GMP Performance Report

January 2024

GMP performance executive summary

This executive summary describes the performance of GMP over the most recent year to December 2023, and how this compares to our performance in the previous year.

Responding to calls, incidents and emergencies

This year GMP received 615,268 calls for an emergency 999 response. On average we answered 999 calls we received in 4 seconds. This is much faster than the 10 second target time which is prescribed to police forces. It is also a significant improvement on our performance in the previous year (when the average was 18 seconds) and demonstrates our commitment to providing an outstanding public contact service to our communities. This commitment has led to 91.2% of 999 calls being answered within 10 seconds this year, compared with 77.9% last year.

In terms of national performance, publicly available data (via Police.uk) shows that GMP consistently performs well compared to other police force areas. The latest available data for December 2023 show GMP to be placed 3rd out of all England & Wales Forces in terms of the percentage of calls answered in under 10 seconds, whilst GMP had the 4th highest volume of calls in the UK. No force with a higher call volume had a higher percentage of 999 calls answered within ten seconds.

Meanwhile, GMP has also seen a significant improvement in our non-emergency call-handling performance. This year we received 861,184 non-emergency calls to our contact centres. Despite this high volume, on average we answered non-emergency these calls in 57 seconds. This is a significant improvement in this area of performance compared with the position last year, where average speed of answer for non-emergency calls was over 3 minutes. Again, this demonstrates our commitment to high quality service provision in our contact centres and shows demonstrates the fantastic work of our people to provide this service to our communities.

As well as improving our service in dealing with contact from the public, we are making significant strides forward in our performance in deployment and attendance at incidents and emergencies. For example, this year GMP received calls for service to 131,152 incidents requiring an immediate (Grade 1) response. On average we responded to these incidents in 9 minutes and 59 seconds, which is much faster than our 15-minute target time. This was also faster than our performance last year when average attendance was 10 minutes and 27 seconds. Also, we attended 86.5% of these incidents in less than 15 minutes, which is a notable improvement on last year (83.6%).

Meanwhile, we have also improved our service delivery in response to priority (Grade 2) incidents. We received 130,178 of these this year and on average responded within 2 hours and 50 minutes. This was an improvement on the previous year (3 hours 42 minutes on average), but it is still not where we want our performance to be and is an area of continuing performance drive and scrutiny.

Investigating and solving crime

To address the prevalence of crime in our communities GMP has placed a clear emphasis on our proactive policing and a focus on investigating crimes and arresting suspects.

This drive has led to considerable performance improvements. As part of our proactive policing approach, we have significantly increased the number of stop and search encounters that our officers conduct. Last year we conducted 24,484 stop and searches. This year we conducted 42,567 which is an increase of 18,083 or 74% more than last year.

As well as carrying our more stop and searches, we are also seeing our approach lead to more arrests. Last year we arrested 54,500 people, but this year we arrested 63,532. This is an increase of 9,032 arrests, 17% more than last year.

Meanwhile, whilst our proactive policing approach has led to more stop and searches and arrests, we have seen reductions in overall recorded crime across Greater Manchester. This year, GMP recorded 355,525 crimes, which was 11,134 fewer than last year – a reduction of 3.0%. As well as seeing recorded crime reduce, we have seen more crimes being solved. For example, last year the proportion

of crime outcomes that were solved was 9.0%, but we have seen this increase to 10.3% this year. This performance has seen GMP's improve in comparison to our national peers and other police forces in our most similar group (MSG). Whilst GMP overall solved performance is below the national average, we have improved our positional standing over the last year, and we are performing above our MSG average.

Within the reduction in crime we have seen, there has been a notable reduction in neighbourhood crime across GMP, which is a national priority performance measure for policing (it is an amalgamation of crimes of residential burglary, robbery of personal property, theft from the person, and vehicle crimes). This year we recorded 46,643 of these crimes, which was 5,995 fewer than last year – a reduction of 11.4%.

Meanwhile, within this we have seen significant reduction in residential burglary crimes with 12,856 this year, 4,105 fewer than last year – a reduction of 24.2%. Alongside this we have seen improved solved outcome performance for residential burglary, with the proportion of solved outcomes this year of 7.5%, up from 5.7% last year. Nationally GMP is performing favourably compared to peers, with an improved ranking and solved outcome performance for residential burglary which is higher than both the national and MSG averages.

However, that there is still room for improvement in GMP's neighbourhood crime performance. This year GMP recorded an increase in theft from the person crimes. This stood at 7,384 up 922 on last year – an increase of 14.3%. Meanwhile, we also saw our year on year solved outcome performance reduce from 2.2% to 1.9% this year. This is also an area where we do not perform well in comparison with peers, with one of the highest rates of this kind of crime in the country and solved outcome performance which is below the national and MSG averages.

Outside of neighbourhood crime, GMP is demonstrating good performance in dealing with crimes linked to violence and vulnerability.

Overall, we have seen crimes of violence against the person reduce. This year GMP recorded 136,578 of these crimes, which was 2,421 fewer than last year – a reduction of 1.7%. Meanwhile, solved outcome performance improved this year, standing at 9.4% compared with 8.4% last year. As a large urban, city-region police force, GMP has one of the highest rates of violence against the person crimes in the country. But, whilst our solved performance is below the national average, we perform favourably, and above average compared to our MSG peers.

Whilst crimes of violence have reduced, GMP has also seen a reduction in crime of domestic abuse. This year GMP recorded 62,578 crimes, which is 4,576 fewer than last year – a reduction of 6.8%. Over this same period our solved performance improved, with the proportion of solved outcomes increasing from 10.5% last year to 12.4% this year.

In dealing with sexual offences, GMP has seen the recording of these remain fairly stable, with a slight reduction. This year we recorded 11,536 sexual offences, which was 44 fewer than last year – a reduction of 0.4%. Encouragingly however, the proportion of outcomes for sexual offences that were solved has increased. This year the proportion solved was 11.4% compares with 8.8% last year. As with crimes of violence, GMP has a high crime rate compared to other police force areas, however our solved outcome performance remains particularly favourable, and is above both the national and MSG averages. Within sexual crime offending, this year GMP recorded 393 solved outcomes for crimes of rape which is 131 more than last year (an increase of 50.0%).

Contents

1.   Introduction

This report aims to provide the Greater Manchester Deputy Mayor's Executive Meeting (and, where requested, the Greater Manchester Police, Fire & Crime Panel) 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	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	615,268	↓	144,230	↓	46,896	↓
999 call average speed of answer	0:00:04	↓	0:00:03	↓	0:00:02	↓
Number of non-emergency calls	861,184	↓	205,204	↓	63,102	↓
Non-emergency call average speed of answer	0:00:57	↓	0:00:47	↓	0:00:34	↓
Number of immediate (Grade 1) incidents	131,152	↑	32,650	↓	11,058	↑
Immediate (Grade 1) incident average attendance time	0:09:59	↓	0:09:39	↓	0:09:10	↓
Number of priority (Grade 2) incidents	130,178	↓	31,288	↓	10,171	↓
Priority (Grade 2) incident average attendance time	2:50:52	↓	2:35:51	↓	2:03:20	↓
Deliver an outstanding service						
999 calls answered in 10 seconds (%)	91.2%	↑	94.0%	↑	95.5%	↑
Immediate (Grade 1) incidents attended in 15 mins (%)	86.5%	↑	87.0%	↓	89.1%	↑
Priority indents (Grade 2) incidents attended in 1 hour (%)	53.5%	↑	56.3%	↑	62.1%	↑
Incident (crime codes) to crime conversion (%)	94.1%	↓	93.6%	↑	93.4%	↓
Investigate and solve crime						
Number of Stop and search events	42,567	↑	11,076	↓	3,689	↑
Number of arrests	63,532	↑	16,242	↓	5,585	↑
Proportion of crime outcomes 'solved'[1]						
Total crime	10.3%	↑	9.8%	↓	10.0%	↓
Neighbourhood crime	5.2%	↑	4.1%	↓	4.6%	↓
Residential burglary	7.5%	↑	6.0%	↓	5.9%	↓
Personal robbery	8.7%	↑	9.2%	↑	13.8%	↑
Theft from the person	1.9%	↓	2.1%	↑	3.9%	↑
Vehicle offences	4.2%	↑	2.8%	↓	2.5%	↓
Serious violence (robbery and violence with injury)	12.4%	↑	11.8%	↓	12.3%	↓

[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	13.3%	↑	10.9%	↓	11.0%	↓
Domestic abuse	12.4%	↑	12.0%	↓	11.8%	↓
Rape	9.8%	↑	10.4%	↑	9.0%	↓
Other sexual offences	12.3%	↑	12.0%	↓	10.0%	↓
Homicide	69.7%	↑	66.7%	↓	50.0%	↓
Crime and incident counts						
Antisocial behaviour incidents	82,347	↑	19,655	↓	5,917	↓
Total crime	355,525	↓	84,903	↓	27,405	↓
Neighbourhood crime	46,643	↓	11,555	↑	3,681	↓
Residential burglary	12,856	↓	3,604	↑	1,189	↑
Personal robbery	4,303	↓	933	↓	333	↓
Theft from the person	7,384	↑	1,840	↑	568	↓
Vehicle offences	22,100	↓	5,178	↓	1,591	↓
Serious violence (robbery and violence with injury)	34,488	↓	8,114	↓	2,714	↓
Hate crime	10,424	↓	2,137	↓	564	↓
Domestic abuse	62,578	↓	15,075	↑	5,337	↑
Rape	4,209	↑	1,105	↑	347	↓
Other sexual offences	7,327	↓	1,733	↑	541	↓
Homicide	36	↓	8	↓	2	↓

Deliver an outstanding service[2]	Latest survey	Direction and significance of change (latest survey vs previous)
Confidence in getting help from GMP in an *emergency*	57%	↓
Confidence in getting help from GMP in a *non-emergency*	38%	↓
Feelings of safety *in local area*	88%	↔
Feelings of safety *outside local area*	79%	↓
Overall satisfaction of service users[3]	50%	↓

[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] The methodology for calculating responses to this question regarding satisfaction with GMP has changed. From the July-September 2023 survey (Wave 17), the count includes anyone who has had contact with GMP, even if GMP was not the last community safety organisation they contacted. Previously this was just based on people who had last contacted with GMP. As such, from the latest Wave 17 survey, data for responses to this question latest are not directly comparable with previous results.

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, January 2022 to December 2023
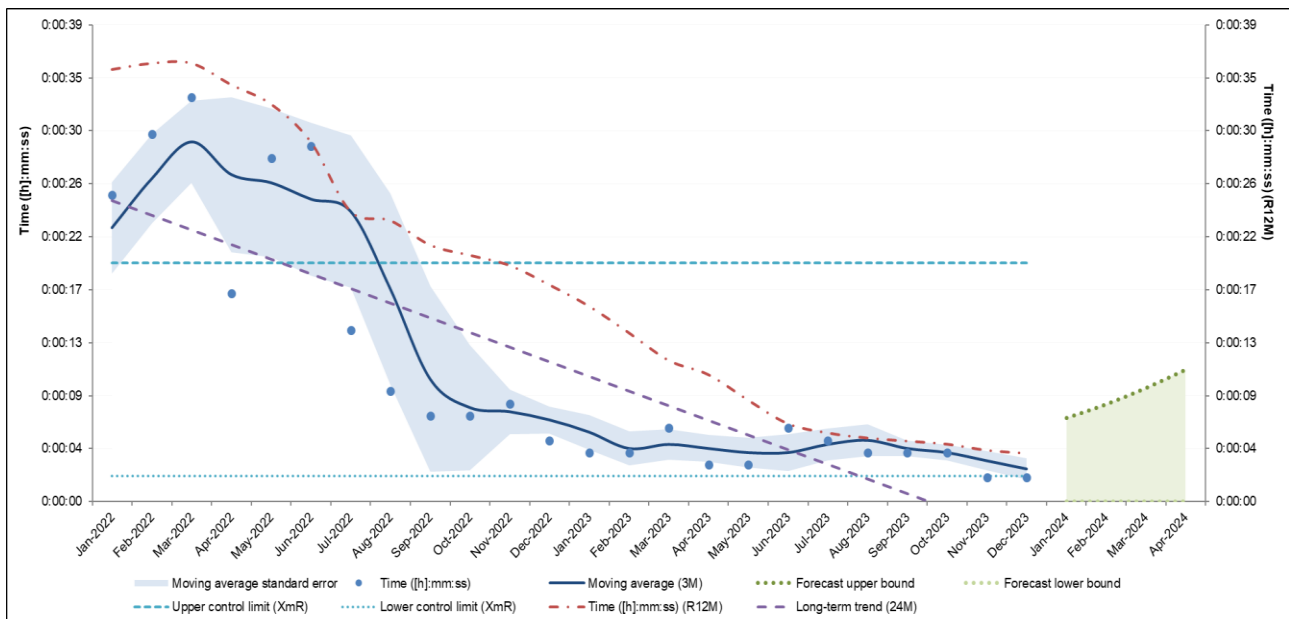
- This year there were 615,268 calls to 999 – last year 622,506
- A reduction of 1.2% fewer calls
- There were 144,230 calls to 999 in October-December 2023, compared with 160,923 July-September
- Latest 12 months average speed of answer (ASA) 4 seconds – Previous 12 months 18 seconds. A statistically significant reduction
- ASA for December 2023 was 2 seconds. This was statistically significantly faster than the 12-month average (4 seconds). December 2022 ASA was 5 seconds
- This year 91.2% of 999 calls answered in 10 seconds – Last year 77.9% (a statistically significant increase)
- December 2023 saw 95.5% answered in 10 seconds – December 2022 was 91.7%

GMP non-emergency average (mean) answer time, January 2022 to December 2023
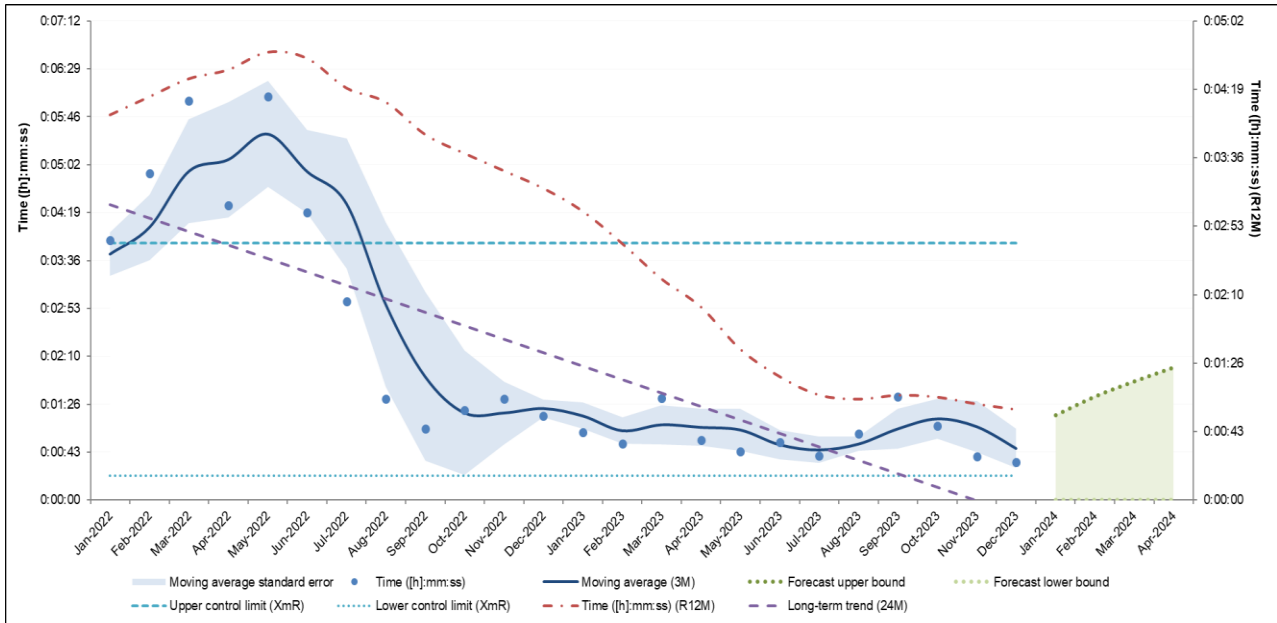
- This year there were 861,184 non-emergency calls – last year 873,546
- A reduction of 1.4% fewer calls
- There were 205,204 calls October-December 2023, compared with 227,130 July-September
- Latest 12 months average speed of answer ASA 57 sec – Previous 12 months, 3 mins 17 secs. This was a statistically significant reduction.
- December ASA was 34 secs. This was statistically significantly faster than the 12-month average (57 secs). December 2022 ASA was 1 min 16 secs

Graded response performance

GMP Grade 1 average (mean) attendance time, January 2022 to December 2023
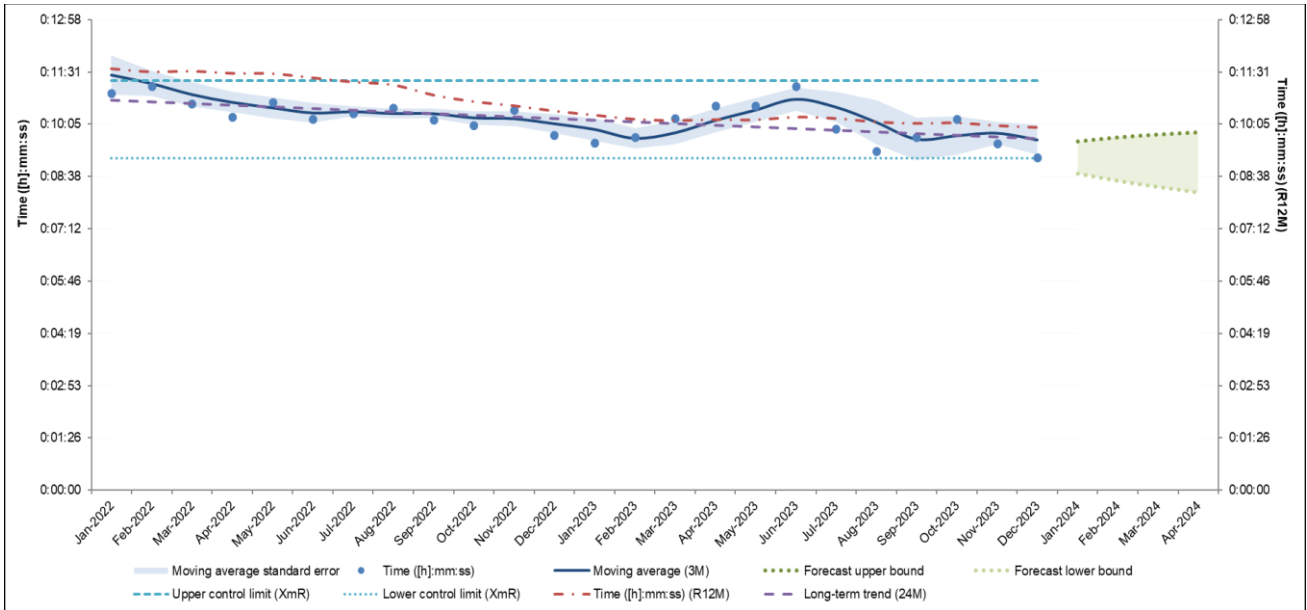
- This year 131,152 Grade 1 incidents, last year 114,710 (a statistically significant increase of 14.3%)
- October-December 2023 there were 32,650, compared with July-September 35,723 (a statistically significant decrease of 8.6%)
- December 2023 saw 11,058 Grade 1 incidents, with 9,39 in December 2022
- Latest 12 months average Grade 1 attendance time 9 mins 59 secs – Previous 12 months, 10 mins 27 secs (a statistically significant decrease)
- December 2023 was 9 mins 10 secs – December 2022 was 9 mins 47 secs
- This year 86.5% Grade 1 attended to service level (15 mins) – Last year 83.6% (a statistically significant increase)
- December 2023 saw 89.1% attended in 15 mins – December 2022 was 87.1%

GMP Grade 2 average (mean) attendance time, January 2022 to December 2023
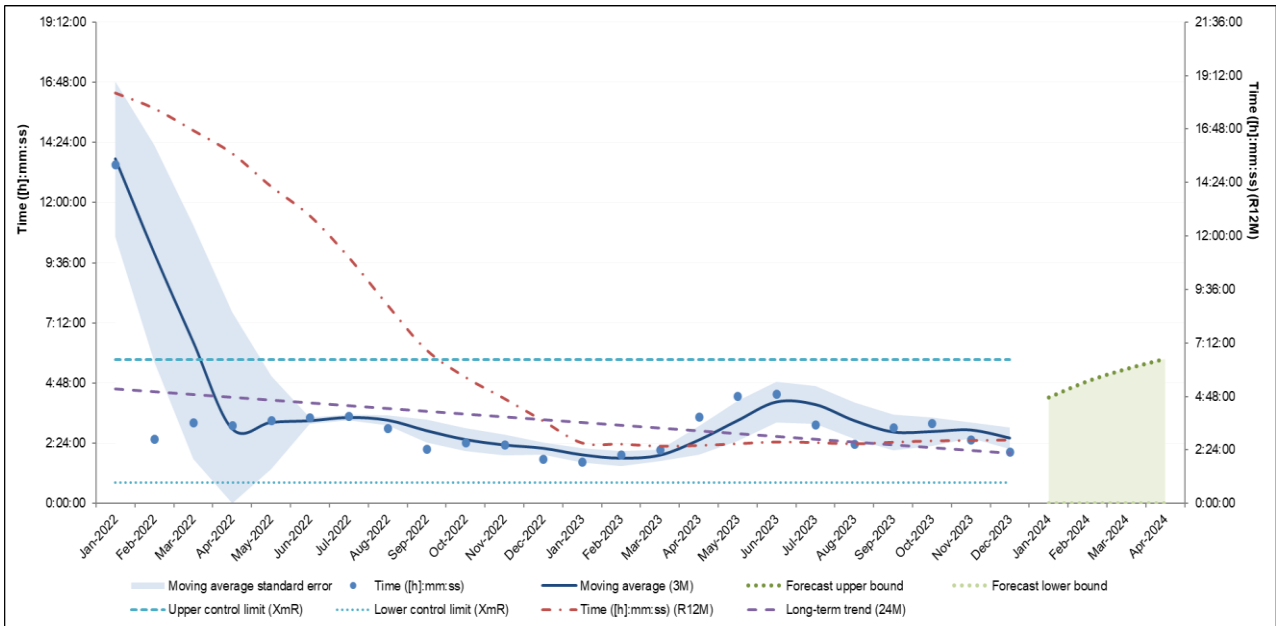
- This year 130,178 Grade 2 incidents, last year 135,245 (a reduction of 3.7%)

- December 2023 saw 10,171 Grade 2 incidents, with 9,362 in December 2022

- Latest 12 months average Grade 2 attendance time 2 hours 50 mins 52 secs – Previous 12 months, 3 hours 42 mins 12 secs

- December 2023 was 2 hours 3 mins 20 secs. This was statistically significantly faster than the 12-month average of 2 hours 50 minutes 52 seconds. December 2022 was 1 hour 47 mins 20 secs

- This year 53.5% Grade 2 attended to service level (1 hour) – Last year 42.8% (a statistically significant increase)

- December 2023 saw 62.1% attended in 1 hour – December 2022 was 57.9%

Incident to crime conversion

Incident (crime codes) to crime conversion, January 2022 to December 2023
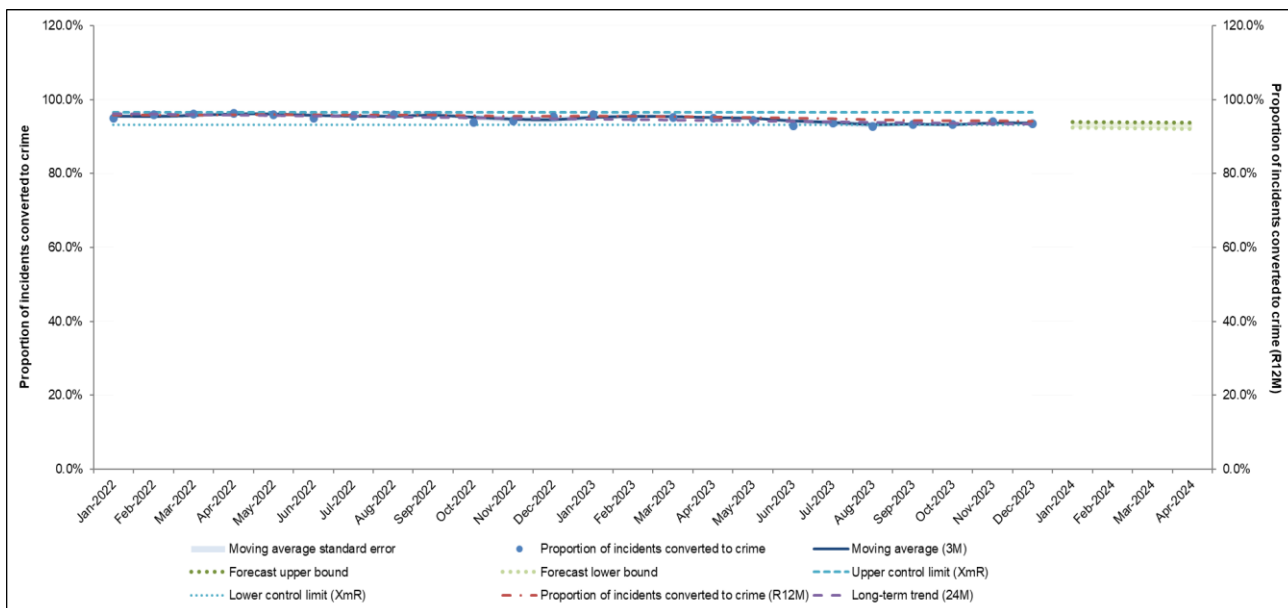
- This year 94.1% – last year 95.5% (a statistically significant decrease of 1.4%points)
- October-December 2023 was 93.6%, an increase compared with July-September 93.3%
- December 2023 was 93.4% – December 2022 was 95.4%

Stop and search and arrests

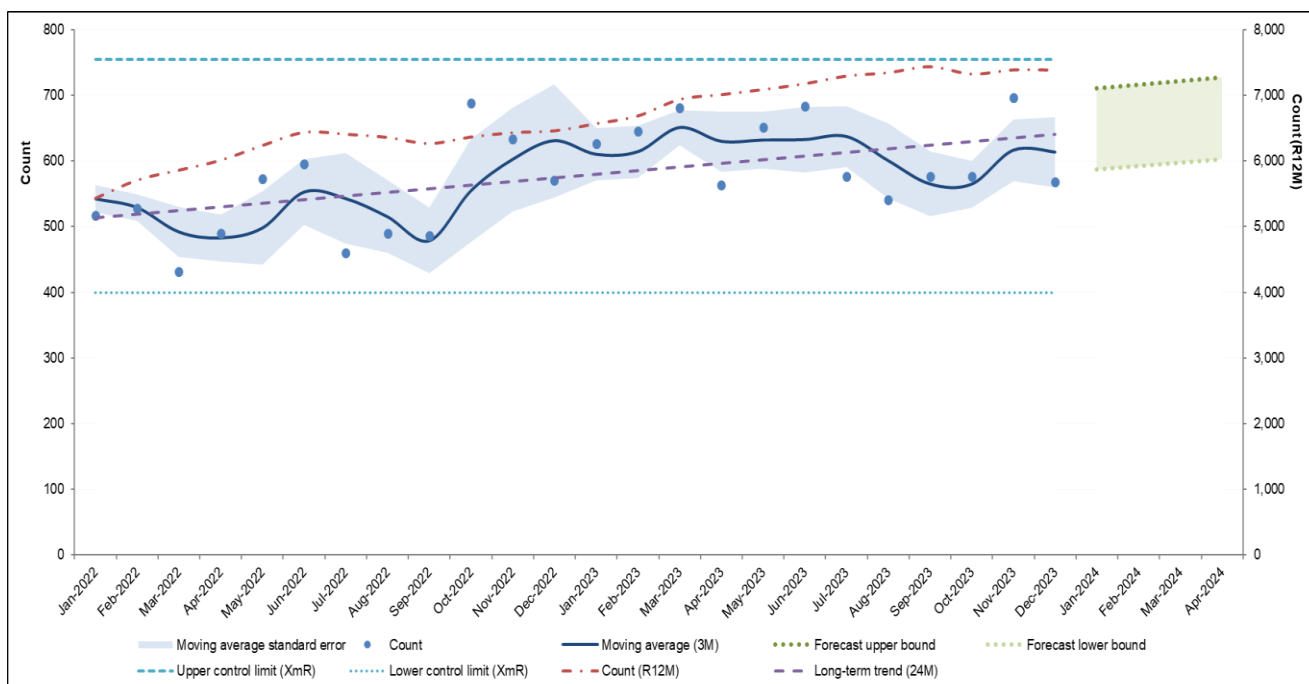**GMP stop and search encounters, January 2022 to December 2023**
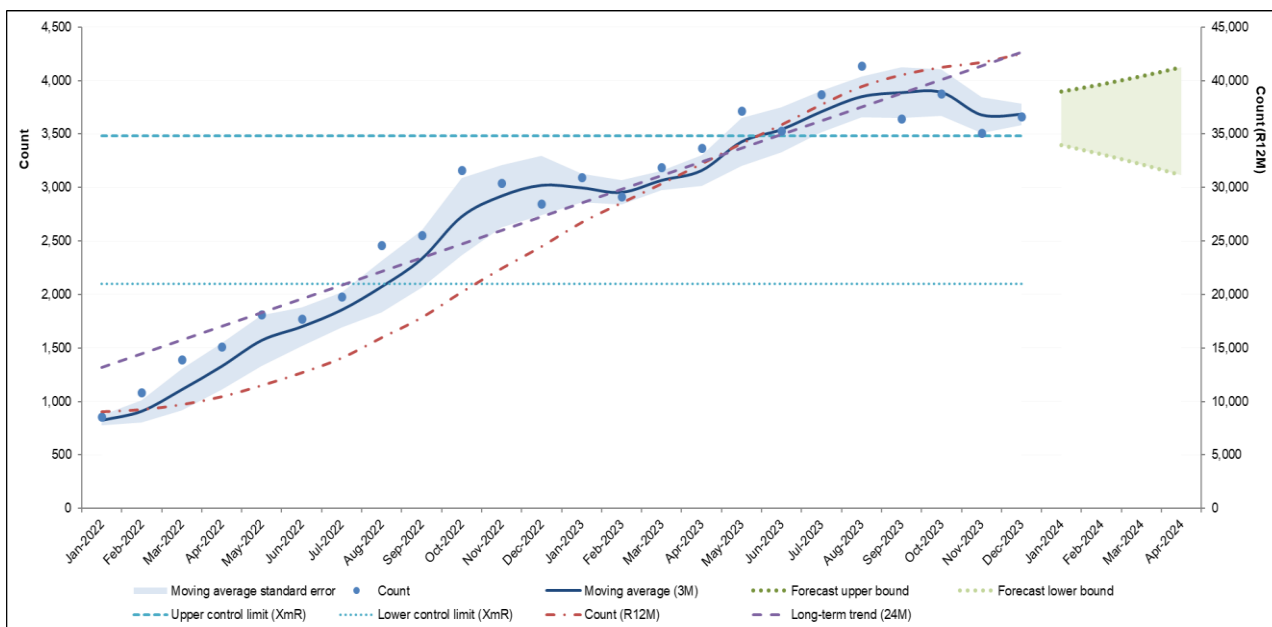
- This year 42,567 – last year 24,484 (a statistically significant increase of 73.9%)
- October-December 2023 there were 11,660 compared with July-September 11,076
- December 2023 was 3,689 – December 2022 was 2,851
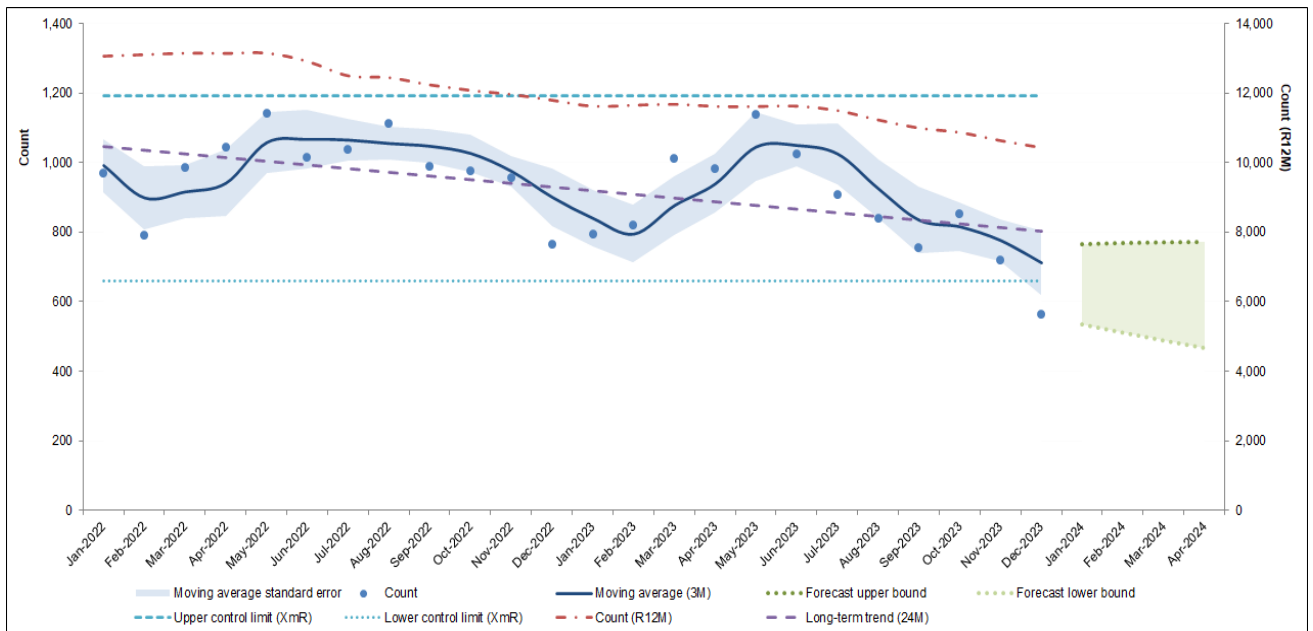
GMP arrests, January 2022 to December 2023
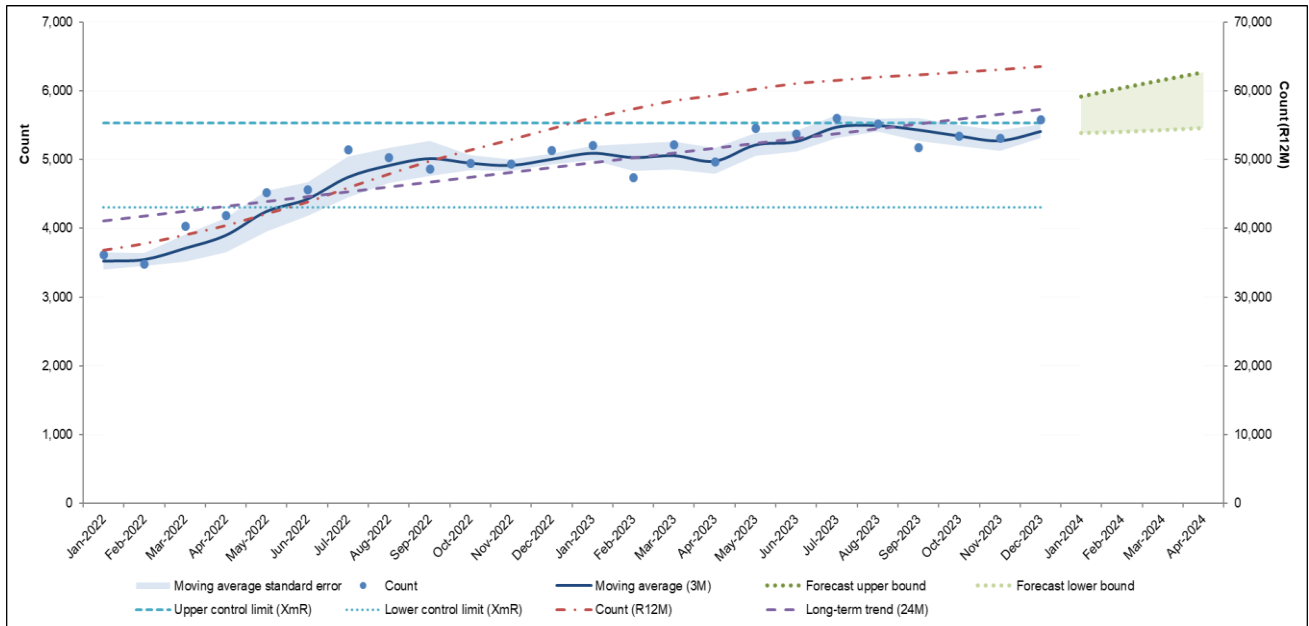
- This year 63,532 – last year 54,500 (a statistically significant increase of 16.6%)
- October-December 2023 there were 16,242 compared with July-September 16,307
- December 2023 was 5,585 – December 2022 was 5,141

Crime recording levels

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

- Antisocial behaviour incidents
- Neighbourhood crime
- Residential burglary
- Theft from person
- Vehicle offences
- Hate crime
- Domestic abuse
- Homicide

These performance exceptions are described in more detail below.

**Antisocial behaviour incidents, January 2022 to December 2023**
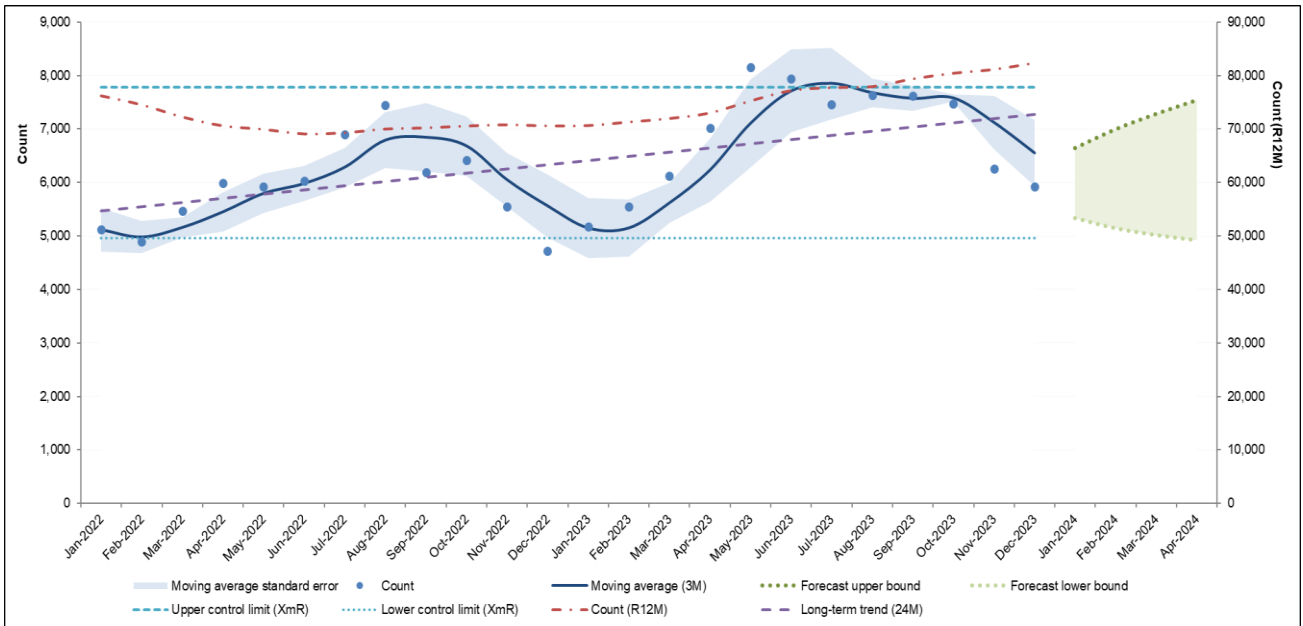
- This year 82,347 – last year 70,645 (a statistically significant increase of 16.6%)
- October-December 2023 there were 19,655 compared with July-September 22,713
- December 2023 was 5,917 – December 2022 was 4,724

Neighbourhood crime, January 2022 to December 2023
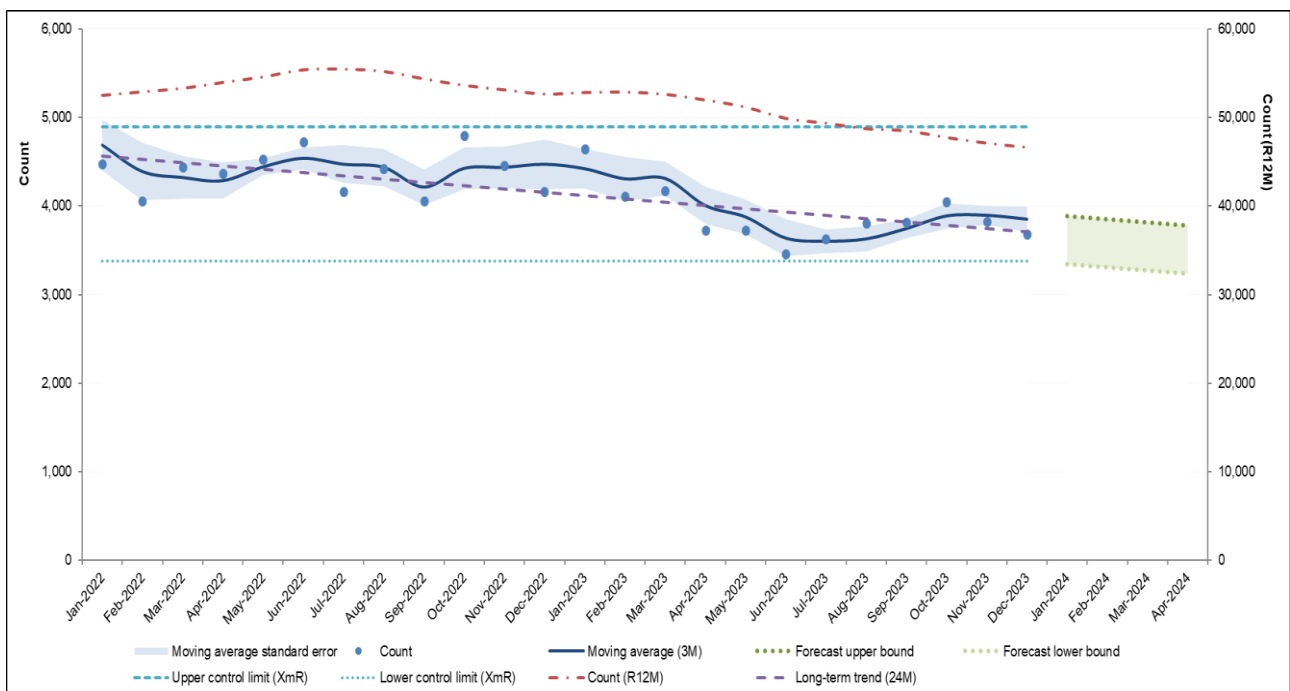
- This year 46,643 – last year 52,638 (a statistically significant decrease of 11.4%)
- October-December 2023 there were 11,555 compared with July-September 11,239
- December 2023 was 3,681 – December 2022 was 4,162

Residential burglary recorded crime, January 2022 to December 2023
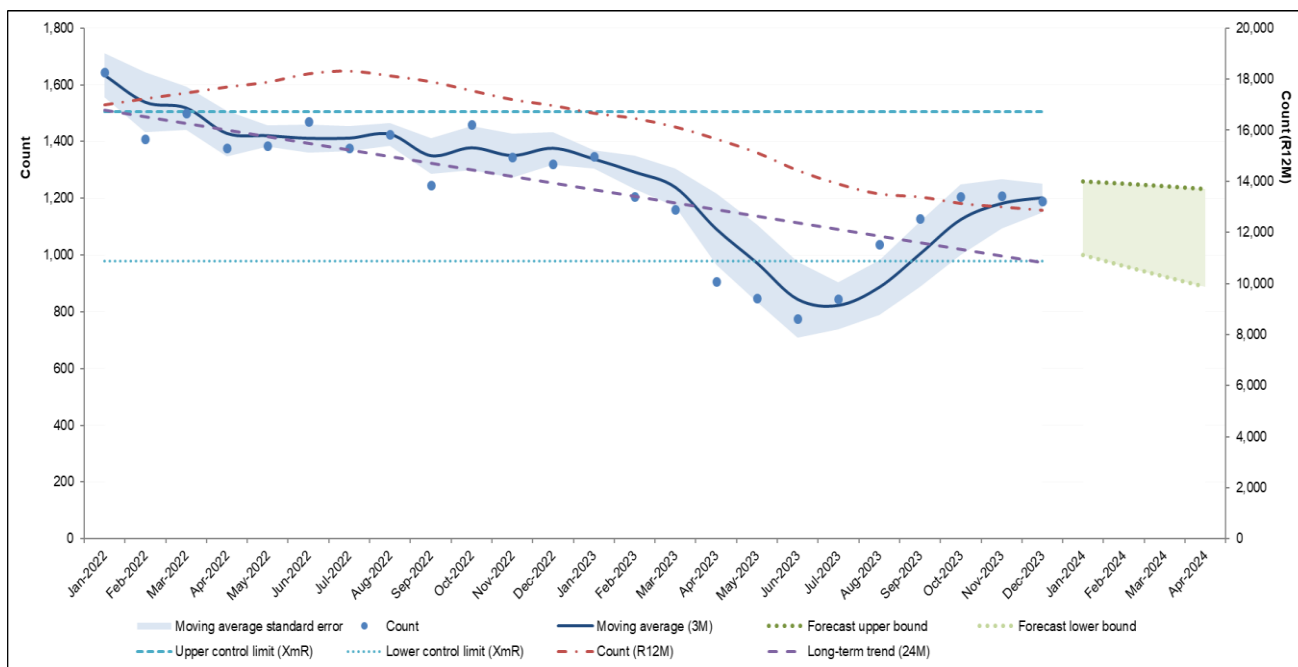
- This year 12,856 – last year 16,961 (a statistically significant decrease of 24.2%)
- October-December 2023 there were 3,604 compared with June-August 3,010
- December 2023 was 1,189 – December 2022 was 1,322

Theft from person recorded crime, January 2022 to December 2023

- This year 7,384 – last year 6,462 (a statistically significant increase of 14.3%)
- October-December 2023 there were 1,840 compared with July-September 1,695
- December 2023 was 568 – December 2022 was 571

Vehicle offences, January 2022 to December 2023
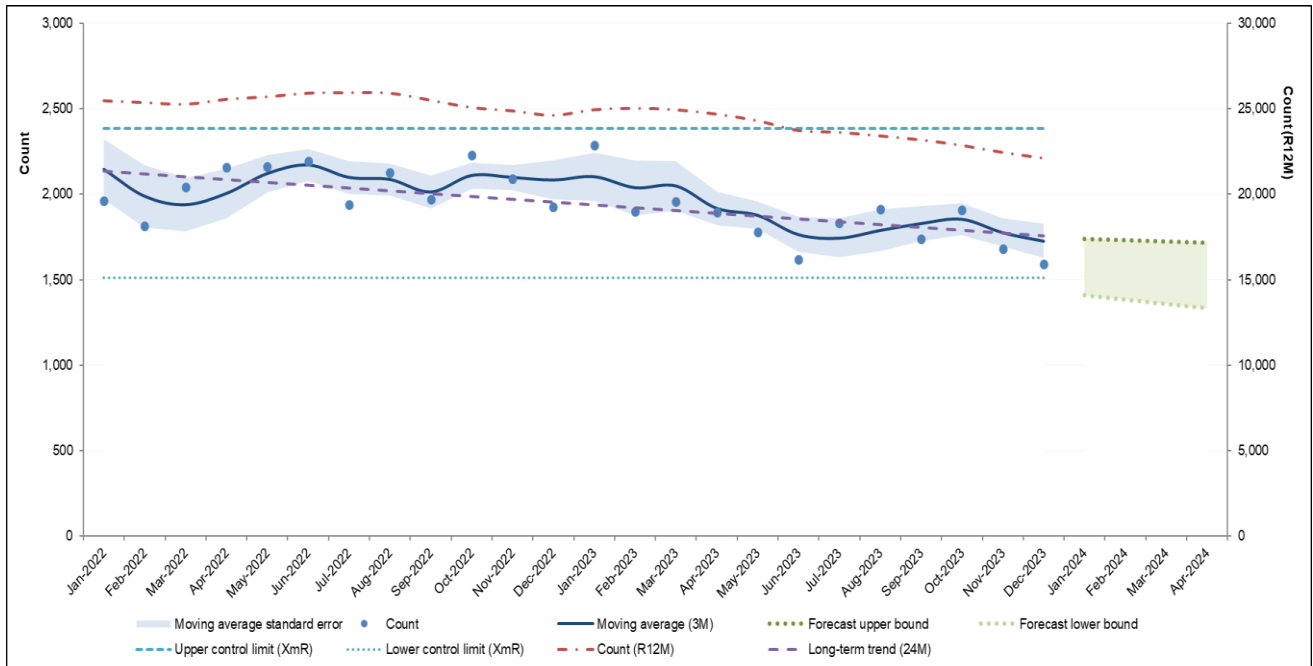
- This year 22,100– last year 24,611 (a statistically significant decrease of 10.2%)
- October-December 2023 there were 5,178 compared with July-September 5,487
- December 2023 was 1,591 – December 2022 was 1,927

Hate crime, January 2022 to December 2023

- This year 10,424 – last year 11,798
- October-December 2023 there were 2,137 compared with July-September 2,505
- The count in December 2023 (564) was a statistically significant decrease on the monthly average for the most recent 12 months (869). December 2022 was 767.

Domestic abuse, January 2022 to December 2023
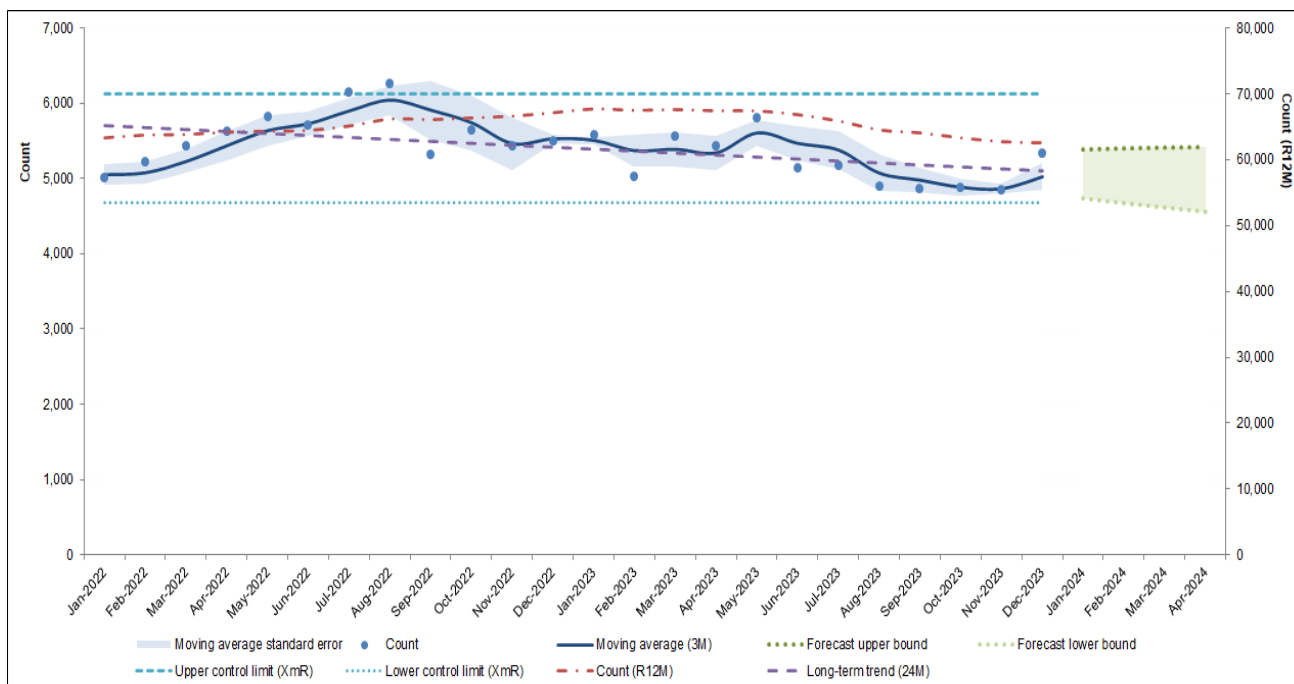
- This year 62,578 – last year 67,154 (a statistically significant decrease of 6.8%)

- October-December 2023 there were 15,075 compared with July-September 14,941

- December 2023 was 5,337 – December 2022 was 5,507

Homicide, January 2022 to December 2023
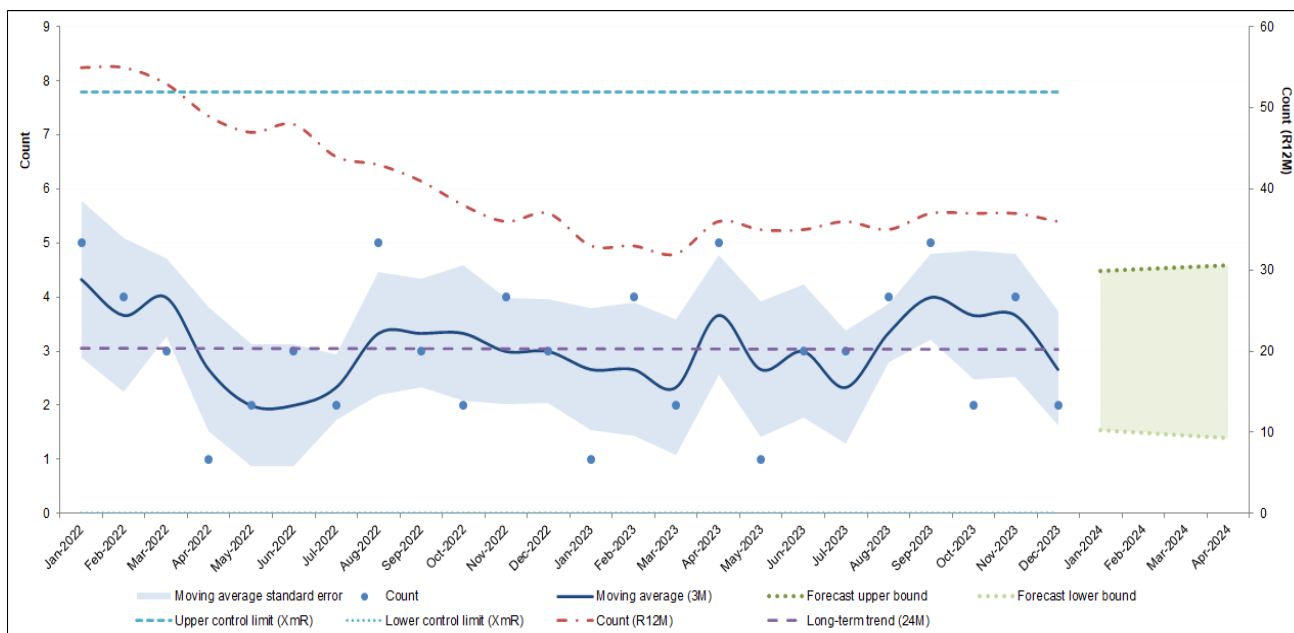
- This year 36 – last year 37

- October-December 2023 there were 8 compared with 12 in July-September

- The count in December 2023 (2) was a statistically significant decrease on the monthly average for the most recent 12 months (3). December 2022 also saw 3

- Owing to the small volume of homicide crimes, caution should be taken when interpreting change

'Solved' crime outcomes

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

- Total crime
- Neighbourhood crime
- Residential burglary
- Personal Robbery
- Theft from person
- Vehicle offences
- Serious violence
- Hate crime
- Domestic abuse
- Rape
- Homicide

These performance exceptions are described in more detail below.

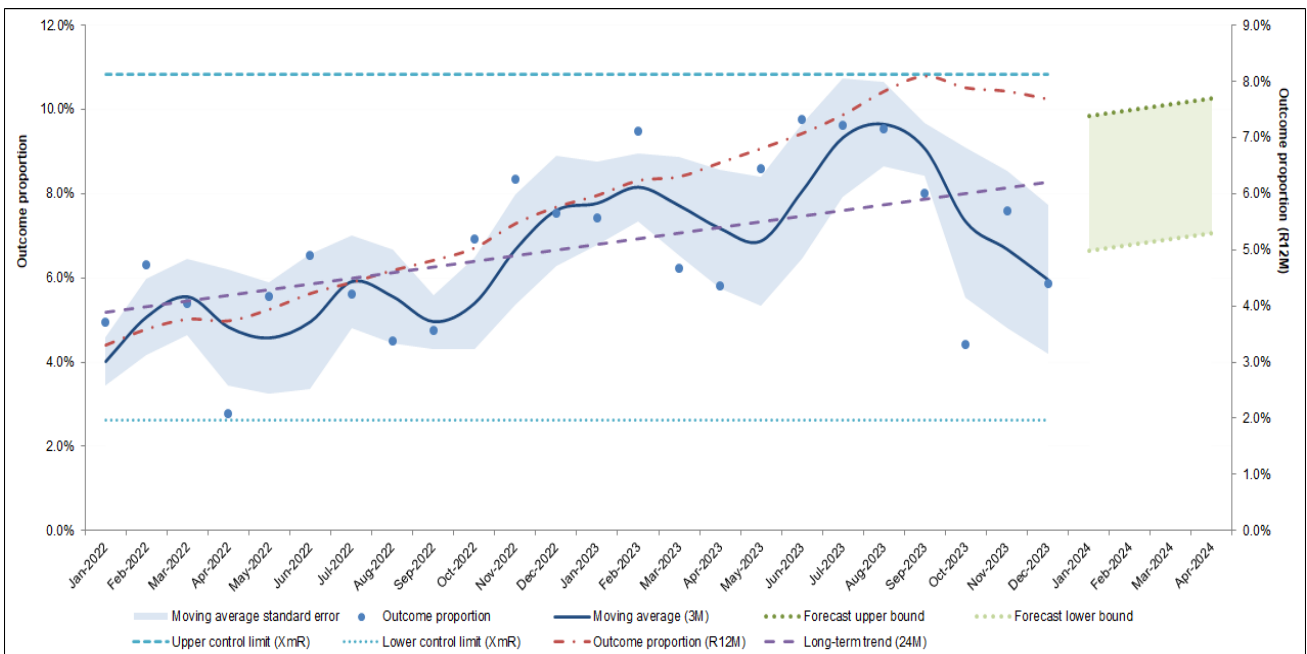### Total crime, proportion of outcomes solved, January 2022 to December 2023
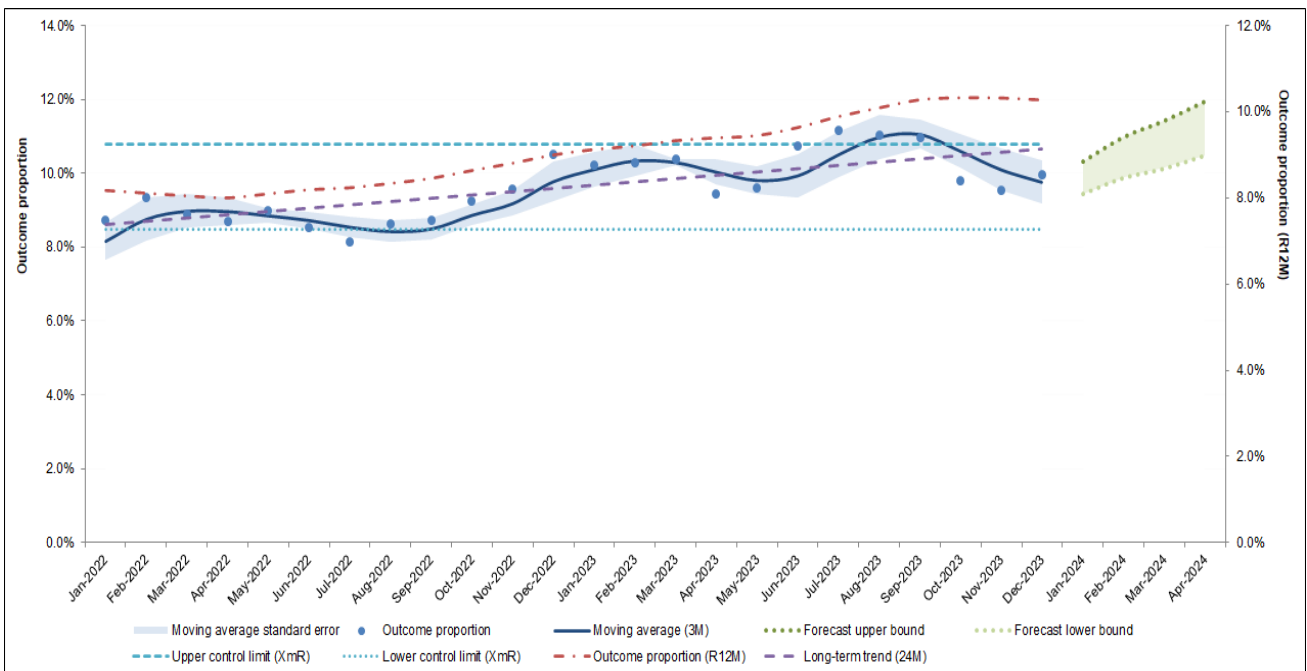
- This year 10.3% – last year 9.0% (statistically significant increase of 1.3% points)
- October-December 2023 solved proportion was 9.8% compared with July-September 11.1%
- December 2023 was 10.0% – December 2022 was 10.5%

Neighbourhood crime, proportion of outcomes solved, January 2022 to December 2023
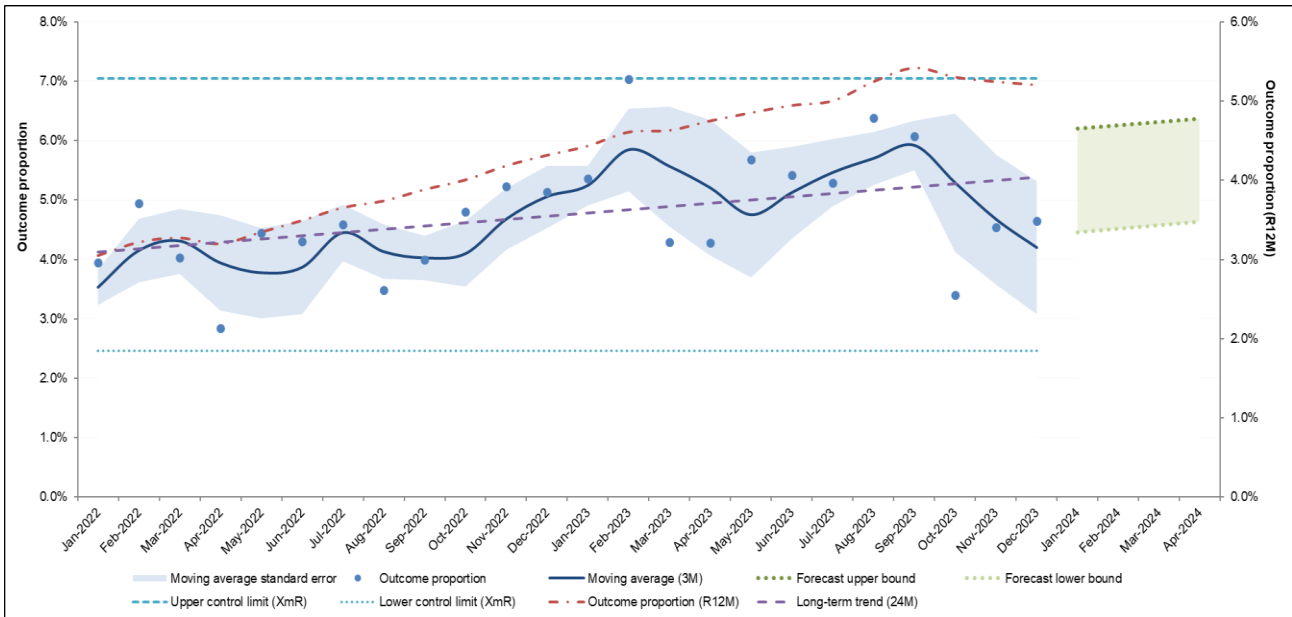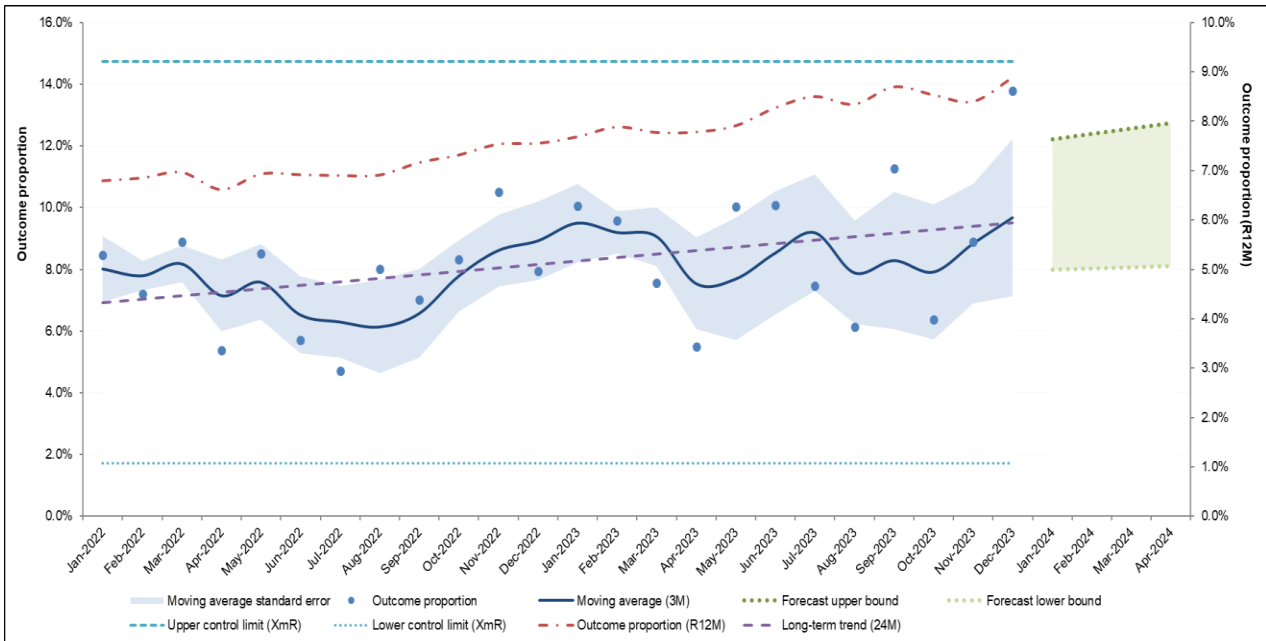

- This year 5.2% – last year 4.3% (statistically significant increase of 0.9% points)
- October-December 2023 solved proportion was 4.1% compared with July-September 5.9% (a statistically significant decrease of 1.8% points)
- December 2023 was 4.6% – December 2022 was 5.1%

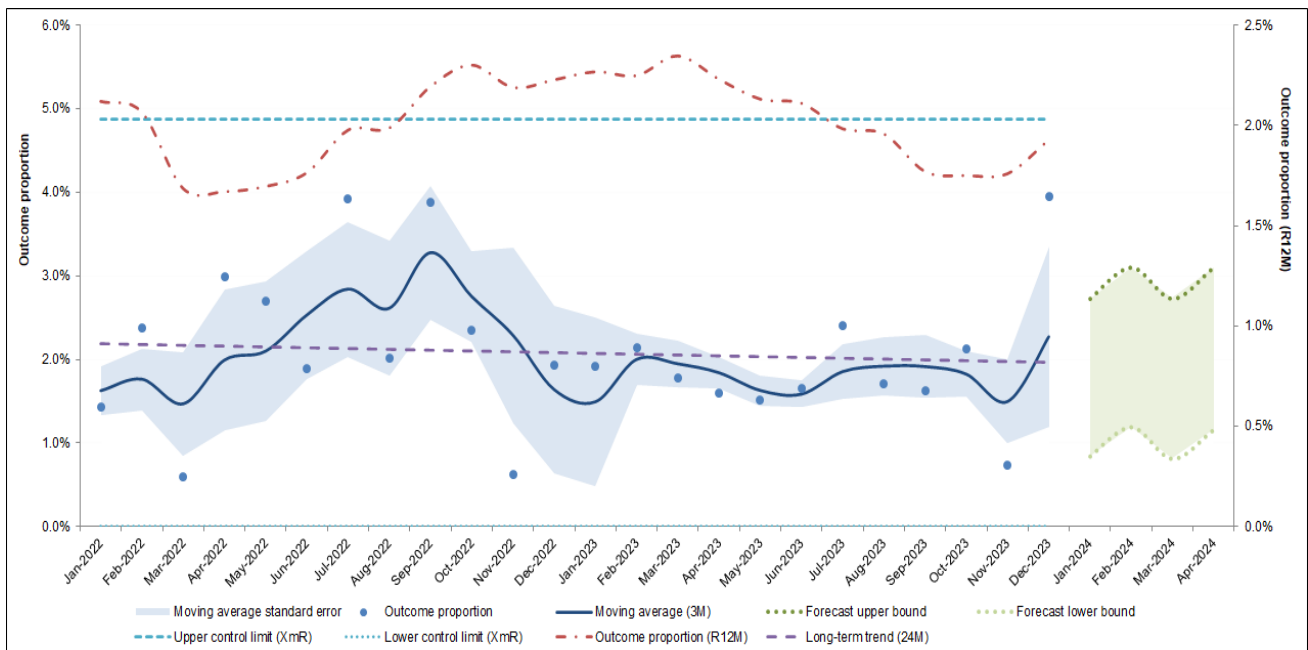**Residential burglary, proportion of outcomes solved, January 2022 to December 2023**

- This year 7.5% – last year 5.7% (statistically significant increase of 1.8% points)
- October-December 2023 solved proportion was 6.0% compared with July-September 9.1% (a statistically significant decrease of 3.1% points)
- December 2023 (5.9%) was a statistically significant decrease on the monthly average for the most recent 12 months (7.7%). December 2022 was 7.5%

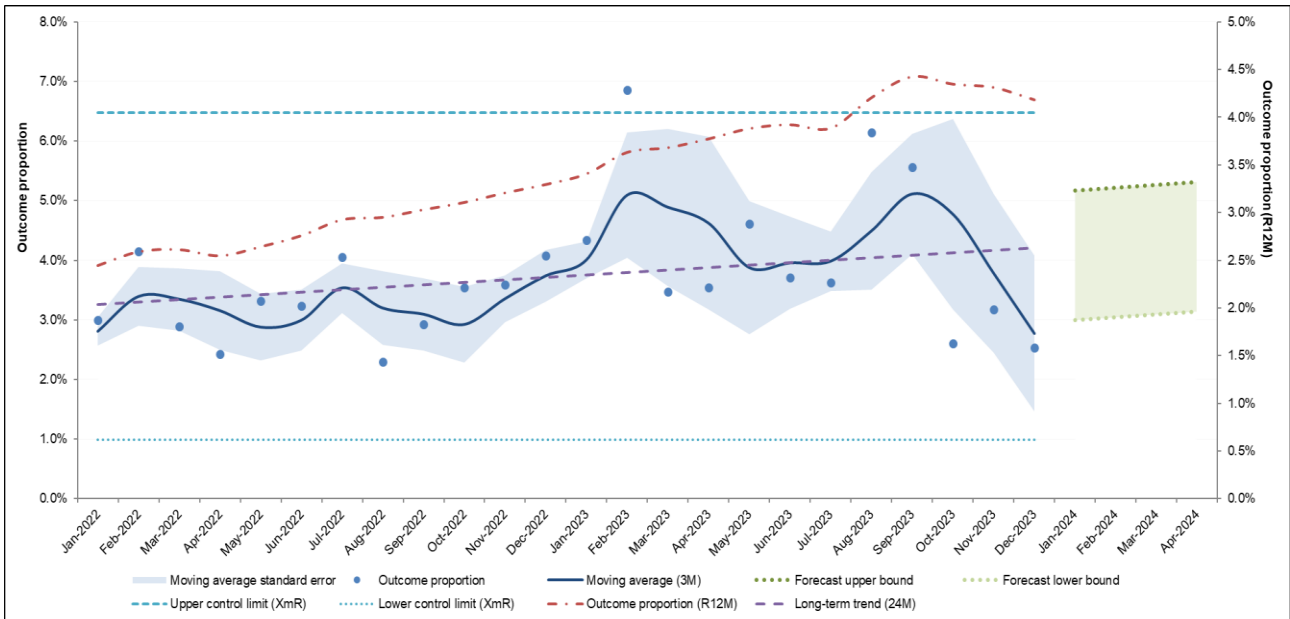## Personal Robbery, proportion of outcomes solved, January 2022 to December 2023

- This year 8.7% – last year 7.6%

- October-December 2023 solved proportion was 9.2% compared with July-September 8.2%

- December 2023 (13.8%) was a statistically significant increase on the monthly average for the most recent 12 months (8.9%). December 2022 was 8.0%

Theft from person, proportion of outcomes solved, January 2022 to December 2023
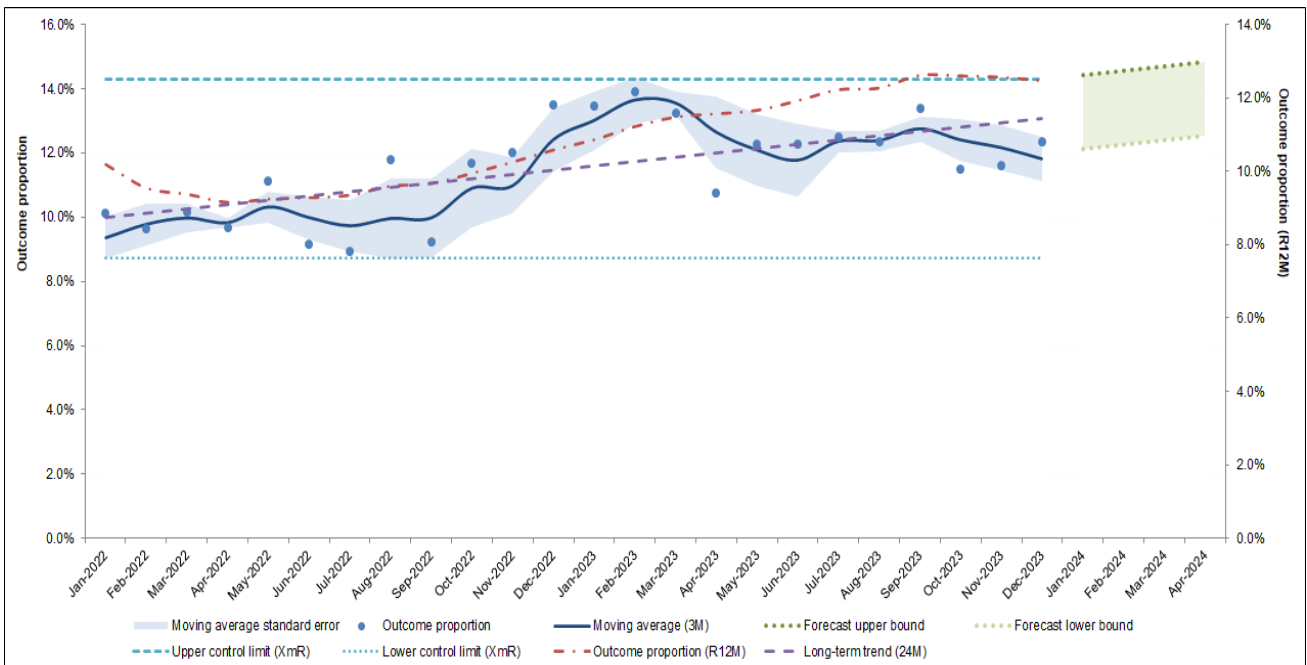

- This year 1.9% – last year 2.2%

- October-December 2023 solved proportion was 2.1% compared with July-September 1.9%

- December 2023 (3.9%) was a statistically significant increase on the monthly average for the most recent 12 months (2.0%). December 2022 was 2.0%

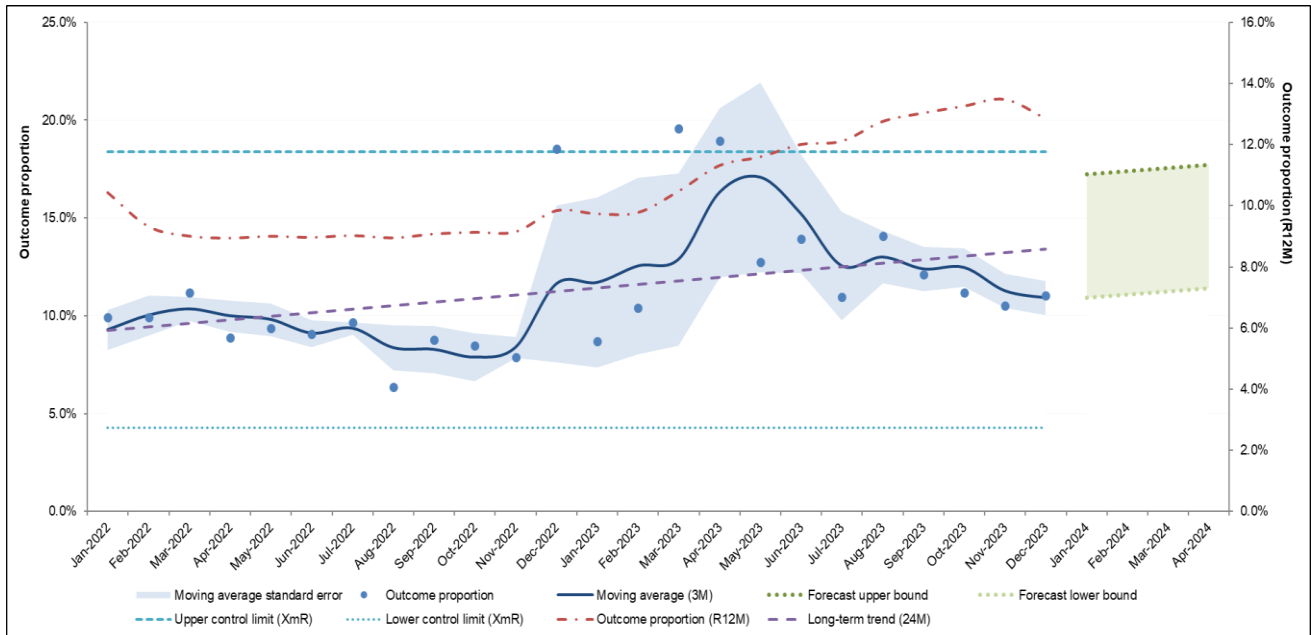**Vehicle offences, proportion of outcomes solved, January 2022 to December 2023**

- This year 4.2% – last year 3.3%
- October-December 2023 solved proportion was 2.8% compared with July-September 5.1% (a statistically significant decrease of 2.3% points)
- December 2023 (2.5%) was a statistically significant decrease on the monthly average for the most recent 12 months (4.2%). December 2022 was 4.1%

**Serious violence, proportion of outcomes solved, January 2022 to December 2023**

- 'Serious violence' is referring to a count of robbery and violence with injury offences.
- This year 12.4% – last year 10.3% (statistically significant increase of 1.8% points)
- October-December 2023 solved proportion was 11.8% compared with July-September 12.7%
- December 2023 was 12.3% – December 2022 was 13.5%

Hate crime, proportion of outcomes solved, January 2022 to December 2023
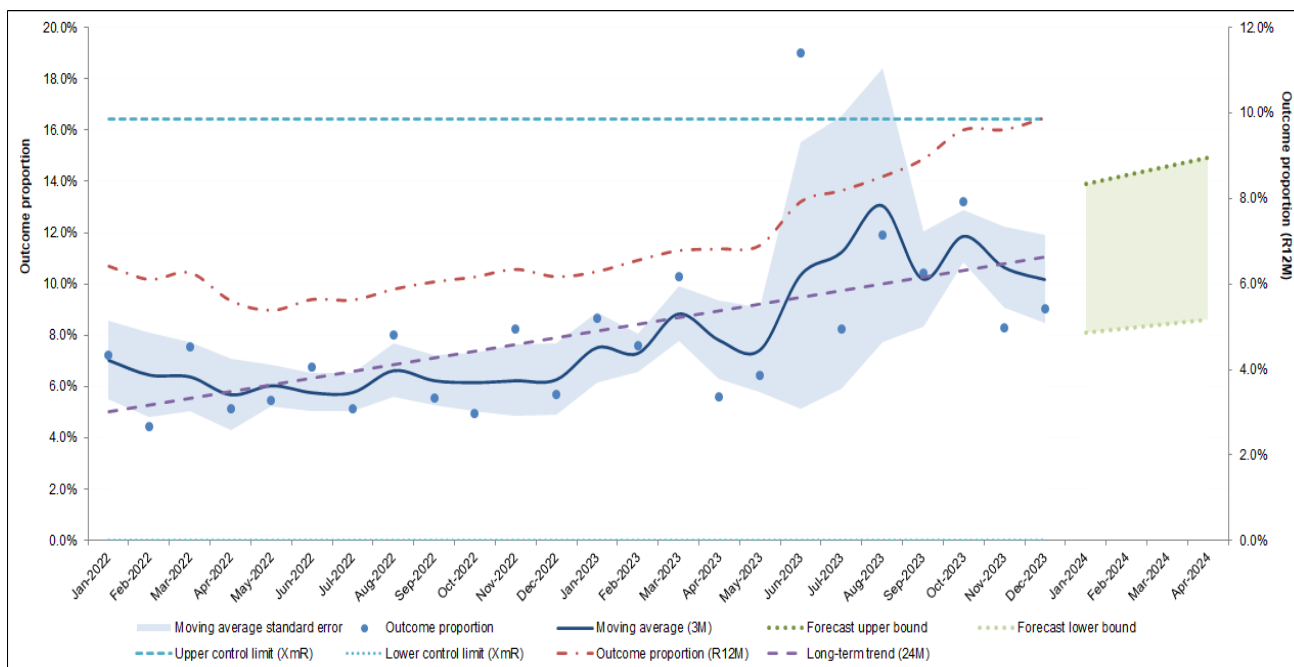

- This year 13.3% – last year 9.7% (statistically significant increase of 3.6% points)
- October-December 2023 solved proportion was 10.9% compared with July-September 12.3%
- December 2023 was 11.0% – December 2022 was 18.5%

Domestic abuse, proportion of outcomes solved, January 2022 to December 2023
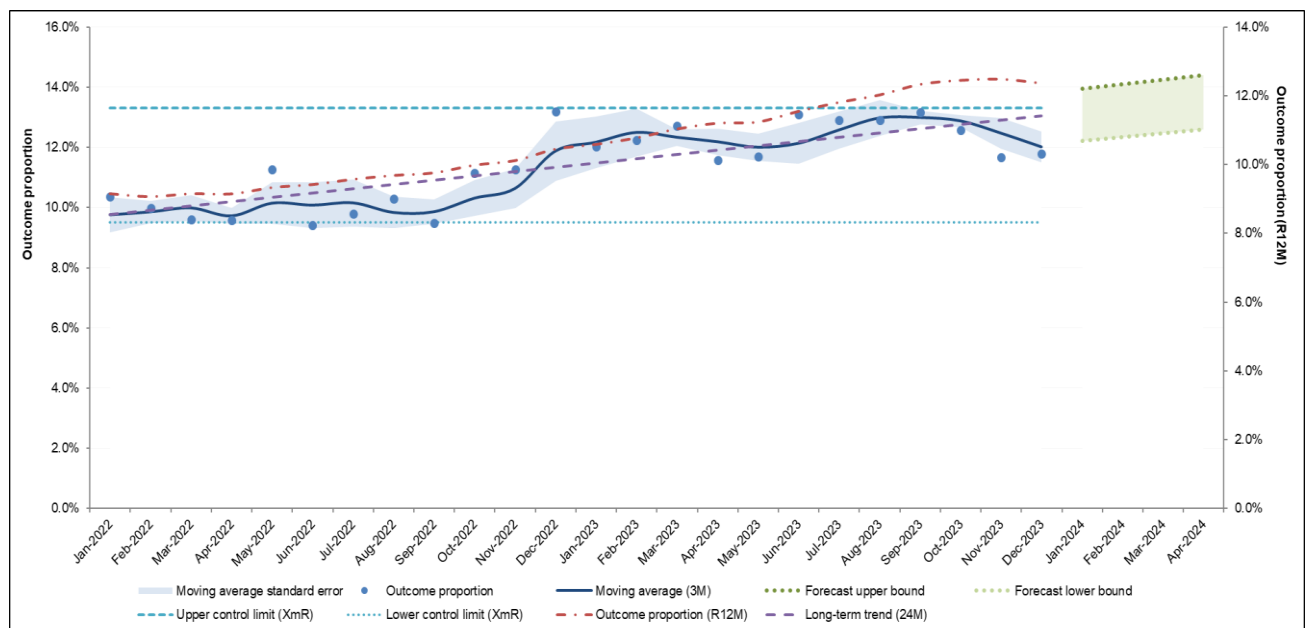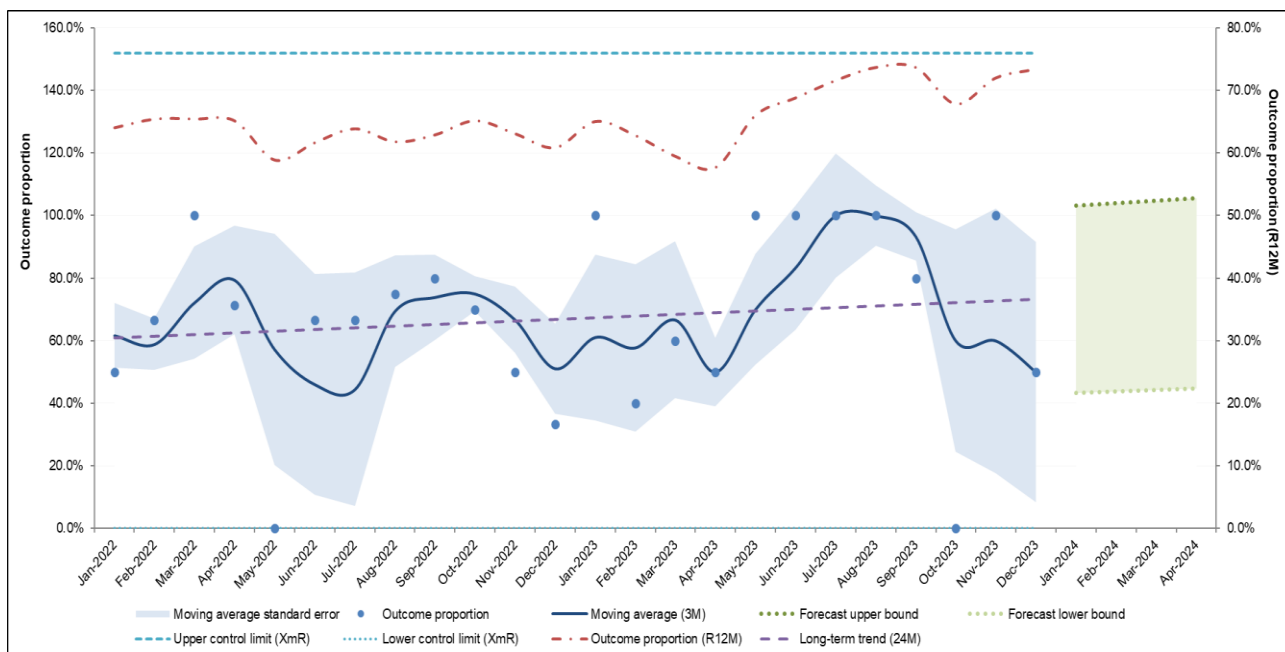

- This year 12.4% – last year 10.5% (statistically significant increase of 1.9% points)
- October-December 2023 solved proportion was 12.0% compared with July-September 13.0% (a statistically significant decrease of 1.0% points)
- December 2023 was 11.8% – December 2022 was 13.2%

Rape, proportion of outcomes solved, January 2022 to December 2023

- This year 9.8% – last year 6.2% (statistically significant increase of 3.6% points)
- October-December 2023 solved proportion was 10.4% compared with July-September 10.0%
- December 2023 was 9.0% – December 2022 was 5.7%

Homicide, proportion of outcomes solved, January 2022 to December 2023

- This year 69.7% – last year 65.7%
- October-December 2023 solved proportion was 66.7% compared with July-September 88.9%
- December 2023 (50.0%) was a statistically significant decrease on the monthly average for the most recent 12 months (73.3%). December 2022 was 33.3%
- Owing to the small volume of homicide crimes, caution should be taken when interpreting change