



GMP Performance Report

April 2024

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1. Introduction

This report aims to provide the Police and Crime Panel 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.

A high-level summary of performance is presented, which describes performance over the period of April 2023-24 and also for the previous year, April 2022-23. Indications of the direction of change and whether these are statistically significant are also presented, by comparing the two time periods.

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.

2. Key performance indicators

Improvement (statistically significant)	↑
Improvement (not statistically significant)	↑
Deterioration (statistically significant)	↓
Deterioration (not statistically significant)	↓
No change	↔

Key performance indicators	April 2023 to April 2024	Direction and significance of change (latest 12 months vs previous)	April 2022 to April 2023
Respond to incident and emergencies			
Number of 999 emergency calls	603,540	↓	616,026
999 call average speed of answer	0:00:04	↓	0:00:11
Number of non-emergency calls	858,312	↑	847,862
Non-emergency call average speed of answer	0:00:54	↓	0:02:20
Number of immediate (Grade 1) incidents	135,561	↑	114,936
Immediate (Grade 1) incident average attendance time	0:09:44	↓	0:10:11
Number of priority (Grade 2) incidents	132,017	↑	117,831
Priority (Grade 2) incident average attendance time	2:46:55	↑	2:34:18
Deliver an outstanding service			
999 calls answered in 10 seconds (%)	92.0%	↑	83.9%
Non-emergency calls answered in 3 minutes (%)	80.8%	↑	76.8%
Immediate (Grade 1) incidents attended in 15 mins (%)	87.4%	↑	85.2%
Priority incidents (Grade 2) incidents attended in 1 hour (%)	55.1%	↑	50.8%
Incident (crime codes) to crime conversion (%)	93.7%	↓	95.4%
Investigate and solve crime			
Number of Stop and search events	46,020	↑	30,375
Number of arrests	64,730	↑	58,554

Proportion of crime outcomes 'solved' ¹			
Total crime	10.9%	↑	9.2%
Neighbourhood crime	5.6%	↑	4.6%
Residential burglary	7.8%	↑	6.2%
Personal robbery	9.5%	↑	7.7%
Theft from the person	2.0%	↓	2.2%
Vehicle offences	4.5%	↑	3.7%
Serious violence (robbery and violence with injury)	12.5%	↑	11.2%
Hate crime ²	13.5%	↑	10.3%
Domestic abuse	12.2%	↑	11.1%
Rape	9.9%	↑	6.8%
Other sexual offences	13.0%	↑	10.3%
Child protection	9.7%	↑	7.3%
Homicide ³	75.7%	↑	63.5%
Crime and incident counts			
Antisocial behaviour incidents	85,089	↑	72,019
Total crime	342,729	↓	371,658
Neighbourhood crime	43,378	↓	52,601
Residential burglary	12,268	↓	16,122
Personal robbery	4,134	↓	4,609
Theft from the person	6,590	↓	6,934
Vehicle offences	20,386	↓	24,936
Serious violence (robbery and violence with injury)	33,786	↓	36,073
Hate crime ⁴	10,114	↓	11,683

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.

² Analysis has suggested that GMP recorded hate crimes may be higher than the numbers reported. This appears to be owing to inconsistency in the use of hate crime flags and qualifiers on the recording system. As such we would advise caution in interpreting the level of hate crime reported. We are reassured that all crimes are being recorded, but some may not be flagged as hate which may affect counts and any analysis conducted on this data.

³ The volume of homicide crimes is small so caution should be taken in interpreting the degree of change.

⁴ See note 2

Domestic abuse	57,045	↓	66,219
Rape	4,293	↑	4,130
Other sexual offences	7,119	↓	7,606
Child protection	25,386	↓	27,142
Homicide ⁵	35	↑	32

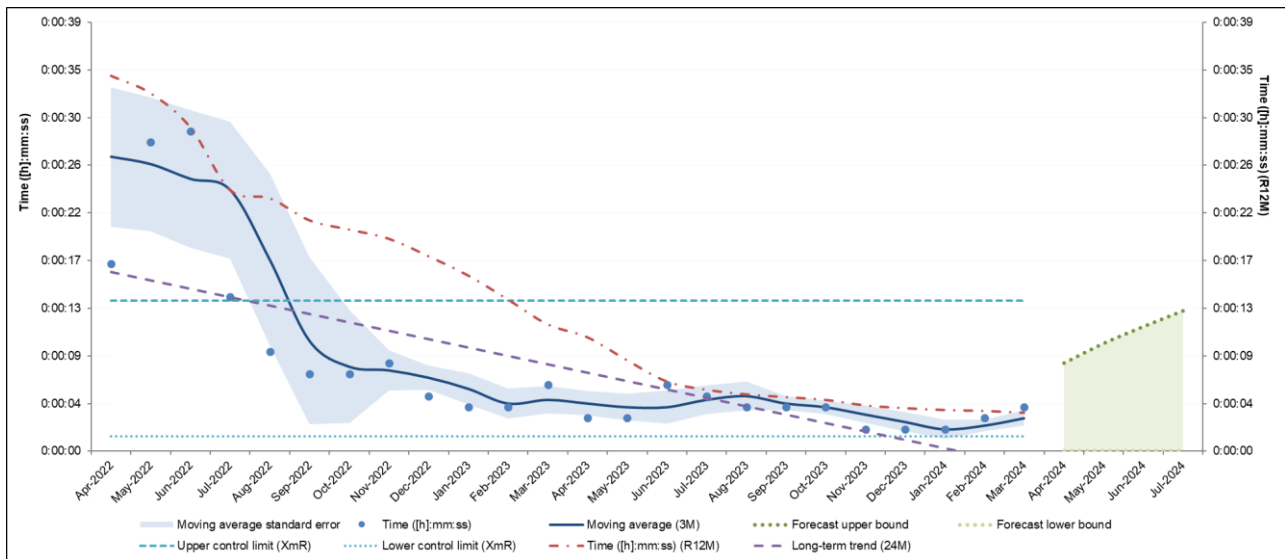
⁵ See note 3

3. Exception reporting

Call handling and incident response performance

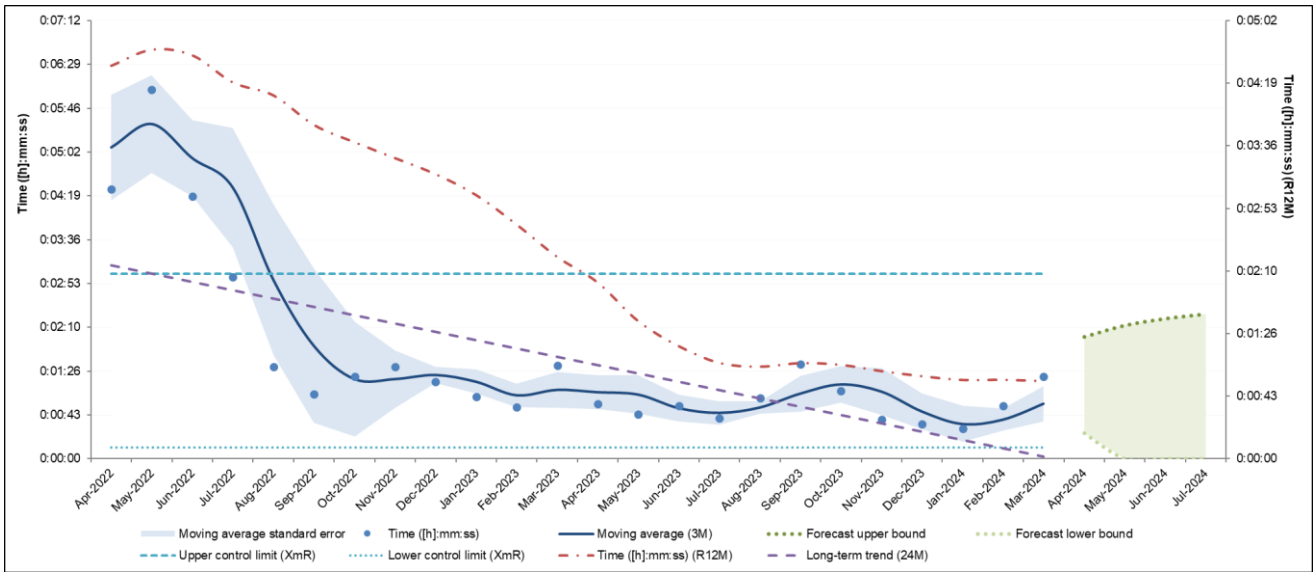
GMP has seen statistically significant performance changes in these areas of business. These performance exceptions are described in more detail below.

GMP 999 average (mean) answer time, April 2022 to March 2024



- This year there were 603,540 calls to 999 – last year 616,026.
- A reduction of 2.0% fewer calls.
- There were 130,547 calls to 999 in January-March, compared with 144,230 October-December, 9.5% fewer.
- Latest 12 months average speed of answer (ASA) 4 seconds – Previous 12 months 11 seconds. A statistically significant decrease.
- ASA for March 2024 was 4 seconds. March 2023 ASA was 6 seconds.
- This year 92.0% of 999 calls answered in 10 seconds – Last year 83.9% (a statistically significant increase).
- March 2024 saw 91.2% answered in 10 seconds – March 2023 was 86.6%.

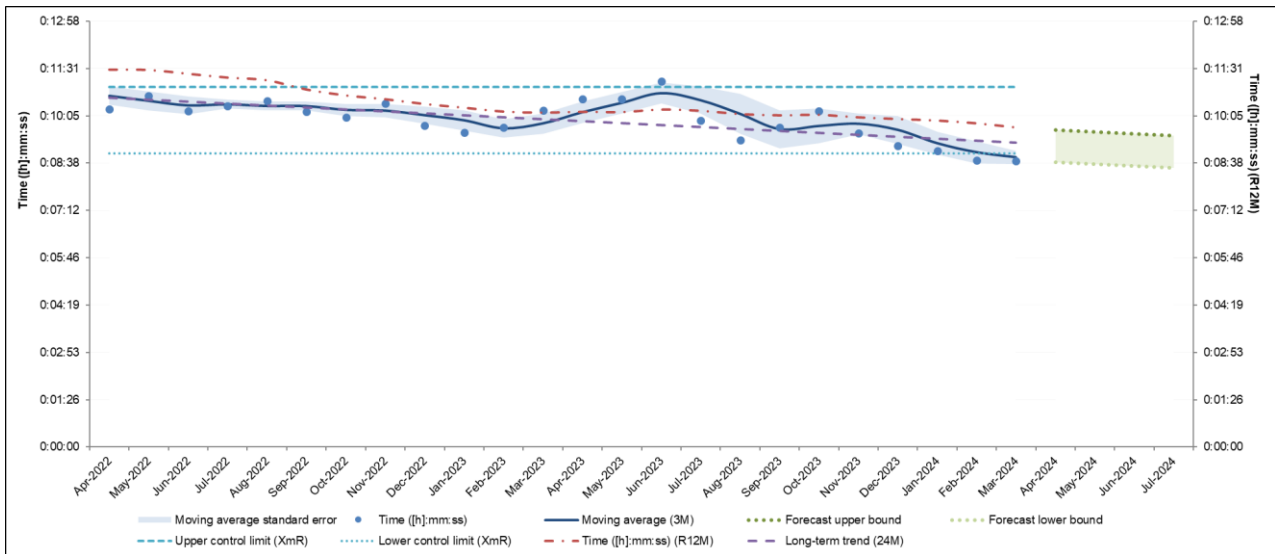
GMP non-emergency average (mean) answer time, April 2022 to March 2024



- This year there were 858,312 non-emergency calls – last year 847,862.
- An increase of 1.2% more calls.
- There were 202,611 calls January-March, compared with 205,204 October-December, a reduction of 1.3%.
- In March 2024 there were 68,377 calls, compared to 72,510 in March 2023.
- Latest 12 months average speed of answer ASA 54 secs – Previous 12 months, 2 mins 20 secs. This was a statistically significant decrease.
- Latest 12 months 80.8% answered within 3 minutes (significantly more than previous year 76.8%).

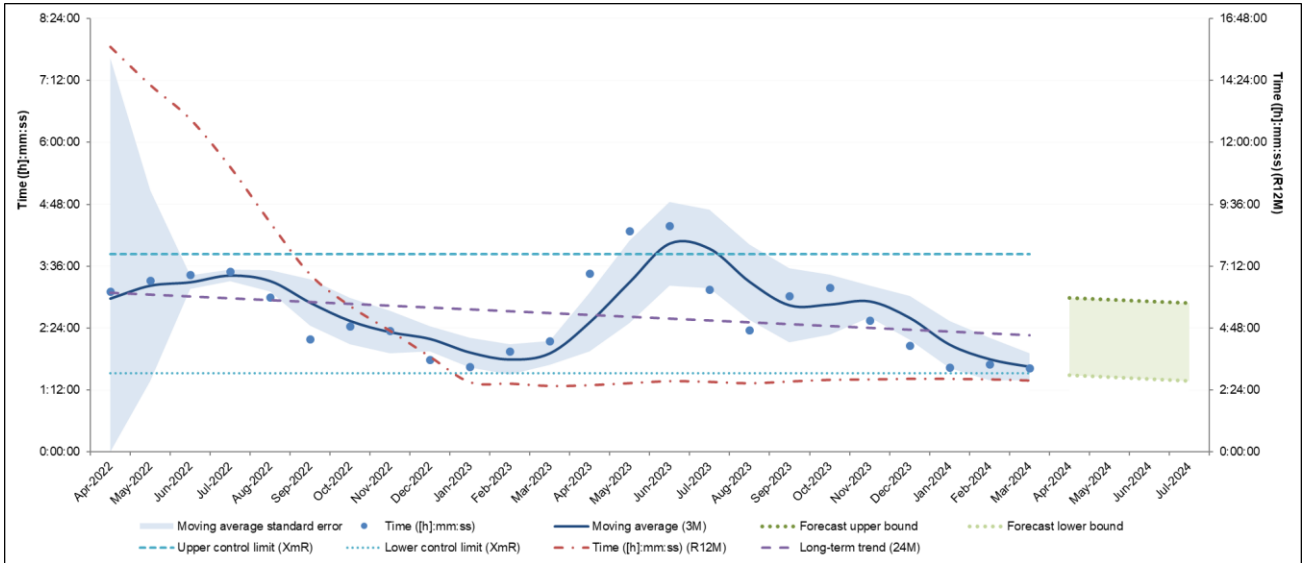
Graded response performance

GMP Grade 1 average (mean) attendance time, April 2022 to March 2024



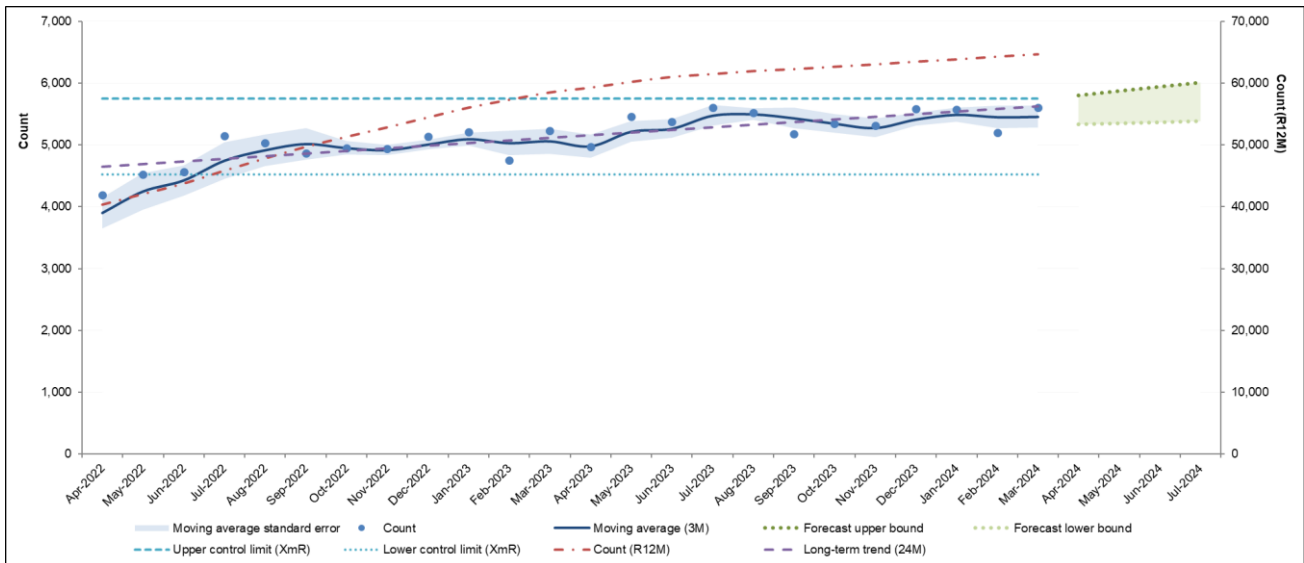
- This year 135,561 Grade 1 incidents, last year 114,936 (a statistically significant increase of 17.9%).
- January-March there were 31,699 compared with October-December 32,648.
- March 2024 saw 11,433 Grade 1 incidents, with 9,481 in March 2023.
- Latest 12 months average Grade 1 attendance time 9 mins 44 secs – Previous 12 months, 10 mins 11 secs.
- January-March average attendance time was 8 mins 49 secs, compare with 9 mins 39 secs October-December.
- March 2024 was 8 mins 42 secs (the fastest in a single calendar month) – March 2023 was 10 mins 14 secs.
- This year 87.4% Grade 1 attended to service level (15 mins) – Last year 85.2% (a statistically significant increase).
- January-March saw 90.9% attended in service level, compared with 87.1% October-December.
- March 2024 saw 91.4% attended in 15 mins – March 2023 was 86.4%.

GMP Grade 2 average (mean) attendance time, April 2022 to March 2024



- This year 132,017 Grade 2 incidents, last year 117,831. A statistically significant increase of 12.1%.
- There were 30,387 January-March, with 31,288 October-December.
- March 2024 saw 10,517 Grade 2 incidents, compared with 9,753 in March 2023.
- Latest 12 months average Grade 2 attendance time 2 hours 46 mins 59 secs – Previous 12 months, 2 hours 34 mins 18 secs.
- January-March average attendance time was 1 hour 39 mins 12 secs, compared with 2 hours 36 mins 1 sec October-December. This was a statistically significant decrease.
- March 2024 was 1 hour 37 mins 29 secs. This was statistically significantly faster than the 12-month average of 2 hours 46 minutes 59 seconds. March 2023 was 2 hours 8 mins 55 secs.
- This year 55.1% Grade 2 attended in service level (1 hour) – Last year 50.8%.
- January-March 65.5% attended in service level, compared with 56.3% October-December. This was a statistically significant increase.
- March 2024 saw 65.9% attended in 1 hour – March 2023 was 56.4%.

GMP arrests, April 2022 to March 2024



- This year 64,730 – last year 58,554 (a statistically significant increase of 10.5%).
- January-March there were 16,378 compared with October-December 16,246.
- March 2024 was 5,604 – March 2023 was 5,226.

GMP arrests – ethnic proportionality

Using a ratio calculated using population demographic data, the table below describes the disparity in arrests of people from ethnic minority backgrounds, compared with people from a white background (data is for the 12 months to March 2024). A result of 1.0 indicates the same ratio as for a person from a white background. Ratios higher than 1.0 may suggest higher disproportionately in arrests.

The data below displays proportionality by ‘officer-defined’ ethnicity.

Arrest - District name	Disparity of Arrests compared to White population - 01 Apr 2023 to 31 Mar 2024									
	White		Black (inc Mixed Black)		Asian (inc mixed Asian)		Other		Unknown	
	Arrests	Arrest Ratio	Arrests	Arrest Ratio	Arrests	Arrest Ratio	Arrests	Arrest Ratio	Arrests	Arrest Ratio
City of Manchester	6,593	1.0	2,111	1.2	1,398	0.5	388	0.5	350	N/A
Salford	2,933	1.0	363	1.3	224	1.0	81	0.6	109	N/A
Tameside	2,428	1.0	175	1.8	201	0.7	22	0.6	94	N/A
Stockport	2,511	1.0	182	2.7	186	0.8	43	0.7	83	N/A
Bolton	3,621	1.0	370	1.5	597	0.6	74	0.6	141	N/A
Wigan	4,153	1.0	112	1.4	65	0.7	58	1.3	84	N/A
Trafford	1,619	1.0	329	3.0	240	0.8	38	0.5	88	N/A
Bury	1,892	1.0	173	2.4	358	1.4	23	0.4	64	N/A
Rochdale	2,314	1.0	171	1.2	516	0.9	29	0.4	68	N/A
Oldham	2,124	1.0	229	1.5	747	0.9	44	0.8	65	N/A
GMP	47,327	1.0	6,827	1.8	7,311	0.8	1,364	0.7	1,896	N/A

The data here indicates that across all districts, people from Black ethnic background are more likely (GMP ratio of 1.8) to be subject of an arrest, with a range across the districts. It should be noted that, whilst the data here is based on ‘officer-defined’ ethnicity, there remain 1,896 records where ethnicity is ‘unknown’, which demonstrates caution should be taken when interpreting this data.

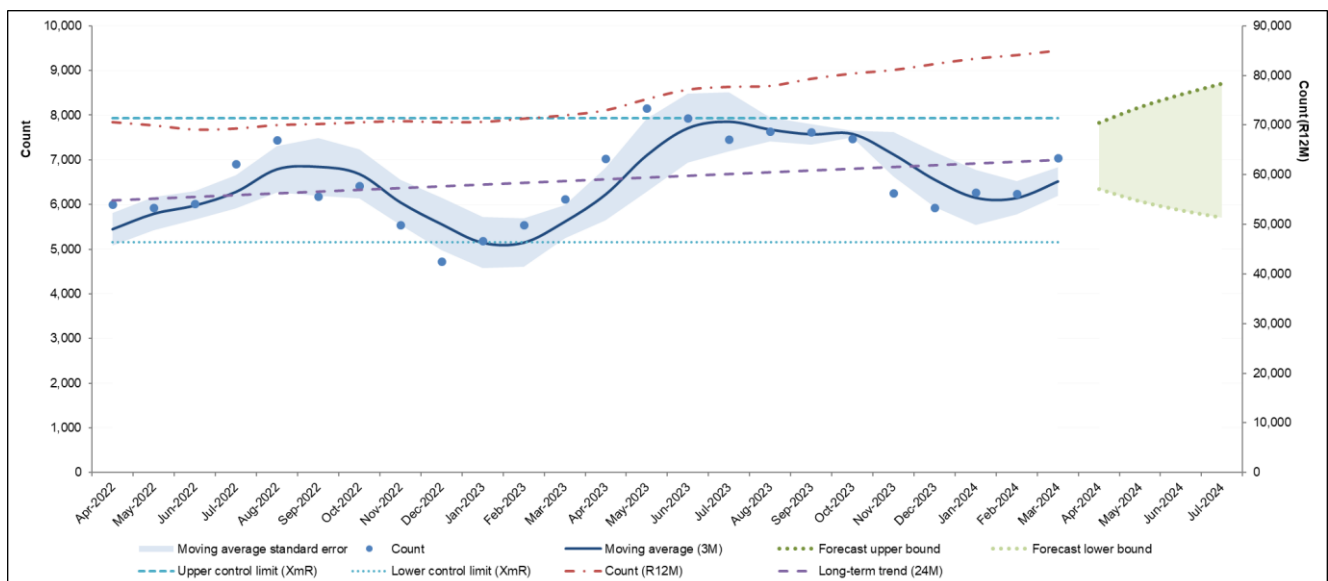
Crime recording levels

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

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

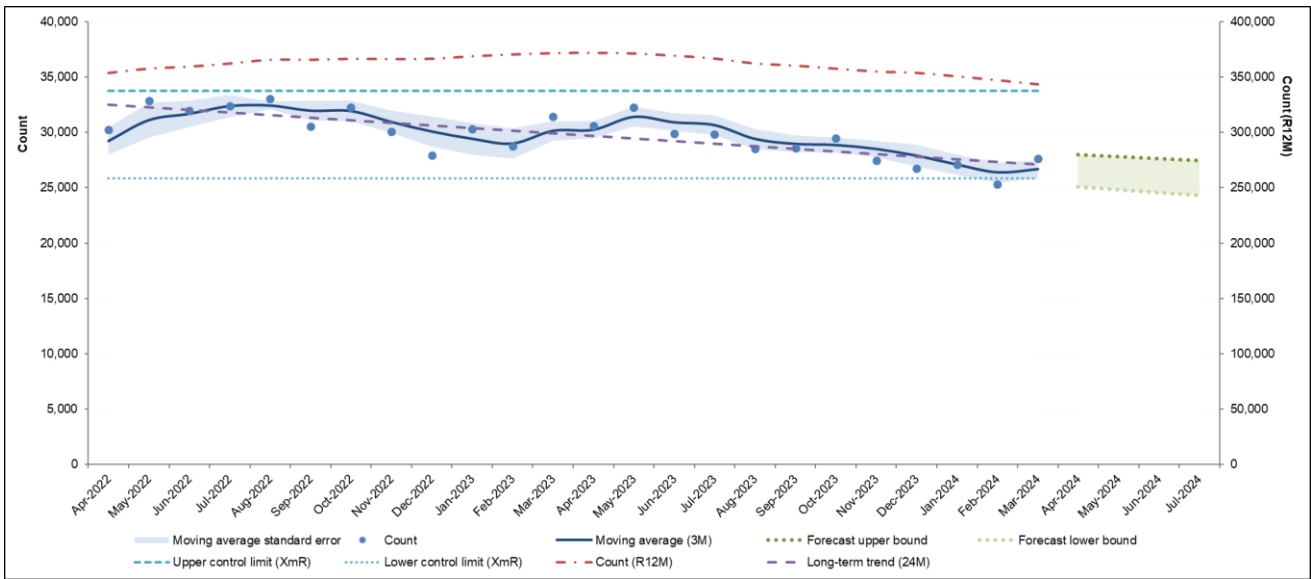
These performance exceptions are described in more detail below.

Antisocial behaviour incidents, April 2022 to March 2024



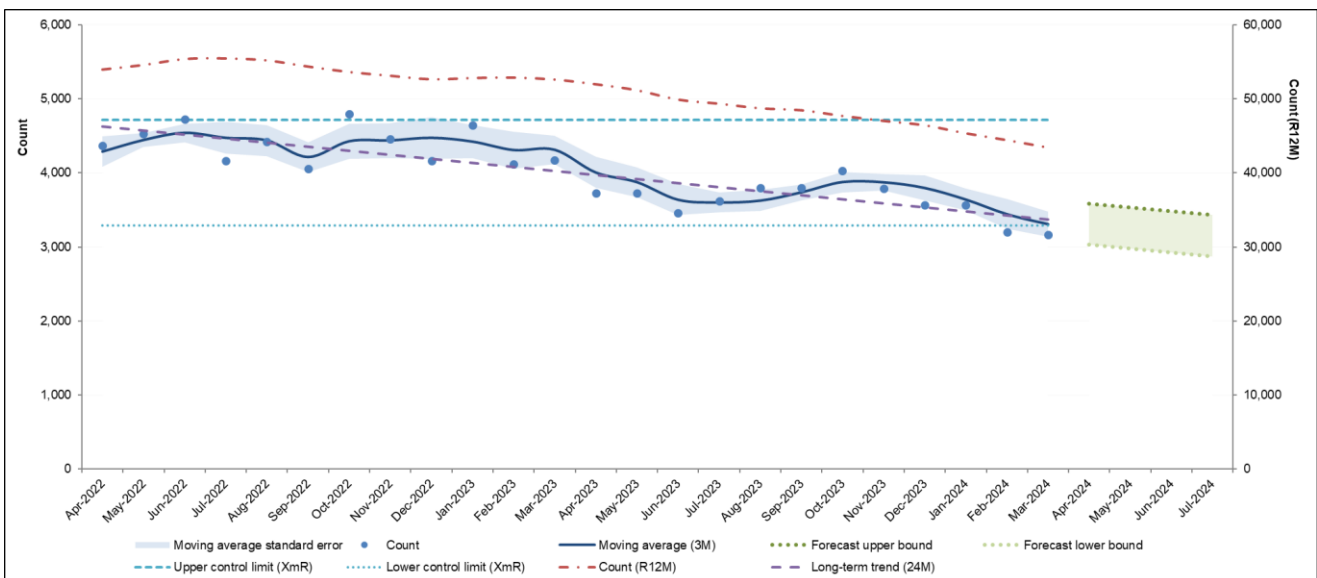
- This year 85,089 – last year 72,019 (a statistically significant increase of 18.1%).
- January-March there were 19,557 compared with October-December 19,671.

Total crime, April 2022 to March 2024



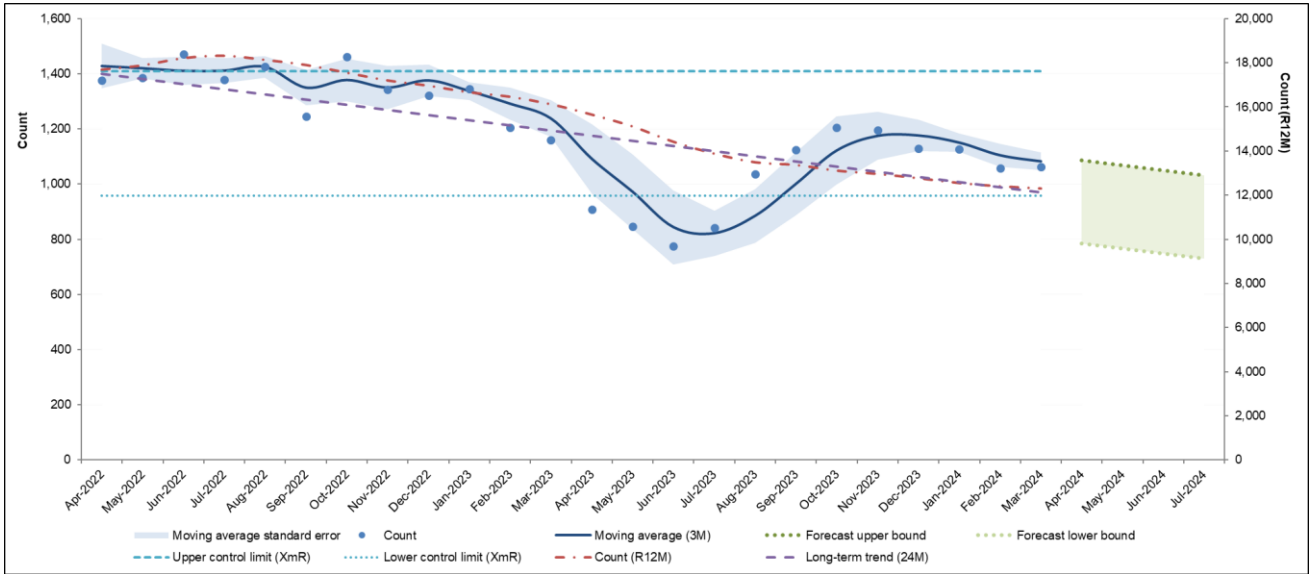
- This year 342,729 - last year 371,658 (a decrease of 7.8%). This was a statistically significant reduction.
- January-March there were 80,003 compared with October-December 83,658.

Neighbourhood crime, April 2022 to March 2024



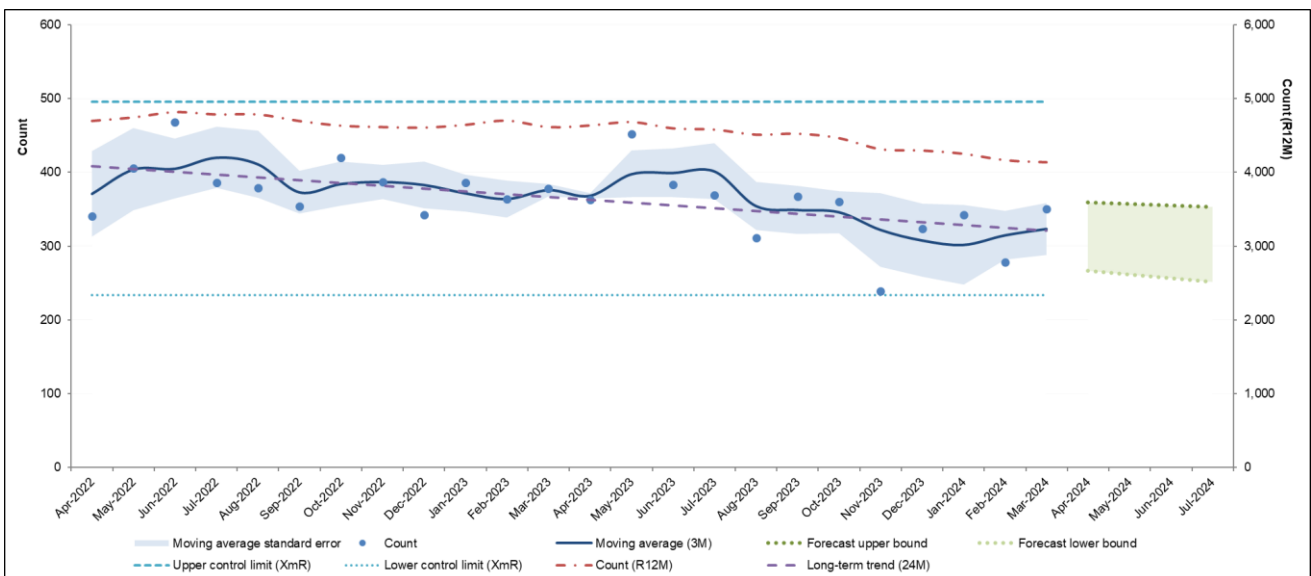
- This year 43,378 – last year 52,601 (a statistically significant decrease of 17.5%).
- January-March there were 9,929 compared with October-December 11,389.

Residential burglary recorded crime, April 2022 to March 2024



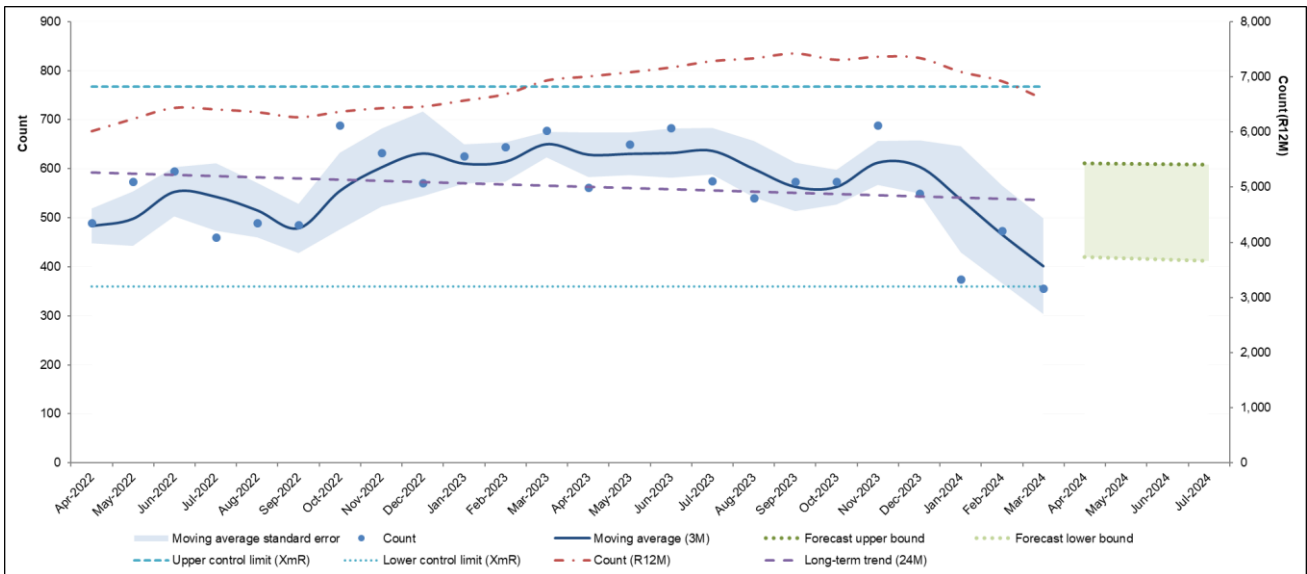
- This year 12,268 – last year 16,122 (a statistically significant decrease of 23.9%).
- January-March there were 3,246 compared with October-December 3,528 (a statistically significant decrease of 8.0%).

Personal robbery recorded crime, April 2022 to March 2024



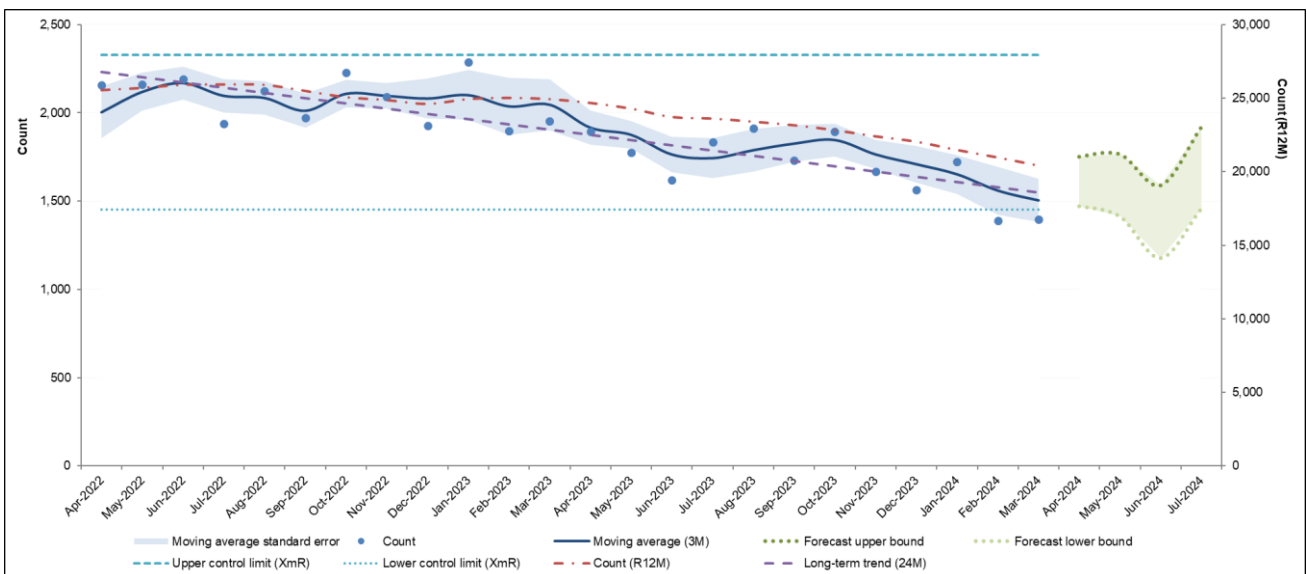
- This year 4,134 – last year 4,609 (a statistically significant decrease of 10.3%).
- January-March there were 970 compared with October-December 923.

Theft from person, April 2022 to March 2024



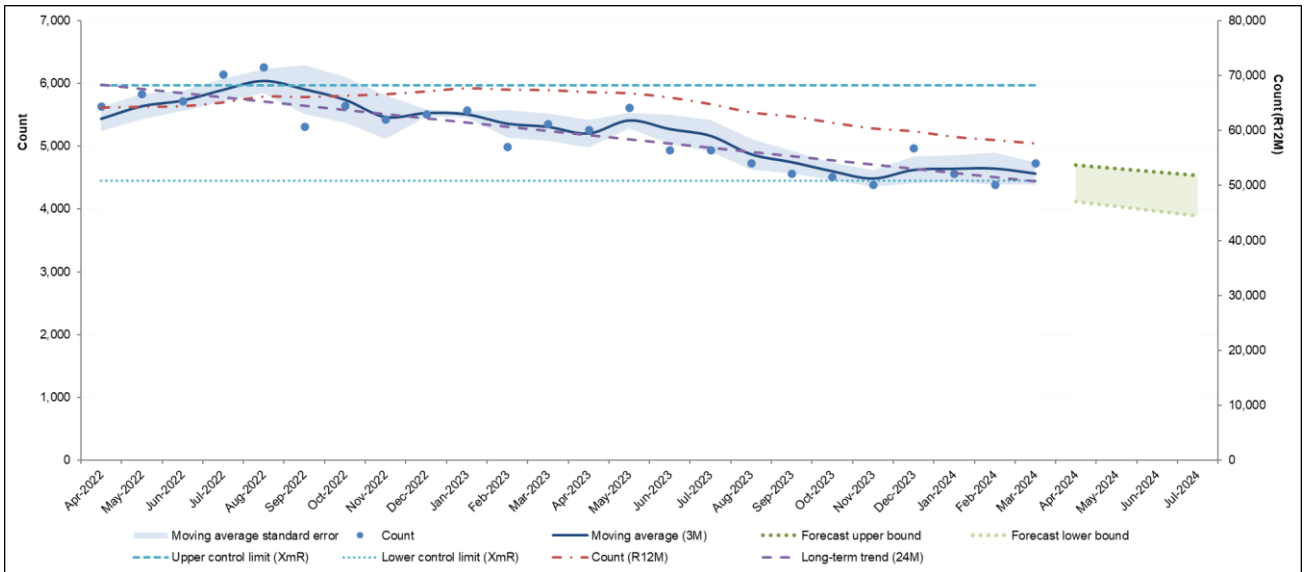
- This year 6,590 – last year 6,934 (a reduction of 4.8%).
- January-March there were 1,204 compared with January-December 1,812 (a statistically significant reduction of 33.6%).
- March 2024 was 356, a statistically significant reduction of 35.3% on the 12-month average (550). March 2023 was 678.

Vehicle offences, April 2022 to March 2024



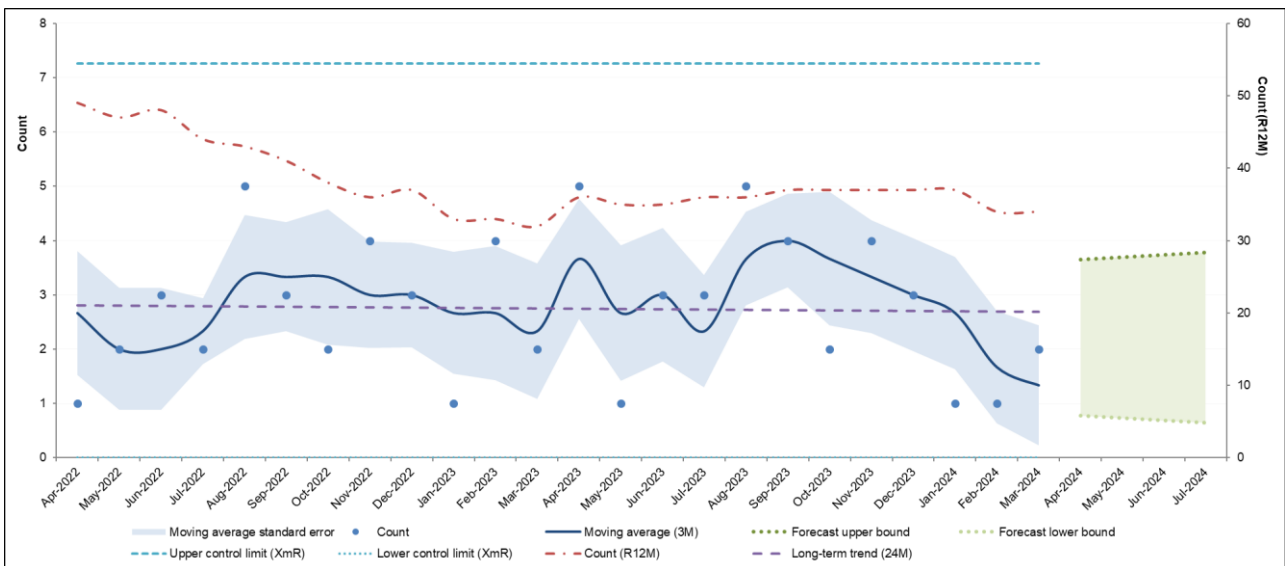
- This year 20,386 – last year 24,936 (a statistically significant decrease of 18.2%).
- January-March there were 4,509 compared with October-December 5,126.

Domestic abuse, April 2022 to March 2024



- This year 57,045 – last year 66,219 (a statistically significant decrease of 13.9%).
- January-March there were 13,695 compared with October-December 13,869.
- March 2024 was 4,733 – March 2023 was 5,353.

Homicide, April 2022 to March 2024



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

- This year 35 – last year 32.
- January-March there were 4 compared with 9 in October-December.
- The count in March 2024 (2) was a statistically significant decrease on the monthly average for the most recent 12 months (3). March 2023 also saw 2.

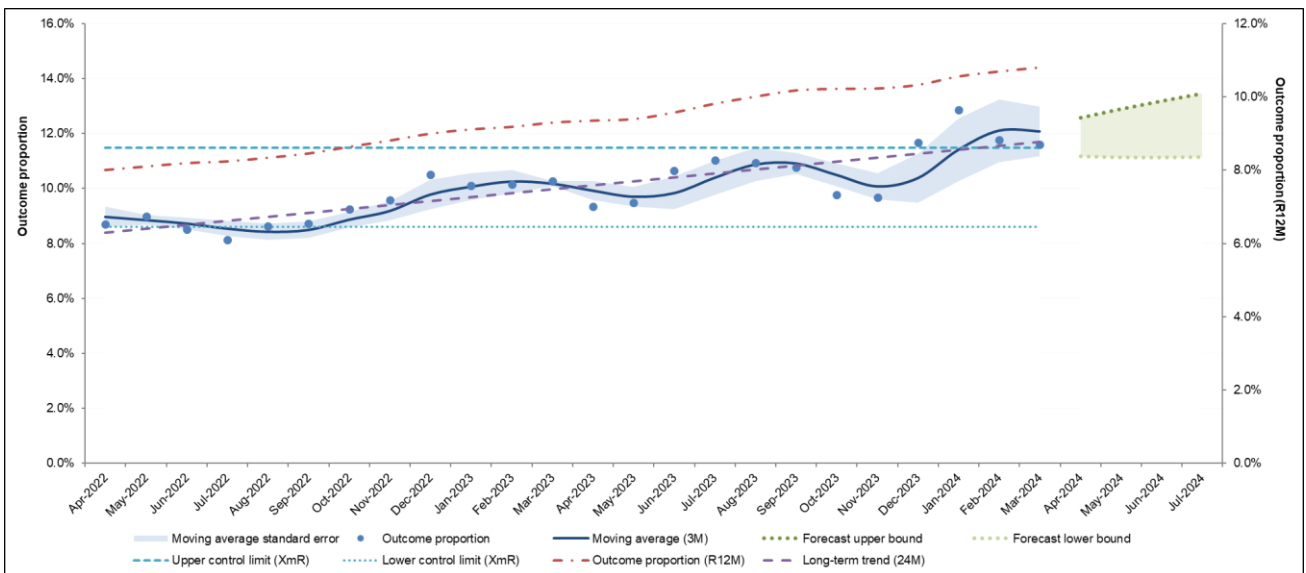
'Solved' crime outcomes

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
- Hate crime
- Domestic abuse
- Rape
- Other sexual offences
- Child protection
- Homicide

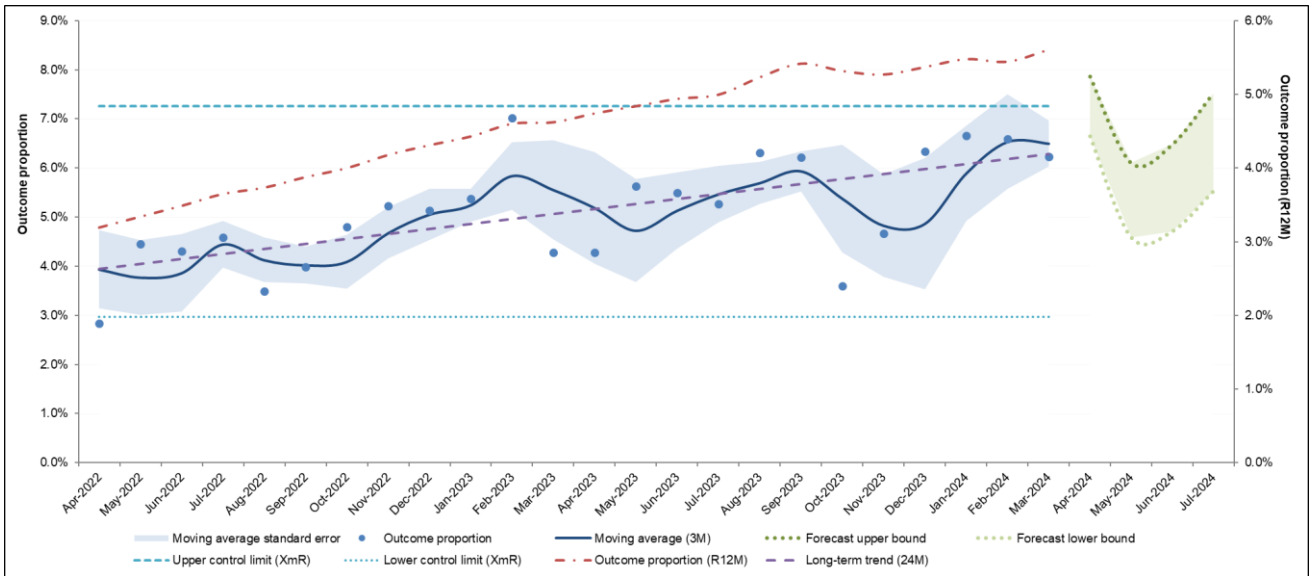
These performance exceptions are described in more detail below.

Total crime, proportion of outcomes solved, April 2022 to March 2024



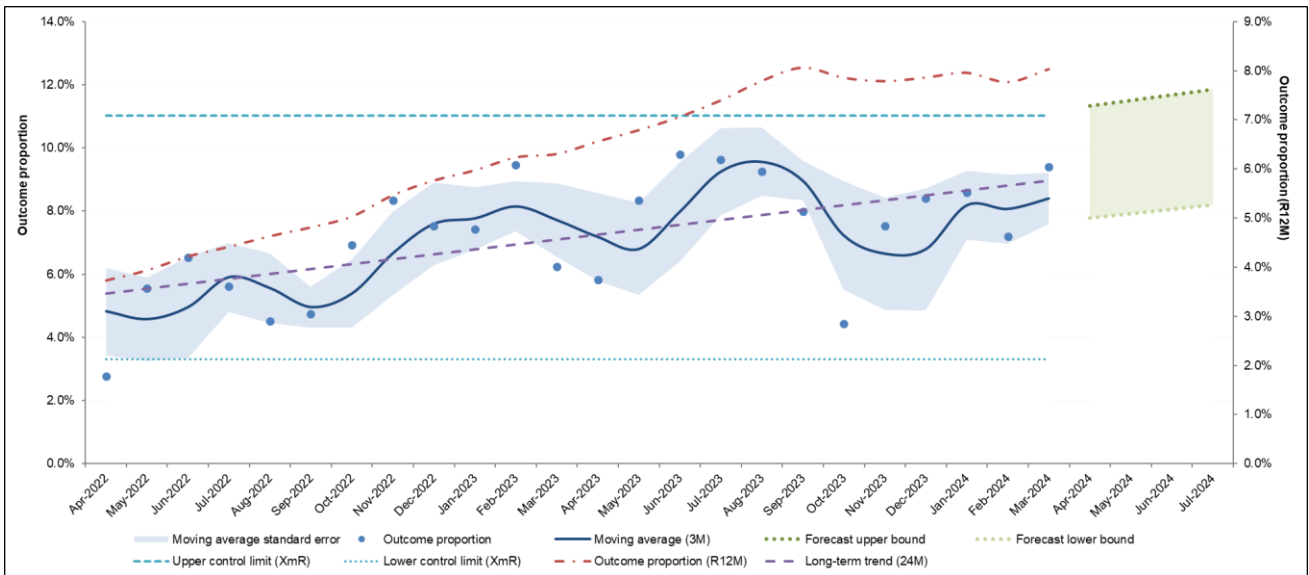
- This year 10.9% – last year 9.2%.
- This represents a statistically significant increase of 1.7% points.

Neighbourhood crime, proportion of outcomes solved, April 2022 to March 2024



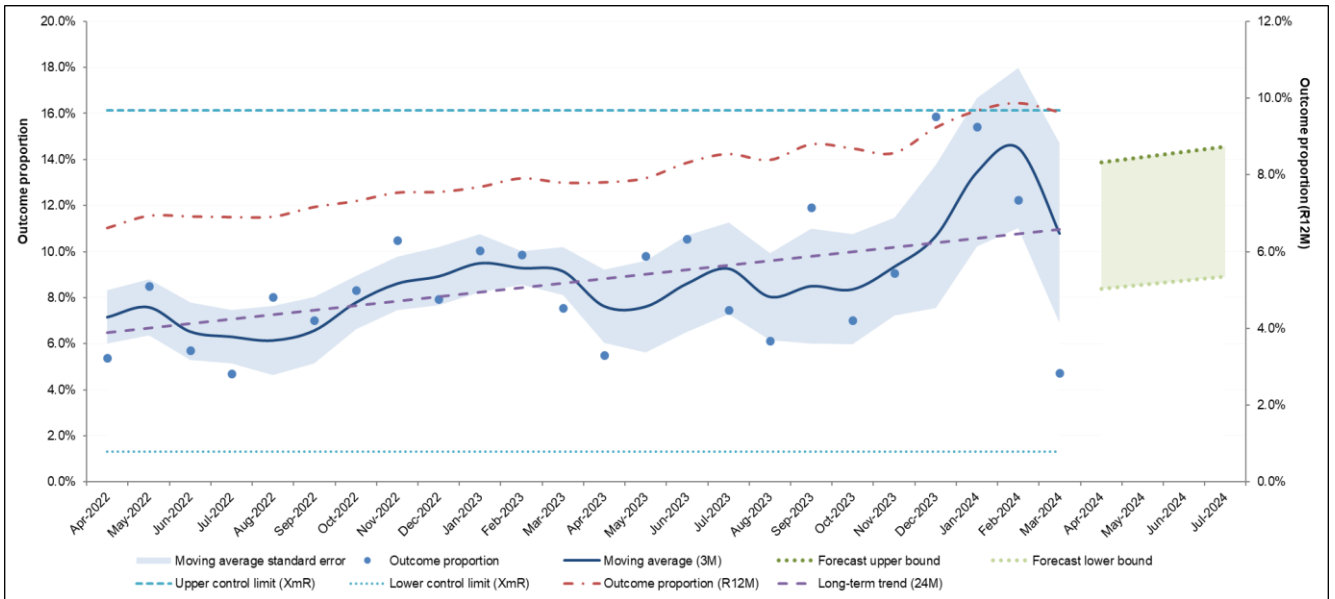
- This year 5.6% – last year 4.6%.
- This represents a statistically significant increase of 1.0% point.

Residential burglary, proportion of outcomes solved, April 2022 to March 2024



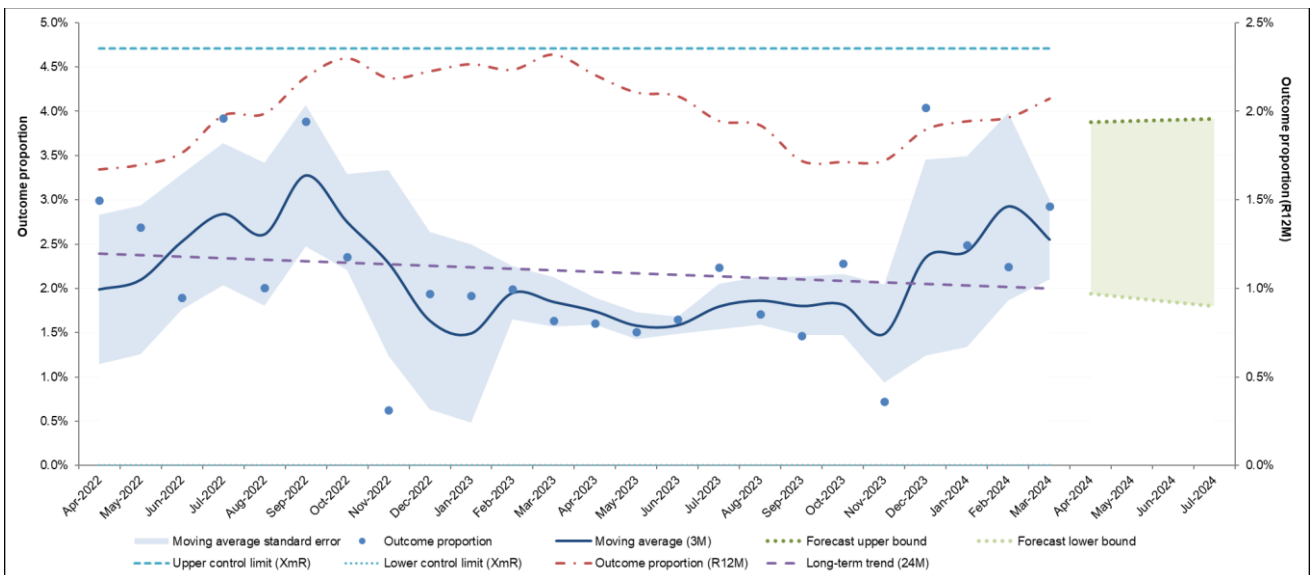
- This year 7.8% – last year 6.2%.
- This represents a statistically significant increase of 1.6% points.

Personal robbery, proportion of outcomes solved, April 2022 to March 2024



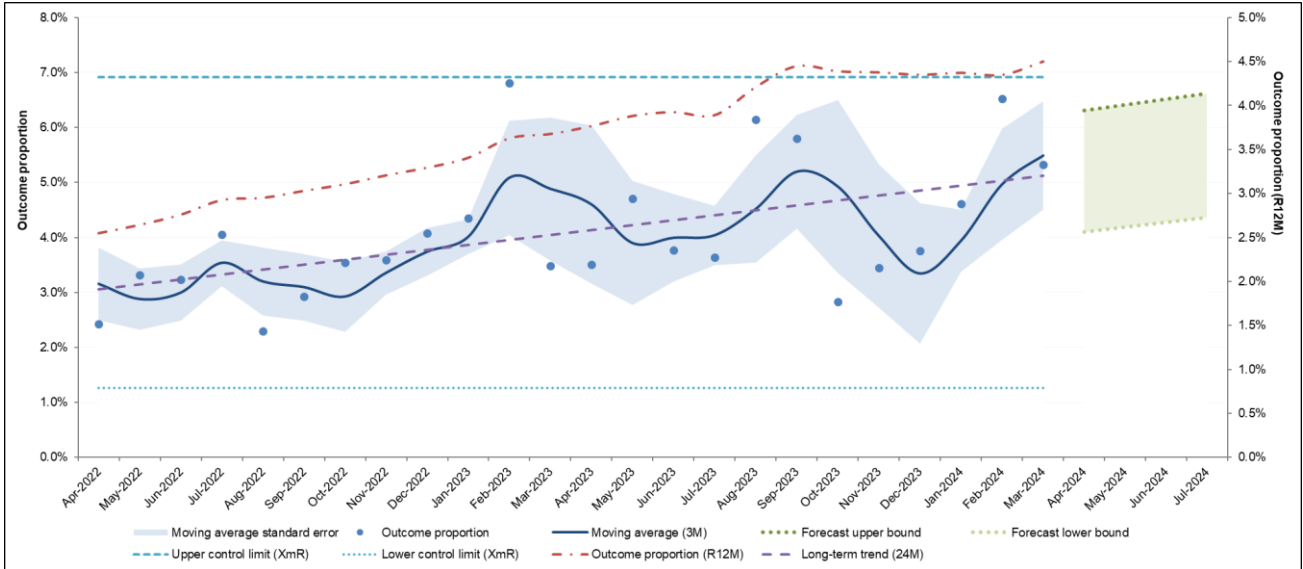
- This year 9.5% – last year 7.7%.
- An increase of 1.8% points.

Theft from person, proportion of outcomes solved, April 2022 to March 2024



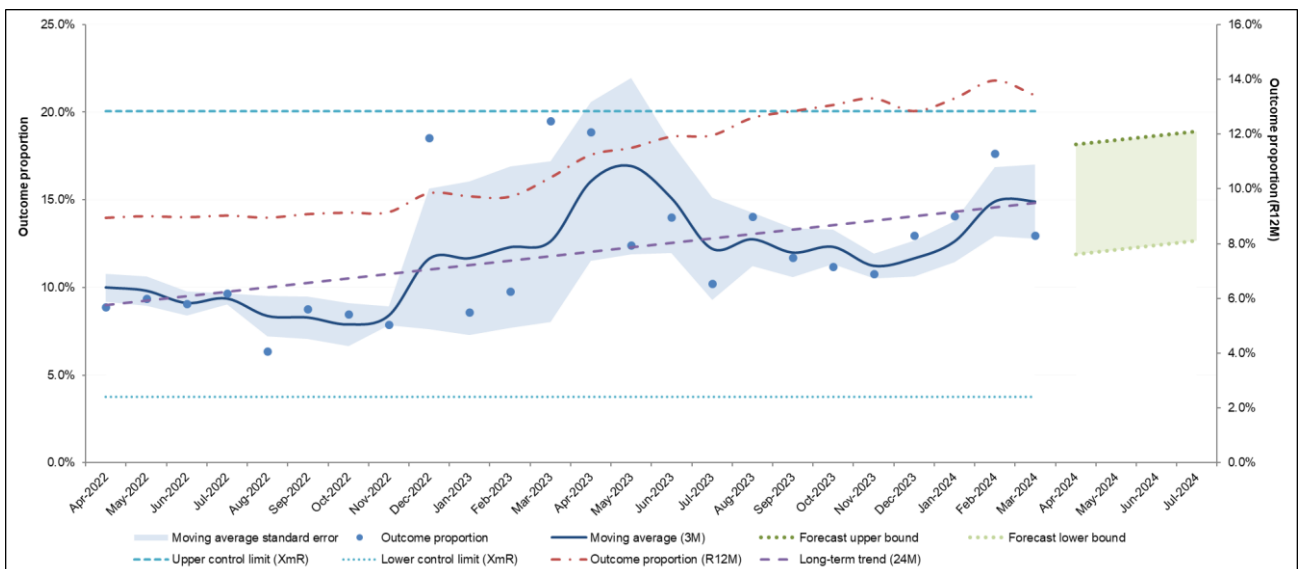
- This year 2.0% – last year 2.2%.
- This represents a reduction of 0.2% points.

Vehicle offences, proportion of outcomes solved, April 2022 to March 2024



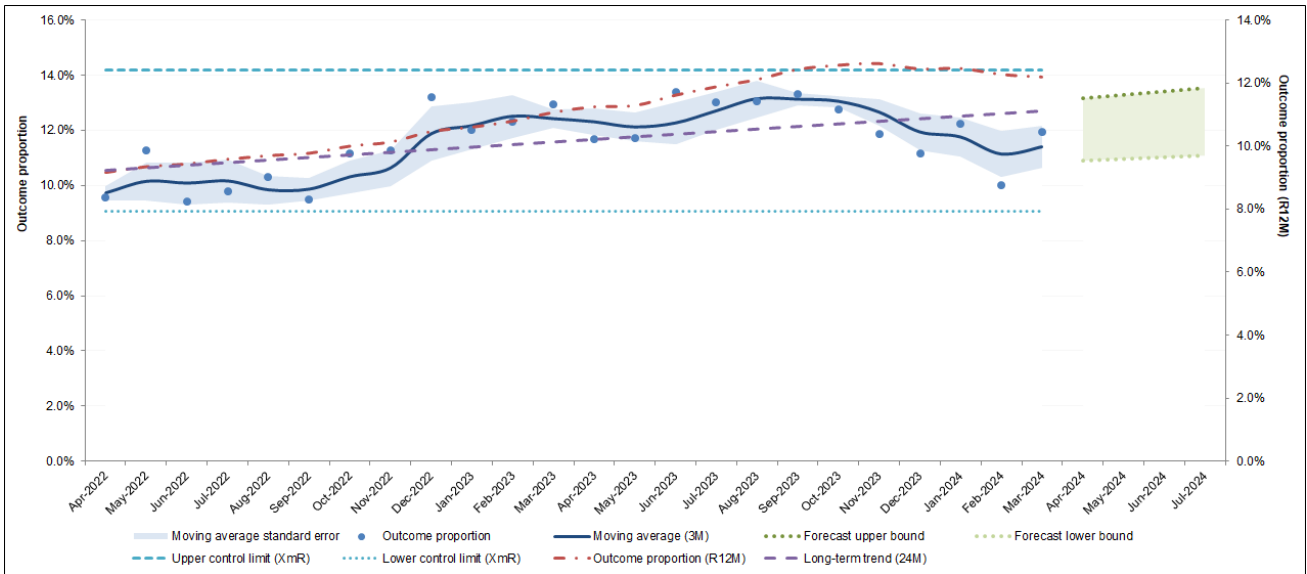
- This year 4.5% – last year 3.7%.
- This represents an increase of 0.8% points.

Hate crime, proportion of outcomes solved, April 2022 to March 2024



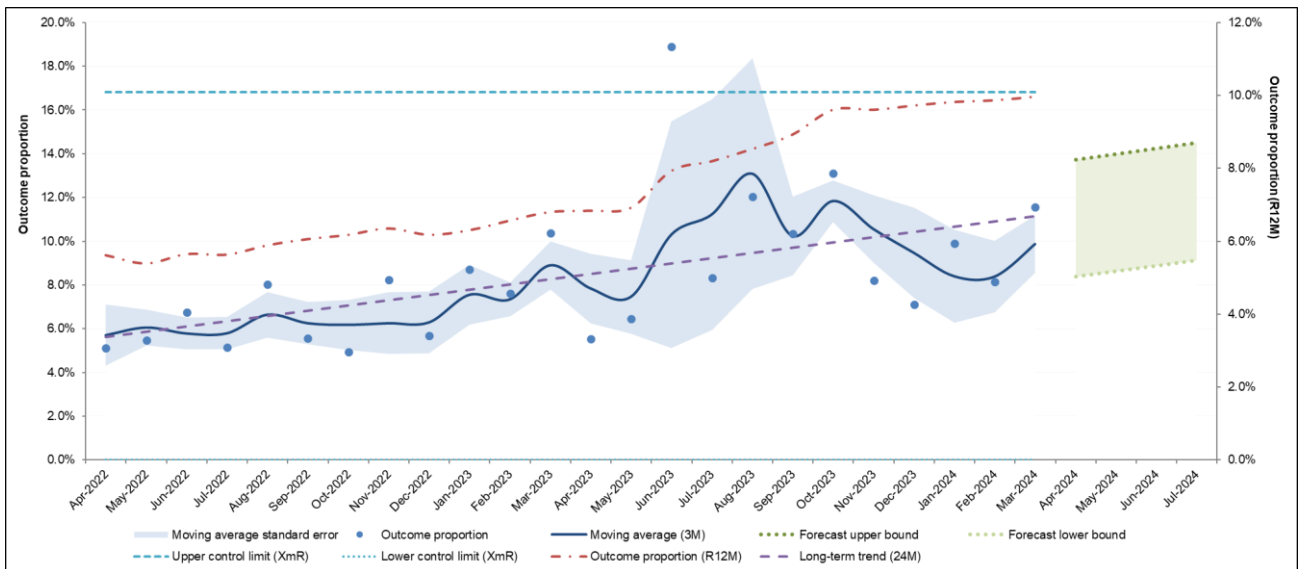
- This year 13.5% – last year 10.3%.
- This represents a statistically significant increase of 3.2% points.

Domestic abuse, proportion of outcomes solved, April 2022 to March 2024



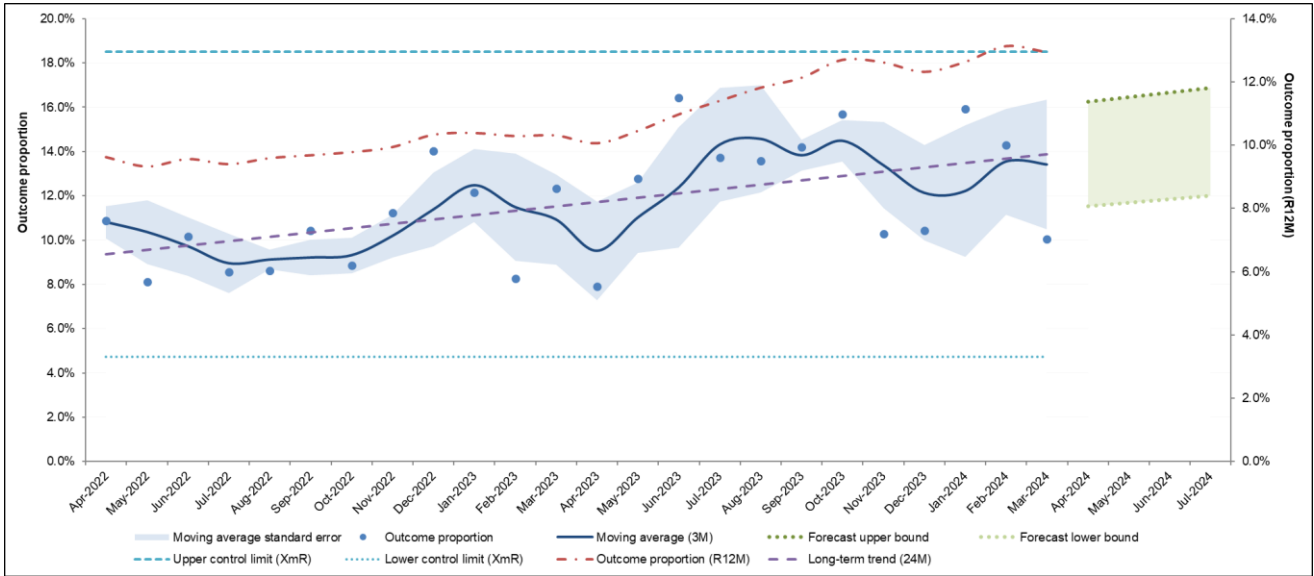
- This year 12.2% – last year 11.1%.
- This represents a statistically significant increase of 1.1% points.

Rape, proportion of outcomes solved, April 2022 to March 2024



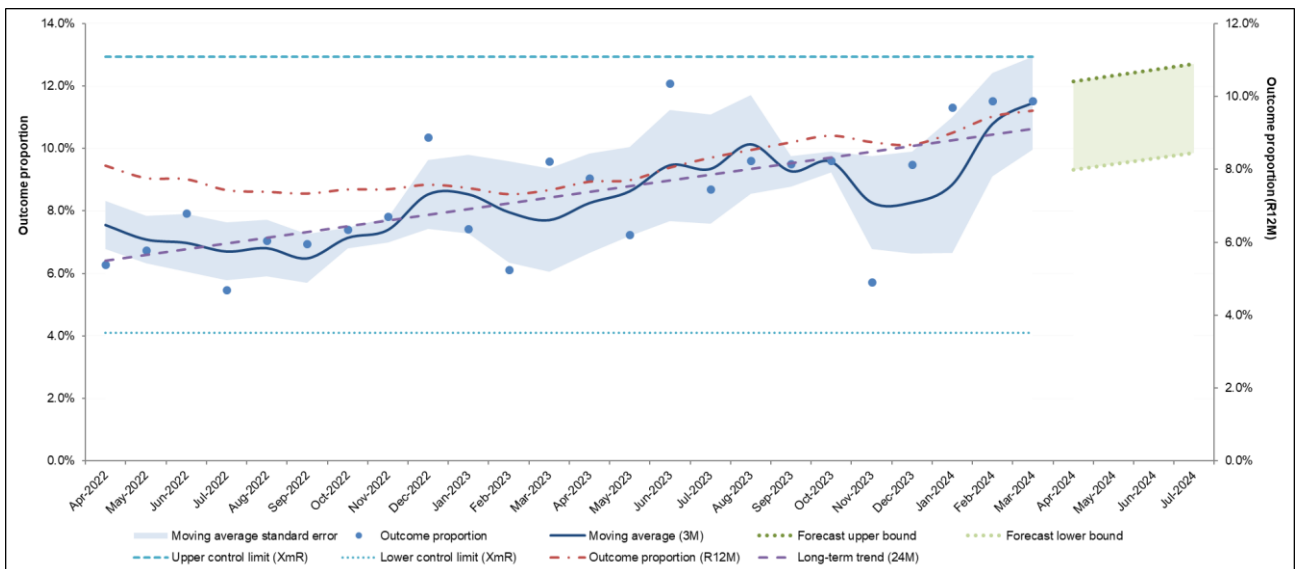
- This year 9.9% – last year 6.8%.
- This represents a statistically significant increase of 3.1% points.

Other sexual offences, proportion of outcomes solved, April 2022 to March 2024



- This year 13.0% – last year 10.3%.
- This represents a statistically significant increase of 2.7% points.

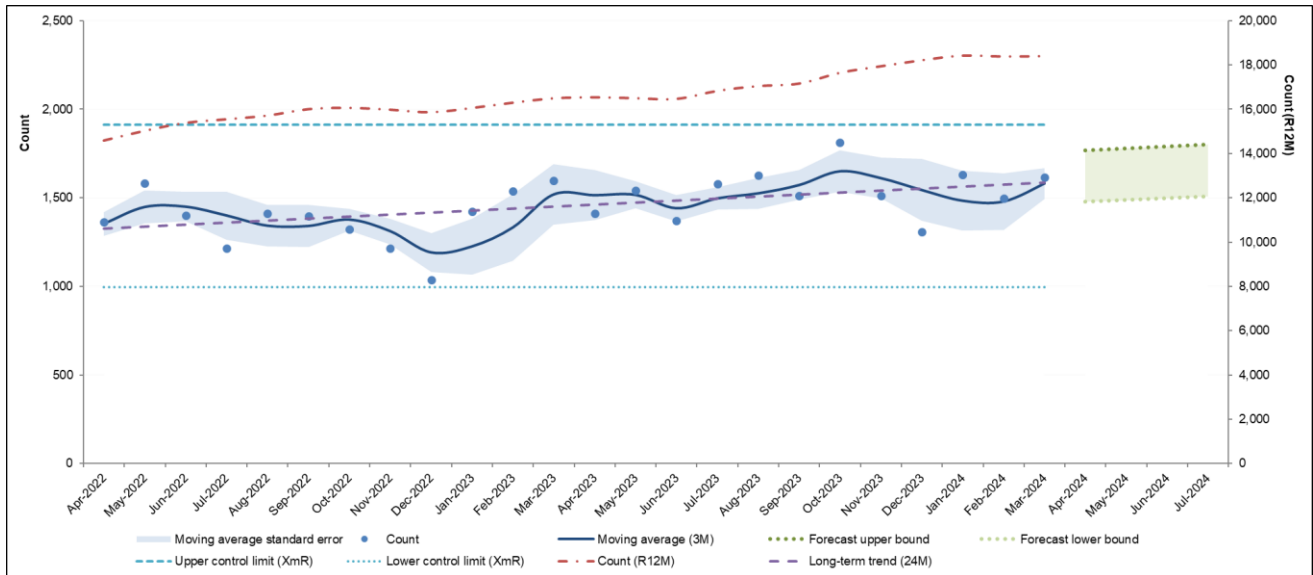
Child protection, proportion of outcomes solved, April 2022 to March 2024



- This year 9.7% – last year 7.3%.
- This represents a statistically significant increase of 2.4% points.

4. Addendum report – ‘Shoplifting’

Shoplifting, April 2022 to March 2024



- This year 18,415 – last year 16,499 (a statistically significant increase of 11.6%).
- January-March there were 4,744 compared with October-December 4,632 (a reduction of 2.4%).
- Latest 12 months saw solved outcome proportion of 20.2%, up from 17.5% last year (a statistically significant increase).