

Standing Together 2022-25

Priority 1, year 3 Progress Report: Keeping People Safe and Supporting Victims

Executive Summary

This report provides a year 3 summary of progress against **Priority 1 of the Police and Crime Plan, 'Standing Together' on Keeping People Safe and Supporting Victims** and is supplemented by more detailed reports that go to the Panel and Steering Group.

Key highlights:

- On average GMP answered 999 calls in 3 seconds - much faster than the 10 second target time for police forces. GMP have consistently remained as one of the best forces in the home Office league table for speed of answer.
- Non-emergency contact is also improving. GMP answered non-emergency calls in an average of 54 seconds compared to 1 minute and 9 seconds last year.
- Bee in the Loop now has 19,081 subscribers to date and districts continue to keep the momentum growing. In the last 12 months 1,951 messages have been sent out to our communities across the districts ranging from crime prevention to updates from the local area and dates/details of up-and-coming police surgeries.
- On average GMP responded to Grade 1 incidents in 9 minutes and 59 seconds, much faster than the 15-minute target time and faster than the performance last year when average attendance was 10 minutes and 27 seconds. This is an improvement on last year (86% vs 84%). Grade 2 attendance has also improved from 66% within the hour target – up from 59% last year and this is a continual area of focus.
- Total recorded crime continues to reduce. This is most marked in neighbourhood crimes which have reduced by 23.2% and Domestic Abuse related crimes by 15.7%. Outcome rates also continue to improve across all crime types.
- GMP have seen a significant reduction in residential burglary crimes with 12,856, 4,105 fewer than last year – a reduction of 24.2%. Solved outcome has improved up to 7.5% from 5.7% last year.
- Greater Manchester Victims' Services brings together a variety of different services to offer practical and emotional support to victims of both reported and unreported crime from across Greater Manchester. A programme of work has been established flowing from the Greater Manchester Victim services Review Stage 1, including:
 - Commissioning of a new Multi-Crime Service
 - Developing a new website and referral portal and creating a new brand for Greater Manchester services
 - Commissioning a 3-year victim survey and insights work.
 - Establishing a new Victims Strategy Board to support the GM response to the Victim and Prisoners Act 2024 and a new GM Needs Assessment for Stage 2 of the GM victim Services Review
- 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. The Justice and Rehabilitation Executive agreed a plan – co-designed with the sector called the Nightingale Programme which will enable parties to work as a GM system with new Nightingale Officers to support people who have been subject to extended and delayed trials; support families, create peer networks, and establish Nightingale Witness Suites across the sector.

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- A key component of the GBV Strategy is improving services provided to victims of domestic abuse. The GBV Board continues to oversee the implementation of the Greater Manchester GBV Strategy. The GBV Board has recently agreed a new two-year Delivery Plan that encompasses the following new areas of activity:
 - Employment and employers
 - Children
 - Travel & Transport
 - Sex Workers including on-line harm.
 - Men & Boys
 - GM Wide Governance
- Challenger continues to provide the place of safety, to provide immediate respite to individuals identified as potential victims of exploitation. In the calendar year 2023, the place of safety was used by 28 victims of modern slavery, enabling reflection and supporting next step decision making for these victims.
- In Greater Manchester we have already seen reductions in serious violence – between the year ending June 2022 and the year ending June 2023, police recorded knife crime decreased by 12.5% across all ages, and 13.5% for victims under age 25. Similarly, over the past four years from pre-COVID to latest data A&E attendances due to assault have fallen by 18%, homicides have fallen by 15%, hospital admissions due to violence have fallen by 38%, and police recorded robbery has fallen by 31%. However, there remains much to do to deliver further and sustainable reductions.
- A ten-year GM violence reduction strategy, 'Greater than Violence,' was launched in December 2023 following an extensive campaign of partner and public consultation and engagement. The strategy rests on two pillars of Prevention and Response and is delivered through five core principles of Community-Led, Early and Timely Intervention, Partnerships for Change, Equity, Equality and Justice and a Trauma Informed City-Region.
- GMP received 4,334 mental health related calls this year - down 2.8% on last year.
- GMP with partners is embarking on Right Care, Right Person (RCRP) which aims to ensure the most appropriate agency respond to those with mental health and wider welfare needs that are not best met with by policing. This is a national approach (underpinned by a national Partnership Agreement) that all police forces are required to implement this year. A number of police force areas have already done so.
- RCRP will enable police officers to have more time to fight, prevent and reduce crime and ASB. It is crucial that this opportunity is maximised across the 10 localities so that the people of GM benefit from this change.
- The initial 'go live' date was to be April this year. This was then postponed until and more recently until September/October to ensure all partners are ready for implementation. This will mean that GMP will be one of the last forces to implement this change.
- The Deputy Mayor meets monthly with the Chief Constable and his leadership team to ensure joint oversight of key issues. The Forward Plan is currently under review and will include progress reports against improvement priorities and emerging issues across all policy areas.

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	You asked us to	Progress update and highlights	How is this being achieved and measured?
1.	Improve access to police services.	<ul style="list-style-type: none"> As shown on the scorecard, on average GMP answered 999 calls in 3 seconds - much faster than the 10 second target time for police forces. GMP have consistently remained as one of the best forces in the Home Office league table for speed of answer. As shown on the scorecard, non-emergency contact is also improving. GMP answered non-emergency calls in an average of 54 seconds compared to 1 minute and 9 seconds last year. This will become an increasingly important area of focus as the Home Office introduce league tables for 101 speed of answer this year. Bee in the Loop now has 19,081 subscribers to date and districts continue to keep the momentum in growing this. In the last 12 months 1,951 messages have been sent out to our communities across the districts ranging from crime prevention to updates from the local area and dates/ details of up-and-coming police surgeries. 	<p>GMP Improvement Plan</p> <p>Delivered through the GMP Plan on a Page (POAP) Board.</p> <p>Home Office Call Answering League Tables</p>
2.	Improve police responsiveness and visibility	<ul style="list-style-type: none"> On average GMP responded to Grade 1 incidents in 9 minutes and 59 seconds, much faster than the 15-minute target time and faster than the performance last year when average attendance was 10 minutes and 27 seconds. As shown on the scorecard, GMP attended 91% of these incidents in less than 15 minutes – an improvement on last year (86% vs 84%). Grade 2 attendance has also improved from 66% within the hour target – up from 59% last year and this is a continual area of focus. As shown on the scorecard, total recorded crime continues to reduce. This is most marked in neighbourhood crimes which have reduced by 23.2% and Domestic Abuse related crimes by 15.7%. Outcome rates also continue to improve across all crime types. GMP have seen a significant reduction in residential burglary crimes with 12,856, 4,105 fewer than last year – a reduction of 24.2%. Solved outcome has improved up to 7.5% from 5.7% last year. All district areas have in place Neighbourhood Policing Teams (NPT's) that align to the new model and we now enter phase 2 which will focus on consistency, culture, and performance. 	<p>GMP Improvement Plan</p> <p>Delivered through the GMP POAP Board.</p> <p>GMP Prevention Hubs, Neighbourhood Policing teams and Neighbourhood Crime teams.</p> <p>Operation Avro</p> <p>Operation Vulcan</p>

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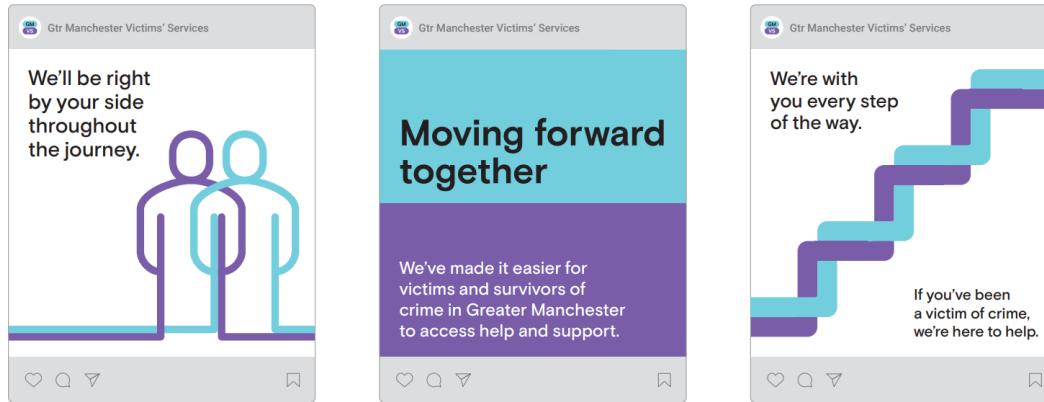
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		<ul style="list-style-type: none"> • The Sergeant and Inspector establishment is at full strength. There has been a continued reduction of constable vacancies, this has been enhanced by the establishment of specialist neighbourhood roles. When combined GMP are 15.4% under strength for neighbourhood constables with plans continuing to be followed to increase capacity in line with GMP’s workforce profile. • GMP now have operational Prevention Hubs in each of the 10 localities. One area of focus has been repeat missing from home reports, an area of high risk often in relation to adult and child safeguarding. • GMP have continued to build on Operation Avro which has been run in each of the 10 localities and on the transport and roads system. These days of action provide a high visibility response to tackle particular issues in an area. The most recent Avro was a force-wide day in respect of protection of children and young people. • Operation Vulcan – has expanded beyond Cheetham Hill and Strangeways and is now in place in Piccadilly Gardens and Victoria and Piccadilly transport hubs. Crime has reduced significantly in these areas as a result with theft from persons in these areas reducing by 35% and stalking and harassment by 56%. Vulcan style operations have now been launched in Trafford, Stockport and Bolton via Operation Vulcan Futures. 	
3.	Improve Services to victims.	<ul style="list-style-type: none"> • Greater Manchester Victims’ Services brings together a variety of different services to offer practical and emotional support to victims of both reported and unreported crime from across Greater Manchester. • A programme of work has been established flowing from the Greater Manchester Victim services Review Stage 1, including: <ol style="list-style-type: none"> a) Commissioning of a new Multi-Crime Service b) Developing a new website and referral portal and creating a new brand for Greater Manchester services c) Commissioning a 3-year victim survey and insights work. d) Establishing a new Victims Strategy Board to support the GM response to the Victim and Prisoners Act 2024 and a new GM Needs Assessment for Stage 2 of the GM victim Services Review 	Justice and Rehabilitation Executive

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		<p>Commissioning of a new Multi-Crime Service</p> <p>The approach contains 5 priority areas that the new service is expected to support delivery of over the period of its contract, whilst also meeting the core delivery requirements of a victim support service, as set out in the Victims Grant from which funding for the service is derived.</p> <ol style="list-style-type: none"> 1. Taking the Service to the Victim. 2. Stop Repeat Victimisation. 3. Strengthen Local Partnerships. 4. Digital Transformation. 5. Service Integration & Communication. <ul style="list-style-type: none"> • Following a robust competitive tender process, the new provider, Catch22 were awarded a 3-year contract and started delivering the service on the 18th September 2023. With the scale and complexity of the new delivery model the service will be adopting a staggered approach to mobilisation and implementation over 4 phases. • A significant change in approach is co-location at GMP Headquarters alongside the Force Crime Management Unit, this was done to improve the sharing of information between the force and the service and the provision of information and communication with victims of crime. • Another change will be to ensure that the service is more visible across the districts, working closely with local authority commissioned services and VCSE organisations to shape service delivery to meet the needs of individuals and communities. • Phase 1 was a 5-week mobilisation phase preceding the commencement date of 18th September. The focus being to establish the new co-located footprint, manage the TUPE transfer of staff and the transition arrangements between the outgoing provider and Catch22 to ensure continuity of support for those victims who straddled the two service providers. • Phase 2 extended to the end of January 2024 and took into account the significant recruitment and training requirements that the service faced – the focus now being to ensure the service is fully established and has the infrastructure, systems and processes in place to meet its core delivery requirements and has a clear strategy 	<p>Contract monitoring.</p> <p>Justice and Rehabilitation Executive</p> <p>Partnership Events</p>
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Commissioning a 3-year victim survey and insights work

The body of work has been commissioned and a Survey Management Group meets regularly. The focus is on understanding quantitative and qualitative experiences against the Victims' Code. and work is broken down into three areas:

- Victims' Code 1-7 – GMP: Wave 1 in progress
- Victims' Code 8-12 the CJS: in design phase
- Victims' Code 1-12 Deep Dive Thematic: Autumn 2024.

All the findings will feed into a GM Needs Assessment and relevant performance frameworks.

Catch22 as part of their requirements at the GM Victim services multi-crime provider, created a victim insights dashboard which will be shared with partners on a geographical footprint, providing bespoke victim insights and reports to support interlinked services and plans. In 2024 Catch22 will work with partners to make sure this meets their needs.

Victims' Strategy Board

New Victim Services Strategy Board

GM Survey Management Group

Contract Management

Justice and Rehabilitation Executive

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		<p>A partnership event took place in March 2024 with the VCSFE sector, to provide updates on the strategic body of work on victim services and in anticipation of new legislation. In 2023/4 the Justice and Rehabilitation Executive agreed to establishing a new Victims Strategy Board to support the GM response to the Victim and Prisoners Act 2024 and a new GM Needs Assessment for Stage 2 of the GM Victim Services Review/. The first meeting will take place in June 2024. The body of work has grown significantly and needs a dedicated approach in order to effectively respond to the</p>	
4.	<p>Improve services to victims of sexual violence and domestic abuse.</p>	<p>Sexual Violence</p> <ul style="list-style-type: none"> • 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. The Justice and Rehabilitation Executive agreed a plan – co-designed with the sector called the Nightingale Programme which will enable parties to work as a GM system with new Nightingale Officers to support people who have been subject to extended and delayed trials; support families, create peer networks, and establish Nightingale Witness Suites across the sector. • GMP Operation Soteria-Empower Programme has agreed an improvement plan co-designed with the sector and embedded a performance framework within GMP’s POAP Boards. • Operation Soteria – Empower has now been established as a strategic change programme in GMP. A self-assessment has been completed and a feedback workshop was held with the national Operation Soteria team which has provide a steer on the development of a hub and spoke model f delivery. • St Mary’s SARC is jointly commissioned by the Deputy Mayor and GM ICP to provide services to survivors of sexual and domestic abuse. St Mary’s opened their new, modern facilities in March 2024. A waiting list initiative has been agreed with the ICP to tackle backlogs in the adult and CYP therapeutic support waiting lists. • St Mary’s also held a successful national conference focusing on Breaking Barriers: Reaching Underserved Groups and Navigating the Criminal Justice System 	<p>Justice and Rehabilitation Executive</p> <p>New Victim Services Strategy Board</p> <p>GMP POAP Boards</p> <p>Operation Soteria Empower Programme Board</p> <p>Contract monitoring.</p>

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		<p>Risk: we are awaiting funding decisions post - General Election as a number of ISVA and IDVA posts are funded until March 2025.</p> <p>National Score Card Progress:</p> <ul style="list-style-type: none"> • Progress for rape investigations remains steady with 7% of cases charged as at December 2023 which is an improvement on the previous year at 4% and is higher than the national average of 6%. 	<p>New Victim Services Strategy Board</p> <p>Operation Soteria Empower Programme Board</p>
		<p>Domestic Abuse</p> <ul style="list-style-type: none"> • A key component of the GBV Strategy is improving services provided to victims of domestic abuse. The GBV Board continues to oversee the implementation of the Greater Manchester GBV Strategy. The GBV Board has recently agreed a new two-year Delivery Plan that encompasses the following new areas of activity: <ul style="list-style-type: none"> ○ Employment and employers ○ Children ○ Travel & Transport ○ Sex Workers including on-line harm. ○ Men & Boys ○ GM Wide Governance • We now have fourteen areas of defined activity in the new Delivery Plan and each area of activity is led by an SRO. There is a defined work programme for these fifteen priorities to report into the GBV Board and Executive over the next 18 months: <ul style="list-style-type: none"> ○ The continued development of our Lived Experience Reference Panel we will continue ensuring that the voice of Lived experience plays a central role in the delivery of the GBV Strategy. ○ The Public Engagement element of the GBV Strategy will deliver a comprehensive campaign highlighting Coercive control and GBV in the private arena. The successful #isthisokay branding will be used to develop our message. 	<p>Gender Based Violence Board and Executive</p> <p>The Lived Experience Panel work programme and priorities.</p> <p>The GBV Board and Executive will receive regular updates on activity.</p>

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		<ul style="list-style-type: none"> ○ The Education element of the Strategy is now in delivery mode. The tender to manage the delivery was won by Salford Foundation and detailed operational strategies are in place. The work is being overseen by a project Steering Group that will report into the GBV Board & Executive. ○ The health elements of the Delivery Plan have been revisited by colleagues in the ICS and now include the following ambitions: <ul style="list-style-type: none"> ○ Review of commissioned pathways: improve identification and reduce variation in access to advocacy support in health settings based on need (evidence base) ○ Role as an employer: embedding Sexual Safety Charter and domestic abuse requirements into NHS contracts and via safeguarding contractual assurance mechanisms. ○ Embedding policy: Continued support to NHS organisations to support implementation of domestic abuse policy for victims and perpetrators. ○ DHR quality assurance: Enact ICB delegated responsibility for quality assurance of the health elements of Domestic Homicide Reviews governance mechanisms to demonstrate effective response for health actions. ○ Targeted support: develop tailored pathways for GBV victims, as part of a 12-month funded pilot in partnership with Standing Together working alongside designated safeguarding teams. ○ Continued implementation of the Mental Health pathfinder: improve integrated support for victims of sexual violence that have complex mental health problems. ○ The Housing element is now governed by a detailed Delivery Plan that proposes work around these issues to name a few; the out of Borough Protocol, continued DAHA accreditation, the development of a progressive approach to tenancy agreements that explicitly confront GBV behaviours, further work around the impact of DA on homelessness, work with Private landlords to open access to properties to those fleeing GBV. 	<p>VRU Education Group The project Steering Group The GBV Board & Executive.</p> <p>Senior Responsible Officer (SRO) ICS GBV Board & Executive</p> <p>The Housing SRO will report regularly into the GBV Board & Executive.</p> <p>Partners in the Social Housing and Private Housing sectors.</p>
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		<ul style="list-style-type: none"> ○ Equality, Diversity & Inclusion. We have developed a draft delivery plan with the LGBT Foundation this delivery plan defines priorities and areas of activity going forward. We continue to try and develop work with older people and will co-ordinate efforts with the GMCA Ageing Hub and Hourglass to take this work forward. We have developed a project to deliver IDVA provision targeted at the needs of neurodivergent people – this post is hosted by the Pankhurst Trust and is guided by a Steering Group of VCSE organisations that specialise in support for neurodivergent people. We continue to deliver nationally significant support services to those impacted by No Recourse to Public Funds (NRPF) via both the Home Office funded Lotus Hub project and via the GM wide project to deliver immigration advice via the Greater Manchester Immigration Aid Unit (GMIAU). We have just received the final report on ‘so-called’ honour-based abuse in GM and will over the next few months aim to identify priorities within this landscape. ○ Policing & Criminal Justice – Delivery of the Review of DA arrangements across GM to improve response to victims of DA. Review of Operation Encompass. Enhanced scrutiny via DIP Sampling on Rape and DA. Delivery of Operation Soteria. Piloting of the Rapid Video Response (RVR) approach to DA. There is a concerted and co-ordinated approach across GMP and the CPS to deliver: <ul style="list-style-type: none"> ○ Improved response to victims. ○ Improved file quality. ○ Increase in charging decisions. ○ Reduced victim & witness attrition ○ Perpetrators – We will deliver the Domestic Abuse Protection Order (DAPO) Pilot starting in Bury in late summer, then rolling out across GM over the following 12 months. The continued roll out of a MATAC style approach alongside Local Authority partners and GMP. Delivery of our existing Home Office funded perpetrator programmes. The delivery of the GMP targeted perpetrator programme. The development of a GM wide perpetrator strategy. ○ Employers – Another new priority area of work and one that is being delivered via a dynamic partnership with colleagues in the private sector. More GM 	<p>SRO GBV Board and Executive Reports from the following partners:</p> <ul style="list-style-type: none"> ○ LGBT Foundation ○ The Lotus Hub ○ GMIAU ○ Neurodivergent IDVA Project SG <p>SRO GMP GM Probation CPS</p> <p>SRO GMP DA - QLAB</p> <p>SRO Good Employment Charter Pro Manchester GBV Board & Executive</p>
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		<p>employers to take meaningful action to prevent and eradicate Gender-Based Violence. More GM employers to support staff who are victims of Gender-Based Violence and respond appropriately to perpetrators. Establish an employer-led initiative across systems and sectors to drive this with the public sector leading by example.</p> <ul style="list-style-type: none"> ○ Sex Workers & Online harm - This new priority will build on existing partnerships within GM to further the support for sex workers, helping to keep people safe and ensure the diverse voice of people who sex work is included in the design of services. A key element of this priority is understanding the scale of, and response needed to online sex work in GM. ○ Children – We are now developing work in partnership with Children’s services across GM. This work is being co-ordinated by the SRO who is the GMCA’s Assistant Director for Children and Young People Reform. We will ensure that this work aligns with recognition of Children as victims within the framework of the DA Act 2021. ○ Travel & Transport - In the consultation on the development of the original strategy Travel and Transport was highlighted as a significant priority because of this we have included it as a separate priority in the new Delivery Plan. We are working with Transport for Greater Manchester (TfGM) to develop a comprehensive joint approach in this area. ○ Men & Boys Plan – This bespoke plan has been developed by the VRU in partnership with Manchester University and We are Survivors. It will be presented to the GBV Board and then a work plan will be developed to begin delivery in this new area of work area. ○ GM Wide Governance – We will shortly deliver the comprehensive review of MARAC. We have co-ordinated a review of the delivery of Operation Encompass with GMP. We will deliver a GM Wide perpetrator framework to Strategically guide our work going forward. We are participating in the national review of arrangements and responses to Domestic Homicide. 	<p>SRO GBV Team GBV Board & Executive</p> <p>Childrens’ Board SRO</p> <p>SRO TfGM GBV Team</p> <p>SRO VRU</p> <p>SRO DA-Coordinators GBV Board & Executive</p>
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5.	Protect vulnerable people from criminal exploitation.	<p>Help victims of modern slavery and county lines</p> <ul style="list-style-type: none"> • Challenger continues to provide the place of safety, to provide immediate respite to individuals identified as potential victims of exploitation. In the calendar year 2023, the place of safety was used by 28 victims of modern slavery, enabling reflection and supporting next step decision making for these victims. • The Challenger Executive Board Policy and Procedure subgroup has established two working groups. The first will focus on the development of police and partner responses to threats to life involving children and young people; the second will build on good practice in parts of GM to explore supporting a consistent police and partner response to cases of adult exploitation. • The key dashboard metrics are: <ul style="list-style-type: none"> ○ Firearms discharges. There has been a slight increase in March 2024 compared to March 2023, from 5 to 6 recorded discharges. ○ Recorded Hate Crimes have reduced by 30.6%. • The newly commissioned Greater Manchester Victims Services features thematic victim care leads including, one of which is modern slavery and human trafficking, offering subject matter expertise and tailored support to Victims that access the service. • Challenger continues to commission Justice and Care to provide a Victim Navigator service, acting as a single point of contact between GMP and victims, and supporting the individual to navigate and access support to reduce vulnerability. • Causeway continue to provide commissioned post-NRM services to individuals who have been exited from the NRM care, to support reintegration and minimise the risk of re-exploitation. • There is a continued focus on raising awareness of exploitation and the support offers available for vulnerable victims / and those at risk of exploitation amongst the public and professionals, which has included: • Continued investment in Programme Challenger’s We Move mentoring project which aims to support young people (aged 12-18 years old) at risk of involvement in serious and organised crime/ youth violence to believe ‘better is possible’ by engaging them in positive activities. 	<p>Governance through Challenger Executive Board and Complex Safeguarding Executive Board.</p> <p>Outcomes framework captures key activity and impact in delivery of the GM Challenger strategy, which is reviewed quarterly by the Board.</p>
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		<ul style="list-style-type: none"> • GMCA commissioned Breaking Barriers to deliver their hard-hitting play 'Crossing the Line' to year 6 children in over 37 primary schools (45 sessions) across Greater Manchester to raise awareness of exploitation and who young people can speak to. • The Modern Slavery Training Coordinator continues to establish relationships with a wide range of partners including health and education, and in 2023/24, this work resulted in the delivery of training to over 2,000 individuals. This included 531 Health professionals to raise awareness of the signs of Domestic Servitude and staff in HMP Hindley, leading to delivery to all GM Probation staff in June 2024. • Challenger have successfully engaged the Airport in proactively displaying campaign material across the airport. Inputs to Community Champions delivered by the MSHT Partnership Training Coordinator have seen a positive impact as Champions continue to deliver MSHT training to professionals across the Airport. Guidance from the Airport highlights that 300 professionals have been trained in MSHT by 03/05/2024. • Programme Challenger and the GM Complex Safeguarding Hub collaborated with wider GM partners including Catch 22, Early Break, and National Autistic Society to design and deliver two extensive Programme of Learning and Development Events during the 12-month period which were aligned to National County Lines Intensification Periods (Oct 23 & Mar 24) reaching over 1400 professionals and parents and carers. • Programme Challenger collaborated with GMFRS and wider GM partners to design and deliver a 'GMFRS Bury Fire Training Centre Takeover Pilot' blending fire safety messages with wider safety messages (including exploitation, substance misuse, serious youth violence, healthy relationships, and online grooming) within an immersive learning experience. The pilot was extremely well received and an excellent example of collaboration. Phase 2 is in development with a view to engaging with more young people in this fantastic experience. <p>Prevent more people becoming victims of fraud.</p> <ul style="list-style-type: none"> • The GMP Economic and Cyber Crime unit have been reviewing outcomes from 'Operation Wage', a Stockport community project to tackle fraud, for further viability and opportunity to expand this work in Greater Manchester. 	
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- The targeted pilot work within Stockport has been working proactively with partners to embed the Fraud Prevention team within the local community and has seen instances of predicated financial losses reduce by around 50% since January 2024 compared to last year over the 3-month period.
- The GMP Economic and Cyber Crime along with the fraud volunteer team have set up a multi-agency relationship with truCall and trading standards. An outcome of this partnership has resulted in the ability to offer free truCall units which are call blockers to prohibit scam and nuisance calls to landline phones of those in the community who are most vulnerable and may be at risk of fraud.
- Over the 4-year life of these units, it is estimated that they will block around 122,539 nuisance calls (of which 33,720 will have been scam phone calls), preventing 199 scams, saving vulnerable households £587,292, leading to a reduction of £545,513 in NHS, social care & police costs, and an increase in wellbeing & quality of life valued at £616,051 - total benefits of £1,748,856. The financial benefits of £1,132,805 is 30 times the project costs of £37,814.
- As well as call blockers, GMP Economic and Cyber Crime have also been offering doorstep crime victims a doorbell camera as part of a joint partnership with national trading standards.
- A multi-agency illegal money lending roundtable workshop chaired by the GM Deputy Mayor was held on 15.03.24.
- This was to raise awareness of this often hidden-harm crime type and identify ways to tackle barriers and increase disclosure and referrals. A number of actions are now being scoped in order to deliver the outcome recommendations from the event.
- The newly commissioned Greater Manchester Victims Services features thematic victim care leads including 2 of these that specialise in fraud, offering subject matter expertise and tailored support to victims that access the service.
- Guidance on fraud prevention was provided into the GMCA Ageing Well workshop on crime and safety which was held 17th April 2024.

Raise awareness of Hate Crime, promote how people can report it and improve access to support:

Hate Crime Awareness Week

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- Over the last 5 years the Police and Crime Panel, along with the Deputy Mayor have provided a combined £10,000 per year to each district to support local activities to tackle hate crime throughout the year. As part of this agreement, districts are asked to allocate half of the funding for investment in local community led events and activities through small grants processes.
- Hundreds of events held throughout the year, raising awareness of hate crime, how to report it and how to seek help – through promotion of the GM’s partnership hate crime resource site: www.letsendhatecrime.com

Campaign – Hate Crime Awareness Week

- The Deputy Mayor also provides funding in support of centralised partnership awareness campaigns to run in the GM week of action in February and the National week of action in October. For the February campaign this enabled the partnership branding and messaging to be disseminated around Greater Manchester, including at every Metrolink stop, on buses, billboards, electronic media screens in the city centre, through radio adverts and also paid Facebook advertising.
- Hate crime campaign messaging through these channels had a reach of 1.6 million people. Messaging is now also disseminated to residents through the Bee in the Loop community messaging service, which currently has over 19,000 subscribers.

The Deputy Mayor has commissioned a refresh of the GM hate crime plan and engagement work is underway to review the priorities for 2024 onwards.

Case Study – Increase reporting and improving reporting mechanisms.

Incidents can now be reported directly through the GMP website and the LiveChat facility enables direct, live, contact to a GMP operator who is able to escalate a police response if required. GMP will be running a campaign from November 2023 to promote and raise awareness of online reporting, LiveChat, and advice available at www.gmp.police.uk over a sustained long-term period of time to improve the use of online services and encourage the public to ‘channel shift’.

Case Study - Refresh of Third-Party Reporting and Hate Crime Ambassadors - Bury

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		<p>The hate crime ambassador programme has been relaunched in Bury. This included a dedicated two-hour interactive workshop to cover the remit of the role and ongoing training programme. This workshop will be delivered every 12 months with a regular training programme in that period, including a quarterly team meeting to share good practice and discuss any concerns or further opportunities. The training has now been dovetailed with GMP processes to offer a single gateway to become a registered hate crime reporting centre in Bury. At present there are 16 registered Third-Party Reporting Centres in Bury.</p>	
6	Protect vulnerable young people.	<p>Greater than Violence.</p> <ul style="list-style-type: none"> • A ten-year GM violence reduction strategy was launched in December 2023 following an extensive campaign of partner and public consultation and engagement. The strategy rests on two pillars of Prevention and Response and is delivered through five core principals of Community-Led, Early and Timely Intervention, Partnerships for Change, Equity, Equality and Justice and Trauma Informed City-Region. • In Greater Manchester we have already seen reductions in serious violence – between the year ending June 2022 and the year ending June 2023, police recorded knife crime decreased by 12.5% across all ages, and 13.5% for victims under age 25. Similarly, over the past four years from pre-COVID to latest data A&E attendances due to assault have fallen 18%, homicides have fallen 15%, hospital admissions due to violence have fallen 38%, and police recorded robbery has fallen 31%. However, there remains much more to do to deliver further and sustained reductions. • Another Chance is a Youth Endowment Fund funded Focussed Deterrence programme targeting 14–25-year-olds involved in serious youth violence within a group dynamic, in the city of Manchester and a defined area of North Trafford. • The support element is provided by a local charity organisation, who have approached approximately 57 young people and so far, engaged 31 of them in the first nine months of the programme. Participants work with mentors to address risk related behaviours, as well as working to co-create the support they need to help 	<p>Violence Reduction Governance Board</p> <p>Supported by a range of themed sub-groups.</p> <p>Community Action Group</p>

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them desist from violence and raise awareness of the consequences of police enforcement. Participants are provided with opportunities which have included fitness activities, help with CV's and job applications as well as wider familial support. It is estimated that the programme will reach a minimum of 250 young people over the 2.5-year duration.

- **Parent and Carers Support Service (PACS)** has been developed in response to parents and carers that have concerns that their children may be at risk of violence and associated harms. The programme was designed in full consultation with those with lived experience and is tailored to those who may have some anxieties or concerns about going straight to statutory agencies in the first instance. PACS provides both one to one support to parents, sign-posting and guidance as well as a structured ten-week group work programme 'Encounter' designed to strengthen and up-skill parents and carers to manage day to day challenges as they raise and care for their children. Since its launch in October 2023 there have been 173 referrals with 123 initial contacts. There have been 62 one to one meetings, 88 attended group sessions and 125 attended support workshops.
- **GM Hospital Navigator Service** has continued to provide a robust and well received service since the previous update. The programme has since been evaluated and the overarching summary of this provision is very positive. The navigator concept has been expanded to incorporate a community-based offer and is currently being developed to provide a response to young people in GMP custody suites. During the last year the service has received 584 referrals, carried out 340 initial contact engagements with a further 240 one to one support meetings. Crucial to this programme is the through-care with follow-up referrals other agencies which offer ongoing support and opportunities to young people to help them to continue to address the underlying challenges. Careful consideration is now being given to the long-term funding plans for this important intervention.
- **GM VRU communications and engagement work** aims to reduce serious violence by increasing the aspirations of young people in Greater Manchester and reassuring the public that the VRU is working together with partners and the community to address serious violence and its underlying causes.

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		<p>The VRU co-created the 'I am Greater' campaign with young people, which has to date achieved over 8 million impressions and has grown phase-on-phase to develop community cohesion and local role-model support.</p> <ul style="list-style-type: none"> ○ #SpeakingOutCouldSaveALife campaign has been consistently rolled out in response to serious incidents and content to date has received over 650,000 views on social media. ○ The communications and engagement function has also developed content to promote the Youth Endowment Funded 'Another Chance' programme to eligible residents living in particular postcode areas. This content, which includes a mix of general messaging and case studies, has so far received more than 200,000 impressions. ○ The VRU also supports community-led content by sharing written spotlights and video content showcasing positive local role models. 	
7	<p>Improve how police, criminal justice, and community safety services work with mental health services.</p>	<ul style="list-style-type: none"> ● As shown on the scorecard, GMP received 4,334 mental health related calls this year - down 2.8% on last year. ● GMP are embarking on Right Care, Right Person (RCRP) which aims to ensure the most appropriate agency respond to those with mental health and wider welfare needs that are not best met with a policing response. ● RCRP is a national approach (underpinned by a national Partnership Agreement) that all police forces are required to implement this year. A number of police force areas have already done so. ● RCRP will enable police officers to have more time to fight, prevent and reduce crime and ASB. It is crucial that this opportunity is maximised across the 10 localities so that the people of GM benefit from this change. ● The initial 'go live' date was to be April this year. This was then postponed until and more recently until September/October to ensure all partners are ready for implementation. This will mean that GMP will be one of the last forces to implement this change. ● GMP have been working at both a strategic and tactical level with local authority officers, NHS trusts, mental health agencies and others to develop pathways and 	<p>Right Care, Right Person</p>

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		<p>solutions. The Deputy Mayor has been convening a Partnership Oversight & Learning Group.</p> <ul style="list-style-type: none"> • Whilst GMPs RCRP approach includes physical health, missing from home, forced entry and social issues - mental health is by far the biggest of these areas. The ICB agreed funding for a Mental Health Crisis line as a pathway for this area. • The threshold for under 18s has been lowered and GMP will likely continue to deploy when a child is involved. We are awaiting national guidance on this issue that is due imminently and GMP will adopt this national guidance. • Learning from other force areas that have already implemented RCRP has shown us that the 'system' has been able to respond and that it has not always led to the level of partner demand that was anticipated - backed up by further GMP call analysis. For example, GMP receive around 5 calls an hour for Mental Health related issues that they would no longer respond to and 71% of these callers are already known to mental health services. For social issues, GMP take an average of 4 calls a week from across GM. • GMP will be working with our partners to put in place a number of contingencies to ensure the effective implementation of RCRP 	
8	Governance and Accountability.	<ul style="list-style-type: none"> • Police accountability meetings have been held in Wigan and Trafford with a total of 68 Councillors attending. <p>June 2023 - Wigan</p> <ul style="list-style-type: none"> • 40 Councillors registered. • Representation registered from 9 Local Authorities • Discussion themes <ul style="list-style-type: none"> ○ Greater Manchester Police ○ Neighbourhood Policing ○ Roads and Transport Policing <p>March 2024 - Trafford</p> <ul style="list-style-type: none"> • 28 Councillors registered. • Representation registered from Bury, Rochdale, Oldham, Stockport, Trafford and Manchester 	

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		<ul style="list-style-type: none">• Discussion themes<ul style="list-style-type: none">○ Child Sexual Exploitation○ Greater Manchester Police Strategy○ Neighbourhood Policing & Community Engagement○ Roads and Transport Policing <p>The Deputy Mayor meets monthly with the Chief Constable and his leadership team to ensure joint oversight of key issues. The Forward Plan is currently under review and will include progress reports against improvement priorities and emerging issues across all policy areas.</p> <p>A Performance and Oversight Board (POB) is in development. This meeting, with senior scrutiny and performance staff from GMCA, Police and Fire, will jointly agree the flow of information to the Deputy Mayor's meeting.</p>	
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