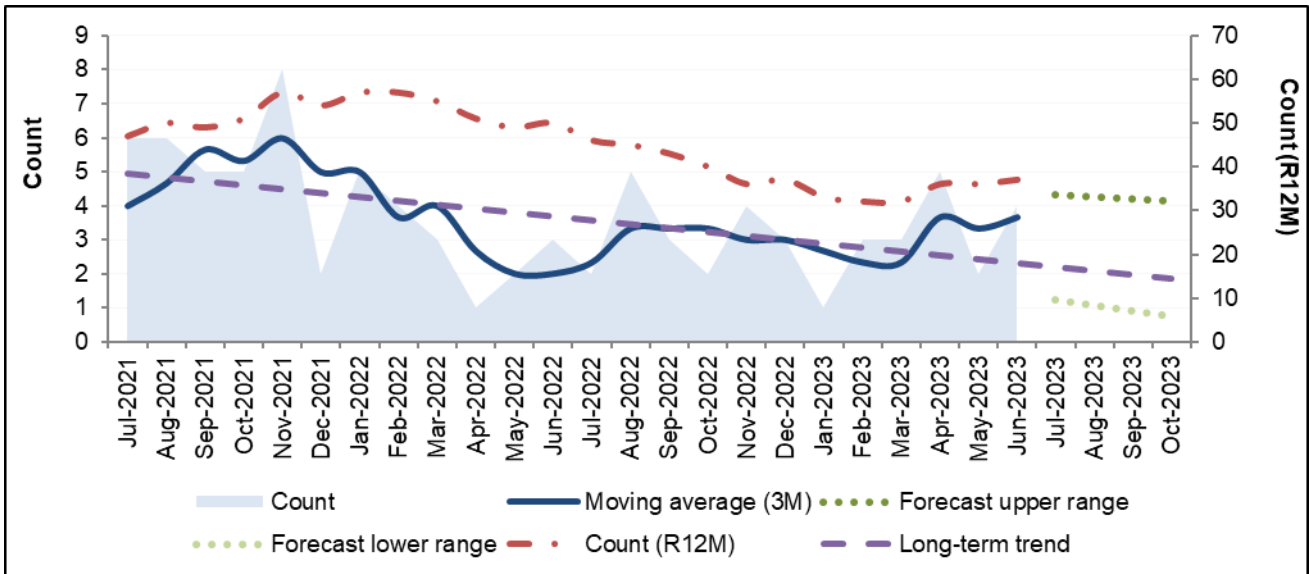
- This year 7,205 – last year 6,438 (statistically significant increase of 11.9%)
- April-June 2023 there were 1,924 compared with January-March 1,953
- June 2023 was 697 – June 2022 was 460

Vehicle offences, July 2021 to June 2023



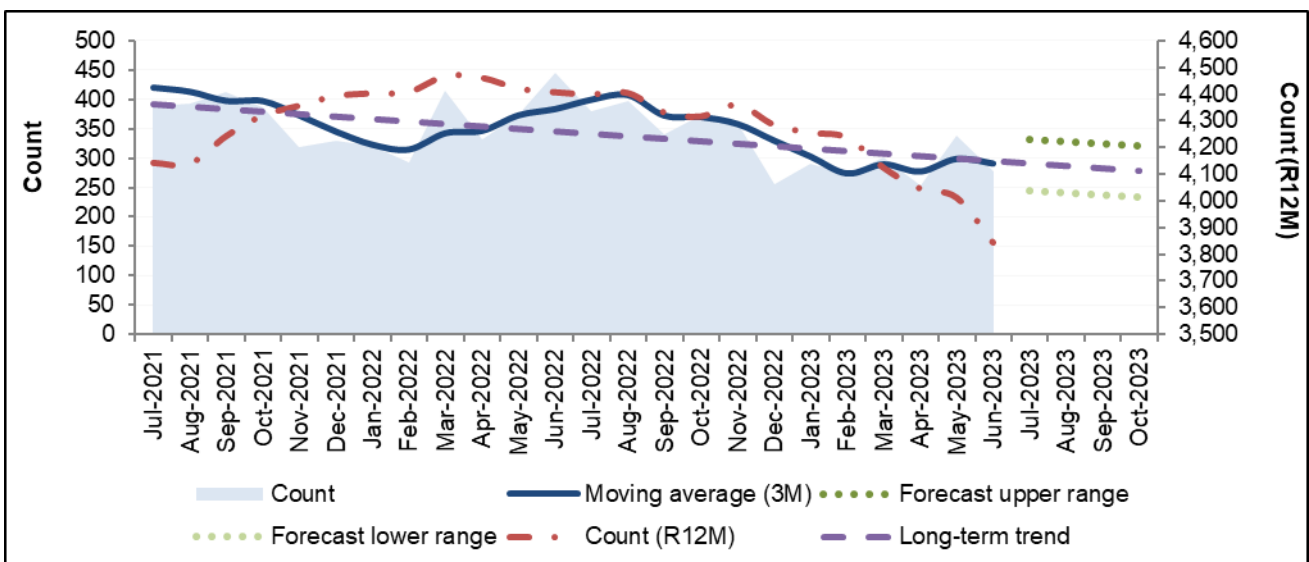
- This year 23,743 – last year 25,912 (statistically significant decrease of 8.4%)
- April-June 2023 there were 5,311 compared with January-March 6,146
- June 2023 was 1,630 – June 2022 was 2,191

Recorded homicide, July 2021 to June 2023



- This year 37 – last year 50
- April-June 2023 there were 11 compared with January-March 7
- June 2023 was 4 – June 2022 was 3
- June 2023 (4) was statistically significantly higher, 29.7% more, than the 12-month average (3)
- Given the small number of homicide crimes, caution should be taken when interpreting changes in recording levels

Knife and sharp instrument crime, July 2021 to June 2023



- This year 3,844 – last year 4,406 (statistically significant decrease of 12.8%)
- April-June 2023 there were 871 compared with January-March 867
- June 2023 was 278 – June 2022 was 380

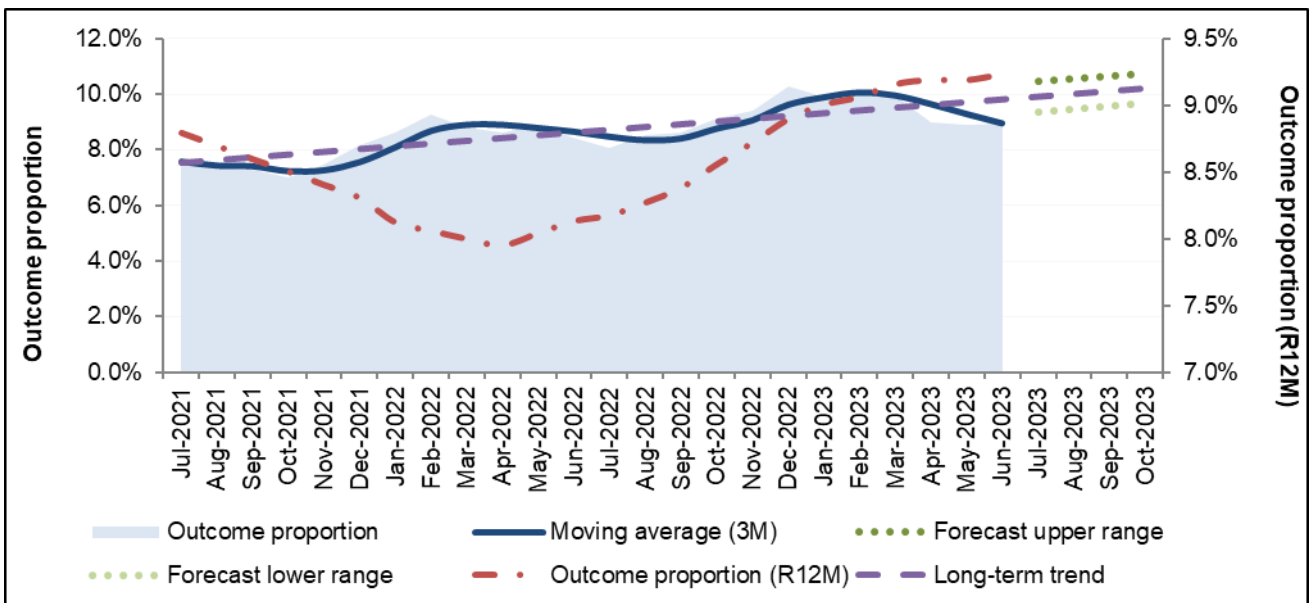
'Solved' crime outcomes

GMP has seen statistically significant 'solved' crime performance changes in these areas of business:

- Total crime
- Neighbourhood crime
- Residential burglary
- Theft from the person
- Vehicle offences
- Serious violence
- Domestic abuse
- Rape
- Other sexual offences
- Homicide
- Knife and sharp instrument crime

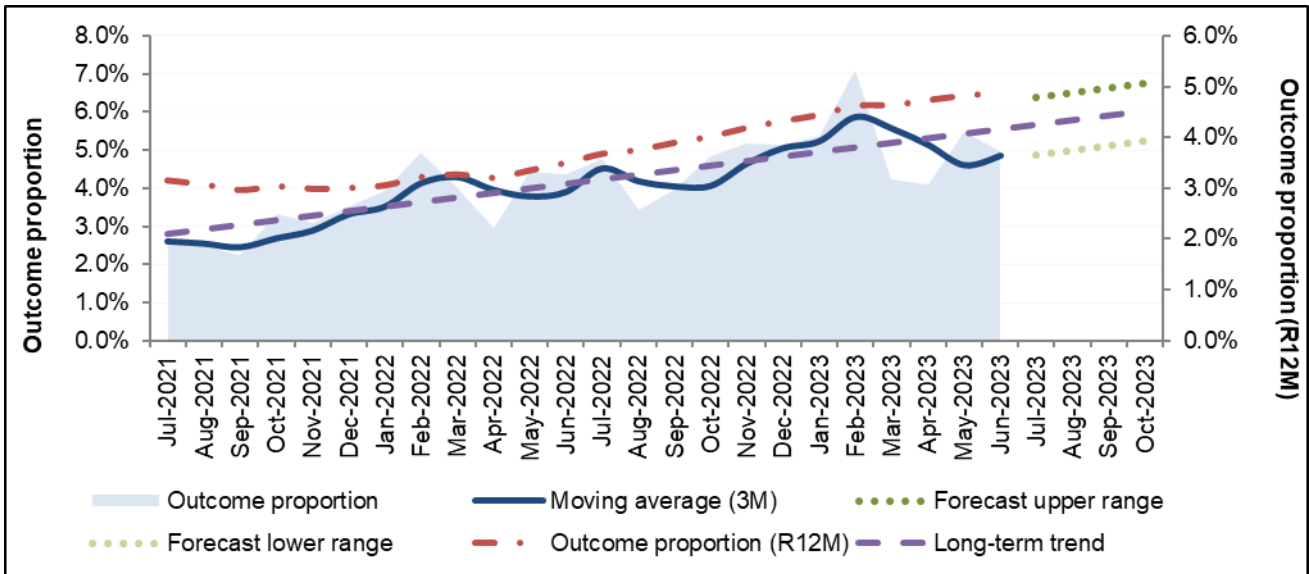
These performance exceptions are described in more detail below.

Total crime, proportion of outcomes solved, July 2021 to June 2023



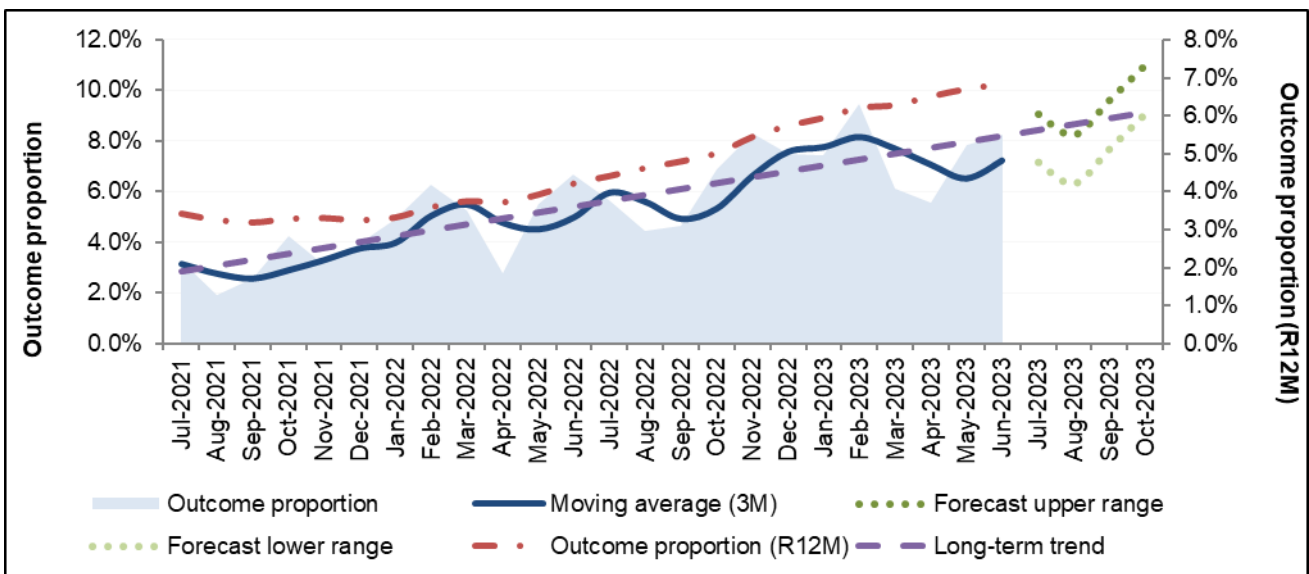
- This year 9.2% – last year 8.1% (statistically significant increase of 1.1% points)
- April-June 2023 solved proportion was 9.0% compared with January-March 10.0% (statistically significant decrease of 1.0% points)
- June 2023 was 9.0% – June 2022 was 8.4%

Neighbourhood crime, proportion of outcomes solved, July 2021 to June 2023



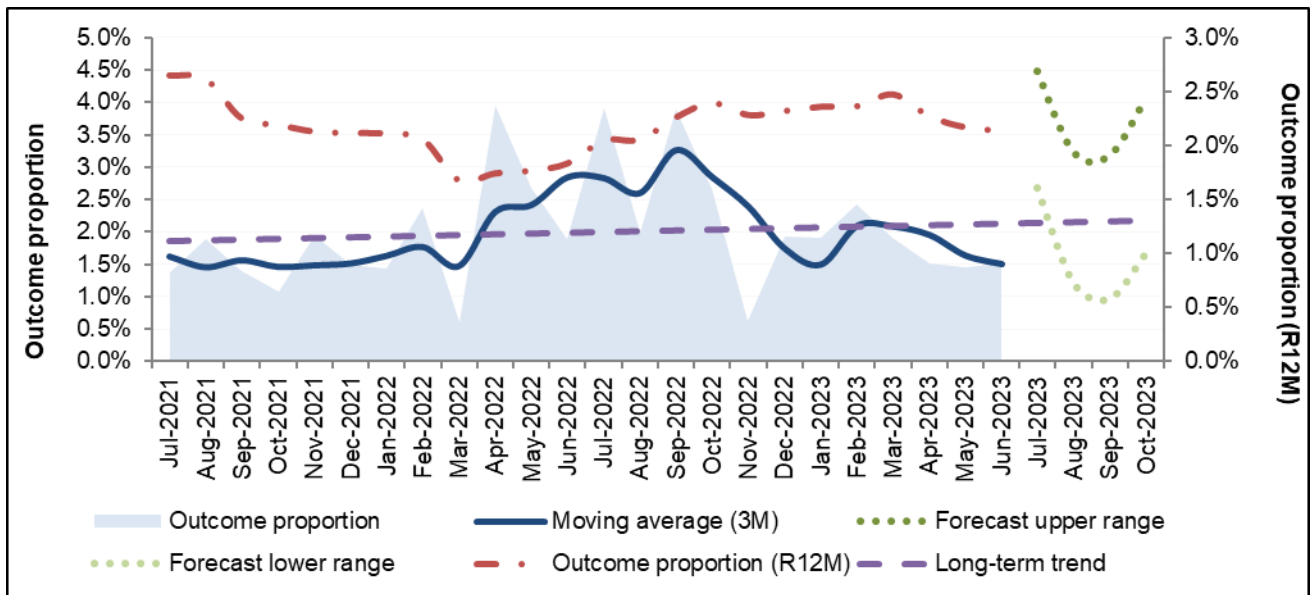
- This year 4.9% – last year 3.5% (statistically significant increase of 1.4% points)
- April-June 2023 solved proportion was 4.8% compared with January-March 5.5%
- June 2023 was 5.0% – June 2022 was 4.3%

Residential burglary, proportion of outcomes solved, July 2021 to June 2023



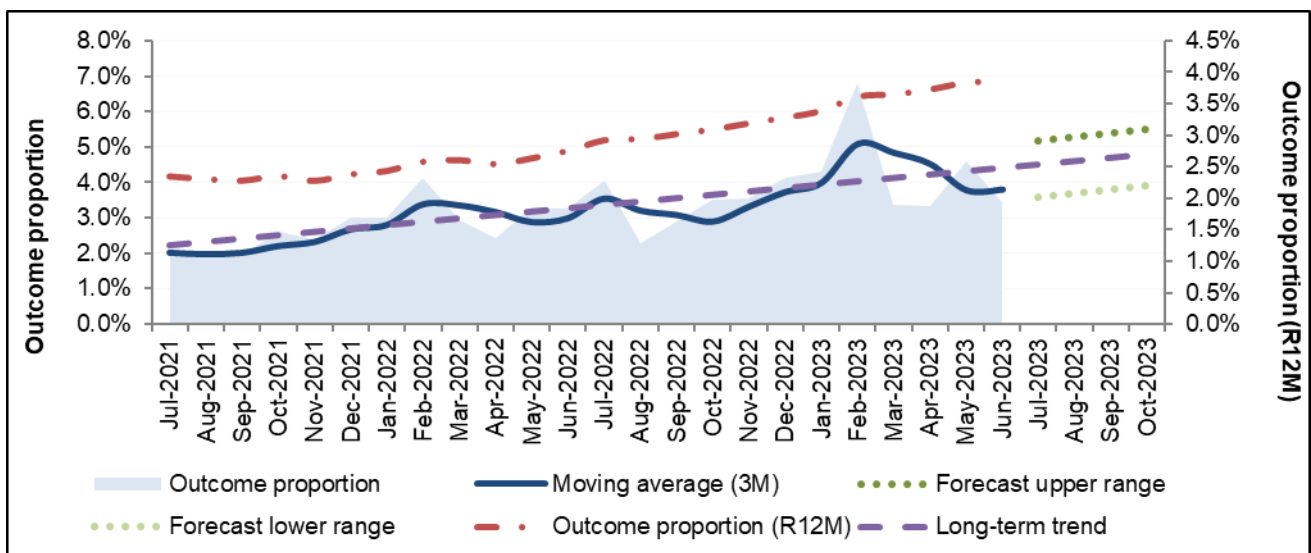
- This year 6.7% – last year 4.2% (statistically significant increase of 2.5% points)
- April-June 2023 solved proportion was 6.9% compared with January-March 7.6%
- June 2023 was 8.2% – June 2022 was 6.7%
- June 2023 (8.2%) was statistically significantly higher, 1.4%points more, than the 12-month average (6.7%)

Theft from the person, proportion of outcomes solved, July 2021 to June 2023



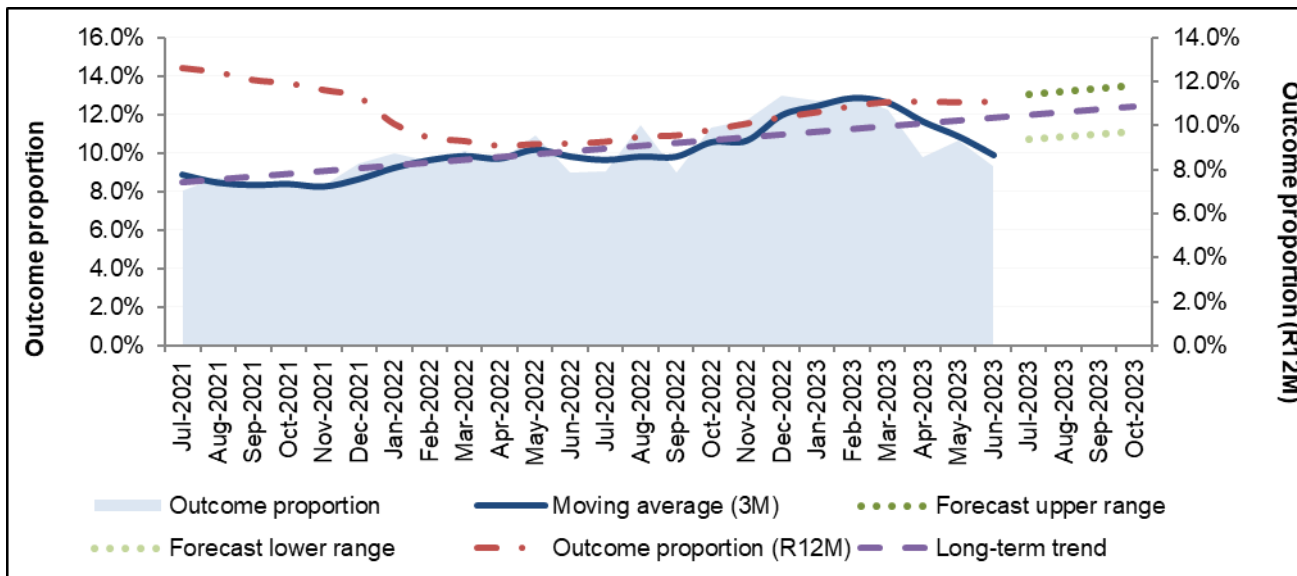
- This year 2.1% – last year 1.8%
- April-June 2023 solved proportion was 1.5% compared with January-March 2.1% (statistically significant decrease of 0.6% points)
- June 2023 was 1.5% – June 2022 was 1.9%
- June 2023 (1.5%) was statistically significantly lower, 0.6%points less, than the 12-month average (2.1%)

Vehicle offences, proportion of outcomes solved, July 2021 to June 2023



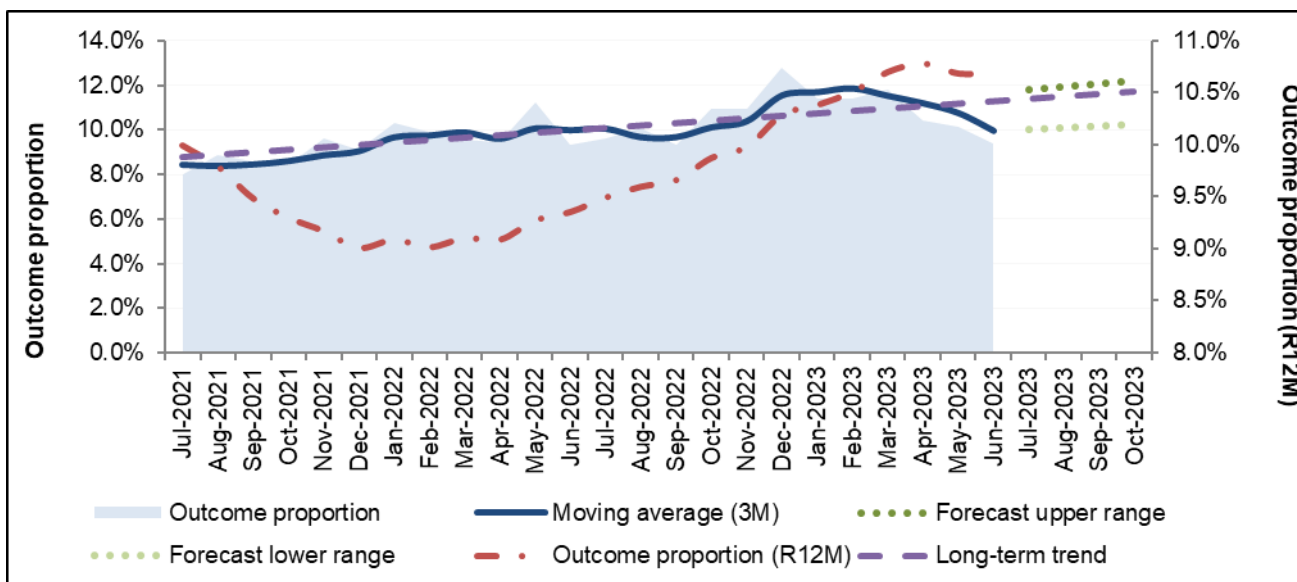
- This year 3.8% – last year 2.8% (statistically significant increase of 1.0% points)
- April-June 2023 solved proportion was 3.8% compared with January-March 4.8%
- June 2023 was 3.4% – June 2022 was 3.3%

Serious violence, proportion of outcomes solved, July 2021 to June 2023



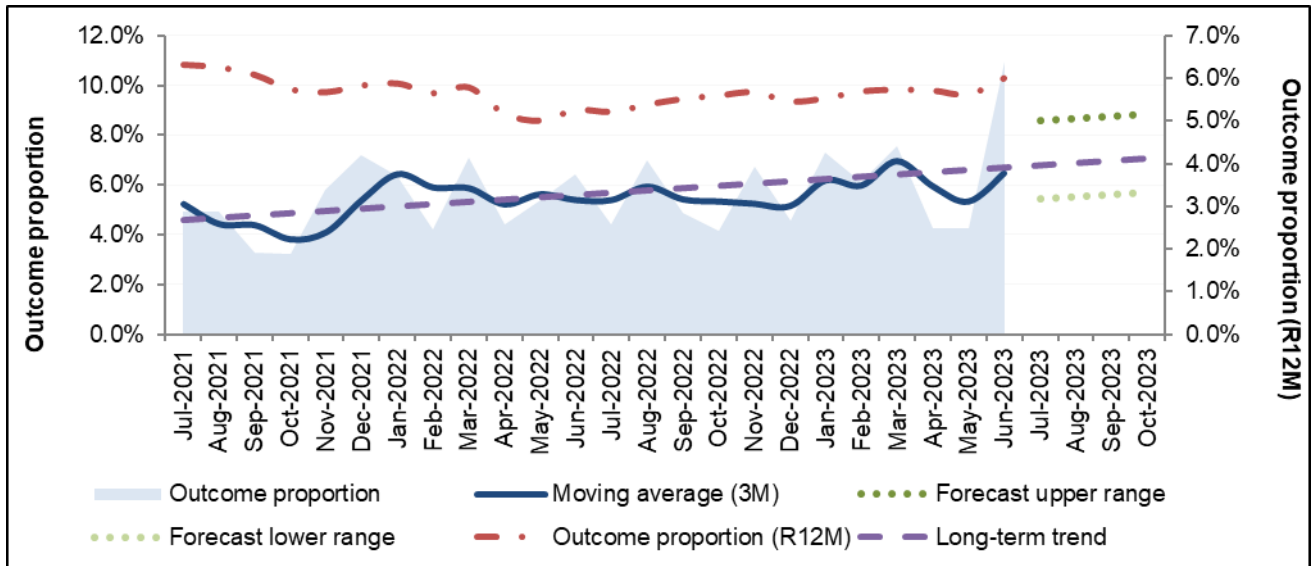
- ‘Serious violence’ is referring to a count of robbery and violence with injury offences.
- This year 11.0% – last year 9.2% (statistically significant increase of 1.8% points)
- April-June 2023 solved proportion was 9.9% compared with January-March 12.6% (statistically significant decrease of 2.7% points)
- June 2023 was 9.3% – June 2022 was 9.0%

Domestic abuse, proportion of outcomes solved, July 2021 to June 2023



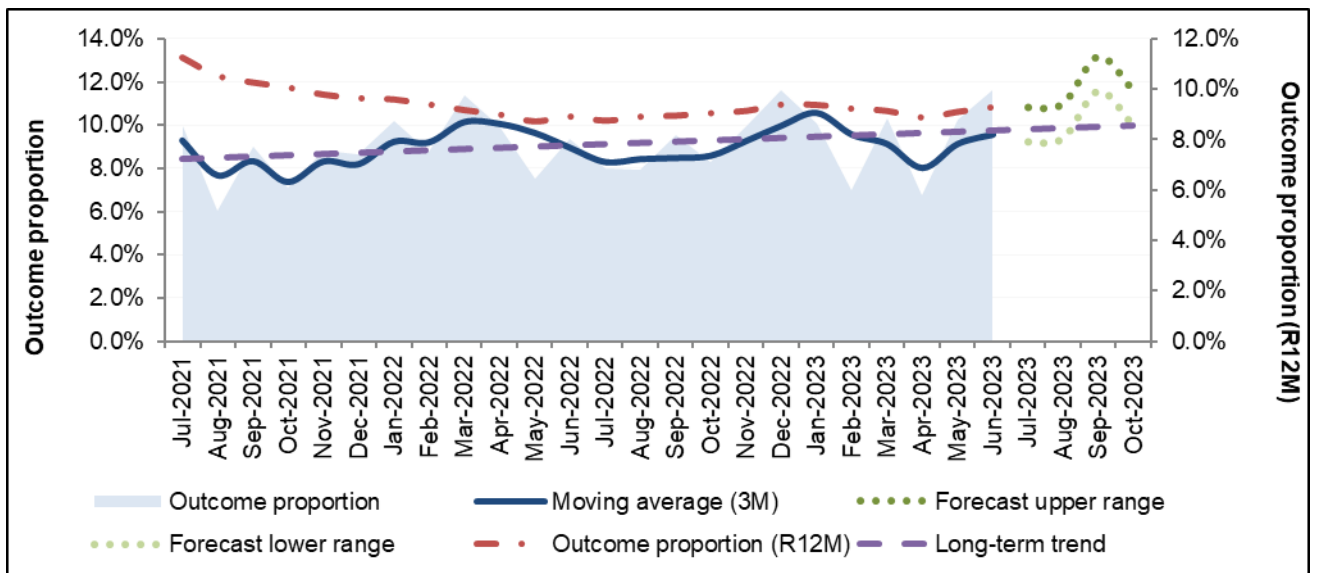
- This year 10.6% – last year 9.4% (statistically significant increase of 1.3% points)
- April-June 2023 solved proportion was 9.9% compared with January-March 11.5% (statistically significant decrease of 1.6% points)
- June 2023 was 9.4% – June 2022 was 9.3%

Rape, proportion of outcomes solved, July 2021 to June 2023



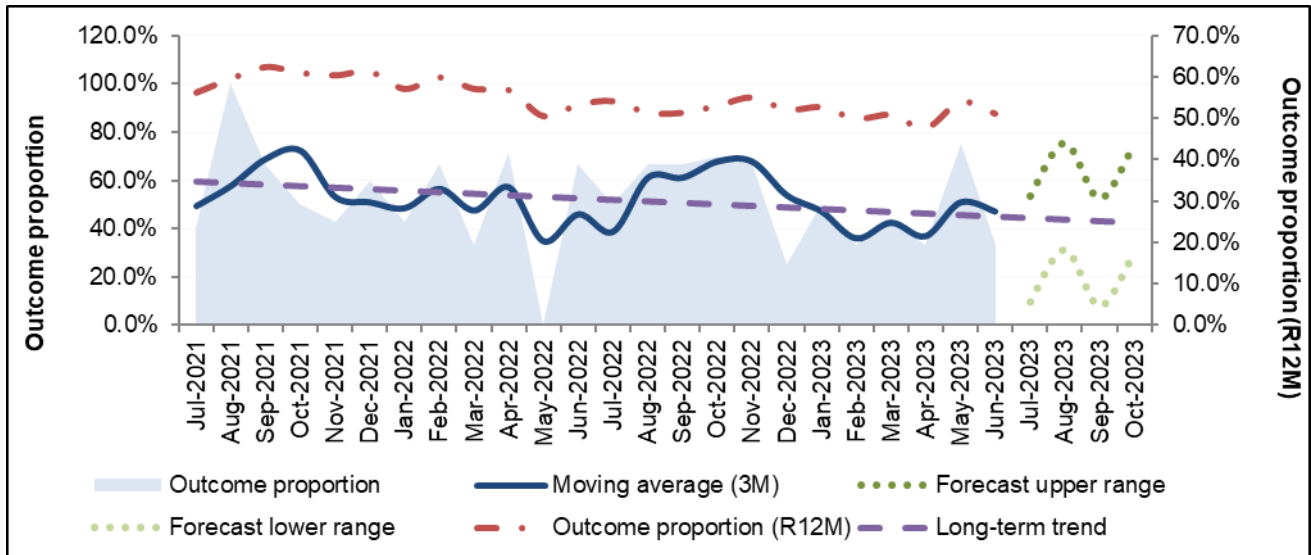
- This year 6.1% – last year 5.3%
- April-June 2023 solved proportion was 6.7% compared with January-March 7.0%
- June 2023 was 11.0% – June 2022 was 6.4%
- June 2023 (11.0%) was statistically significantly higher, 4.9%points more, than the 12-month average (6.1%)

Other sexual offences, proportion of outcomes solved, July 2021 to June 2023



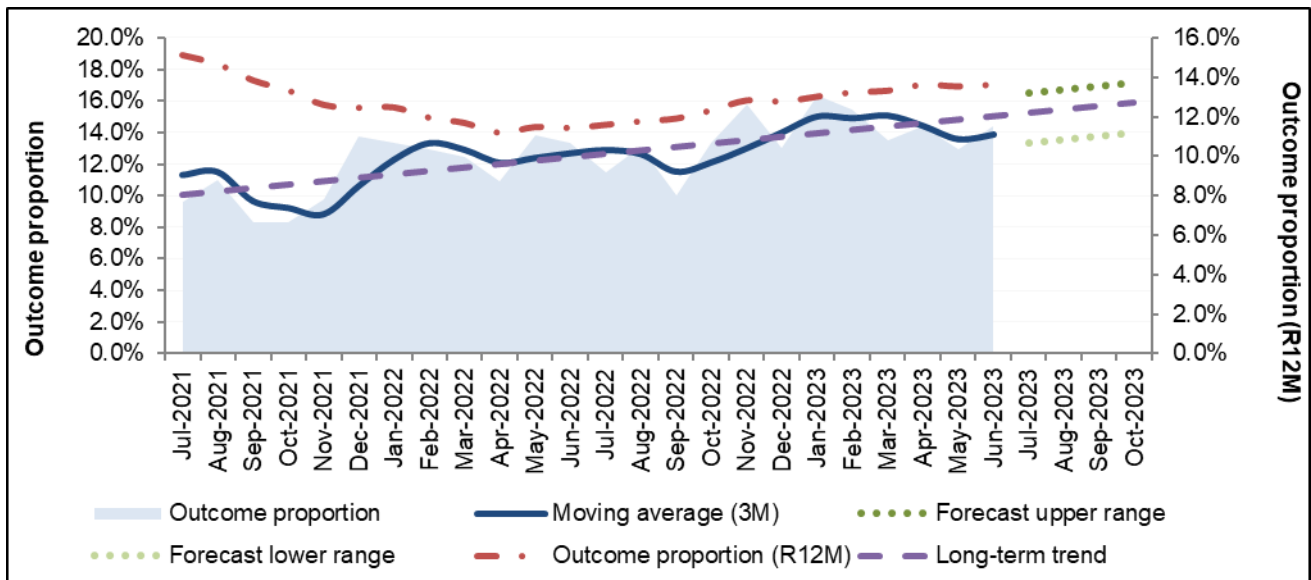
- This year 9.3% – last year 8.9%
- April-June 2023 solved proportion was 9.7% compared with January-March 9.2%
- June 2023 was 11.6% – June 2022 was 9.4%
- June 2023 (11.6%) was statistically significantly higher, 2.3%points more, than the 12-month average (9.3%)

Homicide, July 2021 to June 2023



- This year 52.2% – last year 54.5%
- April-June 2023 solved proportion was 43.8% compared with January-March 41.2%
- June 2023 was 33.3% – June 2022 was 66.7%
- June 2023 (33.3%) was statistically significantly lower, 18.9%points less, than the 12-month average (52.2%)
- Given the small number of homicide crimes, caution should be taken when interpreting changes in recording levels

Knife and sharp instrument crime, proportion of outcomes solved, June 2021 to May 2023

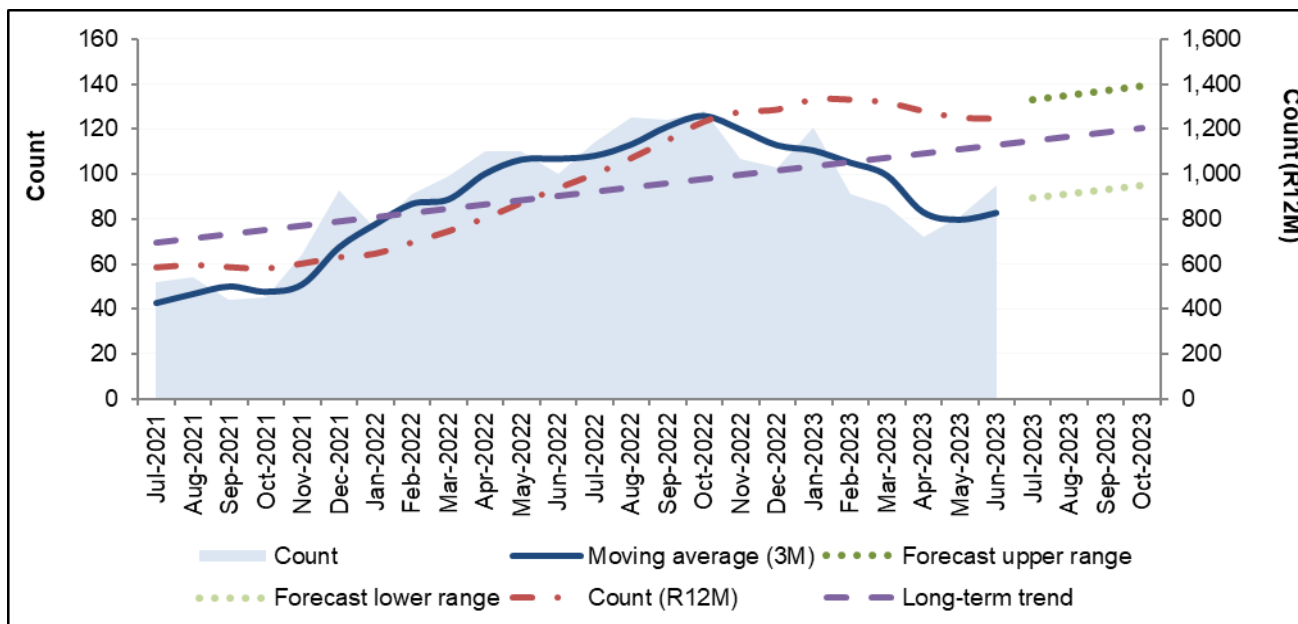


- This year 13.5% – last year 11.4% (statistically significant increase of 2.2% points)
- April-June 2023 solved proportion was 13.9% compared with January-March 15.0%
- June 2023 was 14.4% – June 2022 was 13.4%

4. Domestic Violence Protection Notices/ Orders

Domestic Violence Protection Notices (DVPN)

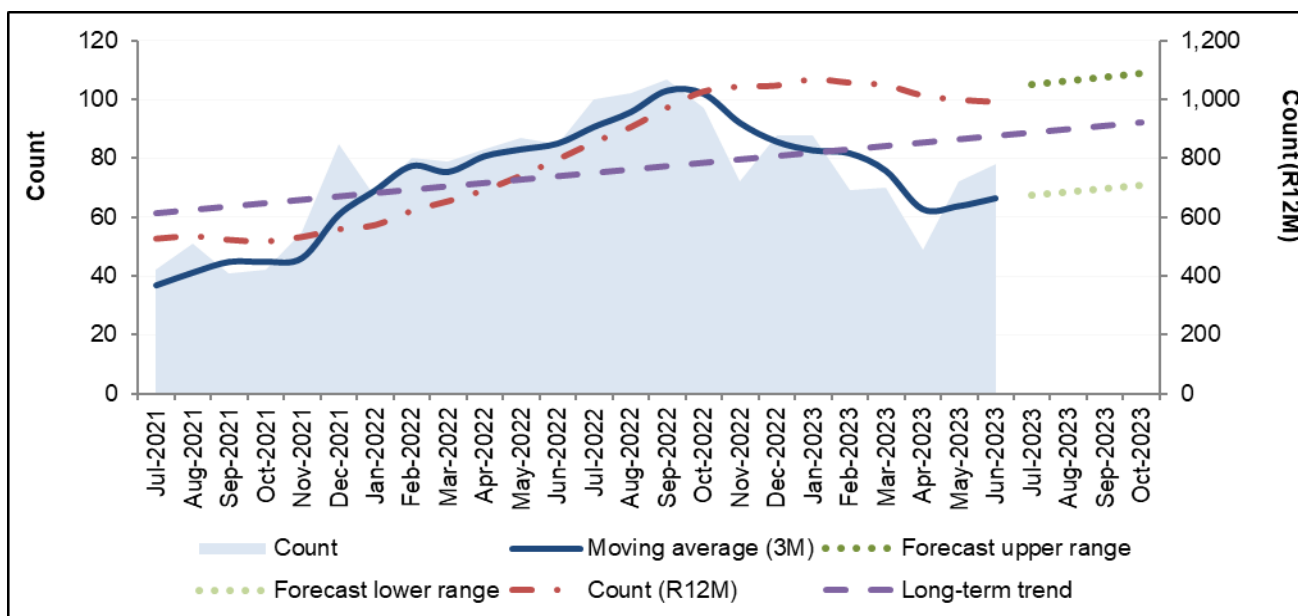
DVPNs issued, July 2021 to June 2023



- 1,248 DVPNs were issued during the 12 months to June 2023
- This compares with 938 in the previous 12 months
- This represents a statistically significant increase of 33.0% (310 more DVPNs issued)
- June 2023 there were 96 DVPNs issued, down from 100 in June 2022

Domestic Violence Protection Orders (DVPO)

GMP DVPOs granted, July 2021 to June 2023



- 992 DVPOs were granted during the 12 months to June 2023
- This compares with 797 in the previous 12 months
- This represents a statistically significant increase of 24.5% (195 more DVPOs granted)
- In June 2023 there were 78 DVPOs granted, down from 85 in June 2022

5. Custody Performance Summary

Van dock wait timings and average time in custody waiting to be booked in

GMP has responded to the concerns of His Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) and implemented a new policy. Prior to this policy at busy periods, wait times were excessive but have been reducing since the HMICFRS custody Inspection and our renewed focus. Working is in line with the College of Policing's Authorised Professional Practice (APP) and current analysis highlight this is at a maximum on average at 26 mins during busy periods, with close monitoring of this area by supervision.

Staffing levels and the uplift you have delivered

Staffing levels in GMP custody have improved significantly. To date there has been a 39% increase in staffing, which will rise to 60% later in the year following further recruitment. Analysis highlights 115 Custody Sergeants (with investment representing a 20% uplift in Custody Sergeants to take this to 144) – 18 new Custody Sergeants are anticipated to be online by mid-July and 14 by mid-August.

Civilian Detention Officers (CDO) will see a growth from 180 to 208 (up 16%) and authority to over recruit is in place to increase capacity to allow for attrition of CDO's.

We also have firm plans to recruit additional Custody Inspectors, with 9 at present, being increased to 17 by August/Sept 2023.

Staff absence

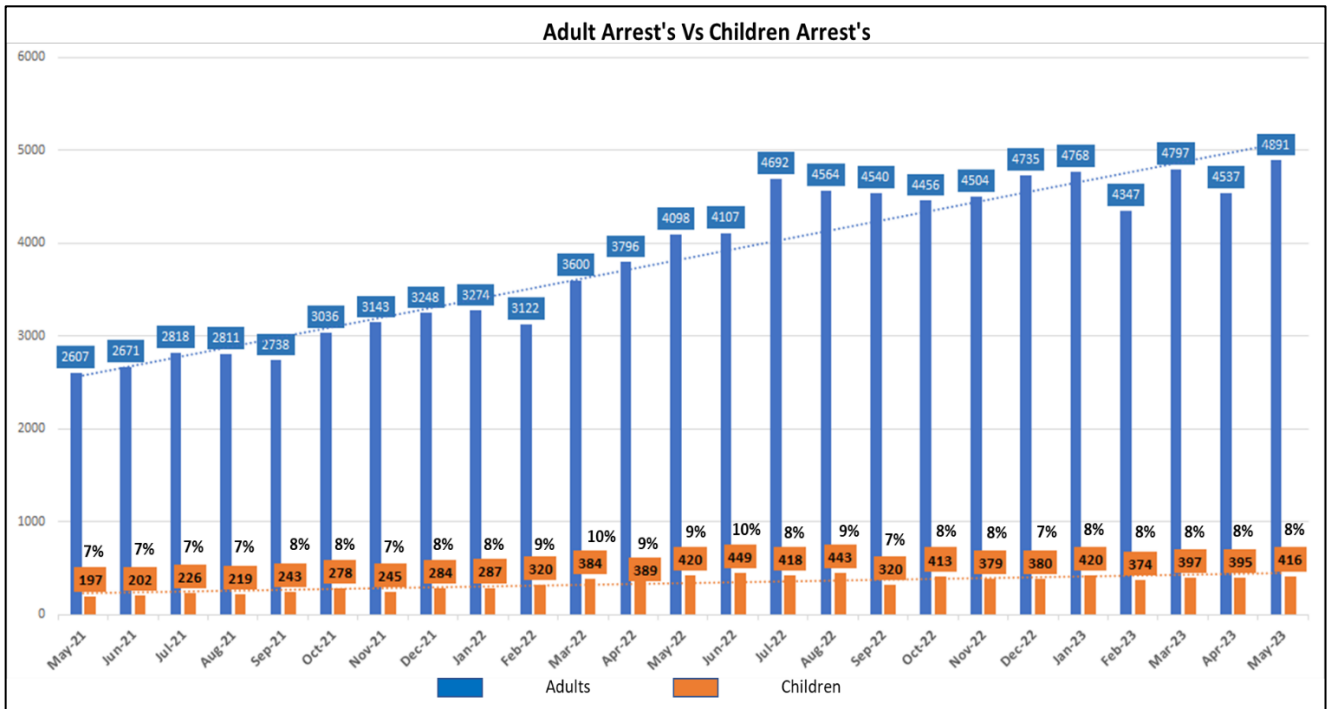
In terms of sickness, across GMP Custody there are 30 staff absent owing to sickness (18 short-term, and 12 long-term). The majority are CDO, but also included are 10 sergeants (3 short-term, 7 Long-term).

Average custody detention time

On average, GMP custody detention time stands at 14 hours.

Numbers for both adults and children arrested

Children represent around 9% of all arrest figures. With GMP detaining 5,000 people per month, we are not seeing a disproportionate rise with children in custody. Analysis indicates that the proportion of children in custody ranges from around 8-10%. Figures suggest there were 197 children from 2,804 detainees (around 7%) in May 2021, compared to 416 children from 5,307 detainees (around 8%) in May 2023.



Numbers of refusals of custody

Analysis indicates that around 1% are refused for domestic abuse (with 187 refusals of arrests, from 22,972 domestic abuse arrests, in the 12 months from April 2022 to May 2023).

The time for adults/children to get to cells and the time spend in cells

GMP is currently developing a custody dashboard and undertaking data analysis to establish this data.

Numbers of complaints

111 complaints were made in relation to custody, between December 2022 and May 23. This is something Custody Branch is working closely to monitor and learning from. For context, it is worth noting that given the significant increase in arrests (43% or 18,413 more, with 60,259 arrests in total for the 12 months to May 2023), this equates to a 0.18% complaints ratio.

The number of times clothes were removed and why on both adults and children

In the past six months across GMP custody suites, clothing has been removed from adults on 846 occasions, and from children in 39 cases for children. This is a further area of careful scrutiny and management. Analysis suggests that of all arrests during the 12 months to May 2023, a 'strip search' took place in 0.06% of the cases where children were arrested, and in 1.4% of the cases of adults being arrested.