

GREATER MANCHESTER POLICE AND CRIME PANEL

Date: 30th June 2020

Subject: Police and Crime team update report

Report of: Bev Hughes – Deputy Mayor for Police, Crime, Criminal Justice services and Fire

PURPOSE OF REPORT

To provide an overview and update of work of the GMCA police and crime. This also includes work that is in response to the COVID-19 emergency.

RECOMMENDATIONS:

Greater Manchester Police and Crime Panel members are asked to note the information contained in this report.

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1. INTRODUCTION AND BACKGROUND

- 1.1 This report provides a summary update of several work areas that have been progressed since the onset of the national COVID-19 emergency and follows on from the April 2020 update report.
- 1.2 In line with government guidance, the GMCA Police and Crime team are working from home and remain focussed on priority work streams. Timescales for previously scheduled reporting have been adjusted and GM commissioned services adapted to reflect needs of vulnerable people.

2. Governance and Accountability during COVID19 lockdown.

- 2.1 Since 23rd March 2020, the Deputy Mayor has put in place alternative arrangements for holding the Chief Constable to account and overseeing the GMP response to the crisis in GM. A summary of these approaches are set out below:
 - 2.1.1 The daily performance report, covers a range of key organisational, response and COVID-related indicators
 - 2.1.2 GMP Gold meeting report initially every other day and now taking place once a week
 - 2.1.3 Regular phone/video calls with the Chief Constable and other senior officers
 - 2.1.4 Deputy Mayor attends the fortnightly GM COVID19 Emergency Committee. This is a political oversight group chaired by the Mayor, attended also by all the GM political leaders, supported by the Chief Constable and Chief Executives from Health and Local Authorities. The Committee examines all relevant issues including policing and community safety
 - 2.1.5 The Deputy Mayor attends a weekly press conference with the Mayor and fortnightly conference for Greater Manchester MPs
 - 2.1.6 Weekly report to chair of Police and Crime Panel from the Police and Crime Director

3.0 Supporting Victims

- 3.1 Covid-19 has affected the Strategic Review of Victims Services and the operational delivery of victim services. The Police and Crime Team established weekly meetings with commissioned victim services providers and the focus and benefits of this work was reported to panel members in the April 2020 update report. The provider meetings have developed a risk register which identifies:
 - Strategic and systematic risks
 - Capability and capacity of the services to respond
- 3.2 Commissioned Victim services have been reassured that they will continue to be supported and established an escalation route to raise concerns and risks. These services were also encouraged to share learning and diversify if needed. The meetings have been embraced as

a positive development and has spurred the reinvigoration of the Victim Services Digital Programme which will consider how digital approaches can be incorporated into day to day service provision as well as the benefits a broader range of benefits that include data sharing and self/ online referral.

3.3 As previously reported to Panel members, Domestic Abuse has been a particular focus due to concerns regarding the home as an unsafe space in lockdown for some people. Referral trends have been monitored to assess the impact on at risk individuals and service delivery.

3.4 An Extraordinary meeting of the Victim Services Improvement Board is to be held in July / August in order to re-start and reassess the strategic review of victims services with lessons learnt from the Covid-19 response. A Demand Modelling exercise has already started, and although the timescales have been impacted, progress will still be made.

3.5 The Domestic Abuse Partnership Board took place on the 9th June 2020. The areas discussed are set out below:

- Levels of domestic abuse incidents reported to GMP and helplines
- Domestic Abuse Communications plan which is now available of the GMCA website
- Hits radio campaign
- Domestic Abuse risk register
- Operation Encompass - consistency of approach and response

3.6 Domestic Abuse VCSE Bids and Funding from the Ministry of Justice

3.6.1 In early-May, the Government announced a £76million package of extra funding to support victims and survivors of domestic abuse (DA), sexual violence (SV), vulnerable children and their families, as well as victims of modern slavery, during the COVID-19 emergency pandemic. £25million of this funding was ring fenced for the “Extraordinary Funding for Domestic Abuse and Sexual Violence Support Services”, a competitive bid process was launched, which is to be delivered locally by PCCs with oversight from the MoJ. Any registered charity can apply. A summary of the main elements of the process are outlined below:

- Each PCC area received notification of an indicative allocation of funds - for GM this is £952,000
- Only costs that have been/are expected to be incurred between 23rd March and 31st October will be considered.
- PCCs must undertake an assessment of need for COVID-19 related extraordinary funding in relation to both DA and SV support services in their local area.
- 34 funding applications were received totalling £801,645
- Feedback received indicated that the short spending timeframe (October 2020) imposed by the MoJ deterred some organisations from submitting an application.

3.6.2 Following the completion of due diligence checks, all 34 applications were submitted to the MoJ on 11th June 2020.

3.6.3 There are seven thematic areas which can be considered. Further detail under each theme are included at **APPENDIX 1**.

- (i) Business Continuity (Whilst In Lockdown Period)
- (ii) Development of Digital Capacities
- (iii) Criminal Justice System Demand Curve
- (iv) Business Continuity (Post Lockdown)
- (v) Communication and Awareness Raising
- (vi) Protected Characteristics
- (vii) Geographical Area

4. GM Violence Reduction Unit (VRU) – Communication campaign

4.1 The GM VRU continue to press on with broad range of initiatives and developments. Central to the progress of the work of the violence reduction programme is the establishment of the delivery groups. These are split across four specific themes;

- Criminal Justice
- Education
- Health and Wellbeing
- Community-Led Programmes

The work of these groups is also supported by a dedicated Research and Evaluation Group and a VRU Comms Group.

4.2 In the April 2020 update report, information was provided regarding plans to run an airtime campaign delivered by one of our commissioned partners, Hits Radio. The campaign was designed to target families during the recent lockdown period by addressing problematic behaviours that might increase the risk of domestic abuse. Careful language was employed to ensure it was both inclusive and not confrontational in anyway. The themes of the campaign are set out below:

- Cooling Tensions and Taking Time Out
- Thinking about Drinking
- Home Alone- the Child's Perspective
- Be Kind – Be A Hero

4.4 Hits Radio have provided information regarding the overall reach of the campaign to listeners. The information is very encouraging and, as illustrated below, the campaign adverts were heard over four million times.

Date	Spots booked	Spots received	+/-	Impacts booked	Impacts received	+/-
27/04/20 – 24/05/20	600	845	+ 245	2,771,612	4,029,248	+1,257,636

4.5 The use of digital media and other technologies have become increasingly important in recent months. Whilst this has been driven by the significant challenges of the COVID 19 pandemic, it has brought in to sharp focus the need to consider a range of opportunities and different capabilities in order for the VRU to be able to diversify and channel both its resources and approaches more creatively.

4.6 The GM VRU aims to build upon this learning and is now planning to further its reach and influence as it works with community groups and partner agencies across GM.

5. Supporting Vulnerable and Marginalised Women – Whole system approach update

5.1 Further to the April 2020 report there has been a range of work underway to support Vulnerable and Marginalised Women during and beyond Covid-19.

5.2 The Women’s Support Alliance (the Alliance) continues to accept referrals and support women who are engaging with their local women’s support service. The support is a mix of face to face, (where premises allow this to occur), via doorstep visits and through digital media and telephone platforms. Support includes access to food banks, clothes and sanitary goods, as well as emotional support and assisting women to access other statutory service support offers.

5.3 Feedback from probation colleagues has been extremely positive. Officers report that clients have mentioned on numerous occasions how the support of the women’s centre has been crucial. Many report that it is this support that has got them through lockdown and enabled them to comply with licence conditions or community orders

5.4 Accommodation

5.4.1 Work was undertaken to ensure additional capacity was commissioned to support accommodation offers being developed within localities. The accommodation was commissioned for 12 weeks and designed as a humanitarian response to Covid-19. It focused on women facing homelessness due to the pandemic and women facing domestic

violence. After the initial mobilisation, the accommodation offer was widened to include women with a history of rough sleeping and on-going substance misuse issues.

5.4.2 The contract runs until the end of June 2020. Any women still in this accommodation are being supported into accommodation within their 'home' local authority area.

5.5 Future developments

5.5.1 Lessons are being learnt about what has worked during the pandemic and what opportunities there are to incorporate this learning into service delivery in the future. A summary of considerations for the future are summarised below:

- Success of self-support WhatsApp groups and online support sessions
- Reform Investment Task and Finish Working Group has started work to develop a new outcomes-focused model for the service

5.5.2 The Deputy Mayor has written to Police and Crime Lead Elected Members requesting their support for this work and participation in a round table discussion which will take place over the next month to:

- Identify overall view of needs in the locality
- Understand the sense of responsibility in locality
- Understand the view of Women's service / centre in the locality
- Understand the learning from Covid-19
- Gain a sense of integration
- Seek views of who should pay for it

5.5.3 A health data group has been set up to work with the Alliance to agree a standard minimum health offer, initially focusing on referrals to primary health and mental health and wellbeing services. This will also include a review of the health data collected in order to explore how health needs and outcomes are being supported and enhanced by the Alliance.

6. Child Criminal and Sexual Exploitation, County Lines and online grooming

6.1 The Deputy Mayor, GMP and GM Complex Safeguarding Hub have delivered an awareness raising campaign around exploitation during lockdown. This commenced during the first two weeks (end of March/beginning of April) and considered increased risk and threat not only from increased time online, but also the loss of contact with trusted adults outside of the family such as teachers, to equip and empower children, young people and their families/carers/networks.

6.2 Previously planned school based awareness programmes also need to be re-designed. One such example of this is a planned programme focussing on exploitation, and empowering

children in years 5 and 6 to recognise and report when something does not feel right, which was to be delivered by GW Theatre. The 'Mr. Shapeshifter' production and workshop was to be delivered in schools across GM. This is now being re-designed into a home learning resource, with a supported learning package for children and their parents/carers.

6.4 During this period, Challenger has been monitoring national, regional and local trends around exploitation and sharing this intelligence with amongst partners on a weekly/fortnightly basis. Sources for this include:

- National Op Talla (national policing operation to deal with the Covid-19 pandemic) vulnerability reports
- Independent Child Trafficking Advocate national steering group
- National and regional briefing and threat assessment documents
- GM Complex Safeguarding and Exploitation Operational group meetings
- GM Modern Slavery Partnership meeting
- GM Modern Slavery NGO Forum

6.5 Complex Safeguarding teams have continued to deliver services to children and young people during lockdown, both online and where appropriate face-to-face following social distancing guidelines. Teams have reported that in some cases, engagement from the young people they are working with has increased as a result of the move to online and virtual platforms. The benefits of this shift will be examined to identify where it may be appropriate to retain some of this practice in the recovery period.

6.8 Referrals to teams have remained relatively stable during this time period, with an initial decrease immediately after lockdown. The Regional Practice Coordinator has been working with teams across the city region in response to National Referral Mechanism (NRM) submissions for young people subject to criminal exploitation, ensuring there is no break in service provision across the system. This follows some concern in the first few weeks of lockdown regarding small numbers of vulnerable children and young people continuing to go missing for extended periods of time.

7. Reducing Harm and offending

7.1 The Criminal Justice System

7.1.2 Covid-19 lockdown has significantly impacted up on the Criminal Justice System, nationally and locally. The unavoidable need to pause processes and re-engineer approaches in a socially distanced environment, has significantly and primarily affected prosecutions and trials including jury trials at the Crown Court.

- 7.1.3 Most people who report crime to the police do not go through the entire criminal justice system. The overall prosecution rate sits between 7-9%, as standard. However, those who do go through a trial process, whether at Magistrate or Crown Court level, can be some of the most serious cases affecting our most vulnerable people.
- 7.1.4 Jury trials were initially stood down at the beginning of the lockdown period by the Lord Chancellor and Lord Chief Justice, until 11th May 2020. Re-starting jury trials is now being tested, with Minshull Street Crown Court (Manchester) already re-started and Crown Square (Manchester) and Bolton Crown Court in preparation. However, the re-starting of trials by jury is limited, given social distancing requirements.
- 7.1.5 From CPS analysis, there is now a ratio of 2 cases being submitted to them for every case being processed through the CJS jointly by the partnership agencies to finalisation, so a current Covid-19 impacted ratio of 2:1. This is against a pre-covid ratio of 0.97: 1. This helps to fully clarify how demand is building up in the system and the extent of the 'recovery' challenge.
- 7.1.6 In response to this situation, the Deputy Mayor convened and chaired a series of extraordinary meetings of the GM Local Criminal Justice Board (LCJB) to assess the problem, plan a response and establish a Task and Finish Group. Consideration is being given to where demand can be safely reduced for cases before entry into the system as well as those already in the system, to relieve the pressure downstream.
- 7.1.7 This Managing CJS Demand Task and Finish Group now meets regularly and has identified areas where demand in the system could be reduced or mitigated and this is being worked through. An action plan is in place and the priority areas identified for managing demand are:
- Out of court disposals
 - Triage/ case management Magistrates Courts including breach work
 - Triage/ case management Crown Courts
- 7.1.8 The Deputy Mayor, through the Extraordinary LCJB meetings, welcomed the structure that has been put in place with clear activity and timescales. It is recognised that each priority area will likely need to work in a phased approach – e.g. identify the problem, confirm solution, prepare, deliver - with the more significant impact probably to be seen by end of July/ Middle of August.
- 7.1.9 The Deputy Mayor highlighted the need for each work stream to undertake a review of capability and capacity to deliver against key milestones and to undertake a victim and witness impact assessment. The Deputy Mayor also stressed the importance of timely and accurate communication not only to partners but also to those directly affected. The Crown Court work stream is the most challenging area because of the requirements of jury trials in a socially distanced environment and legal requirements linked to judicial independence.

- 7.1.10 The longer-term impact is that even if jury and other trials can be restarted – there is unlikely to be enough court capacity and resources to be able to manage pre-Covid standard demand. For example, for one Crown Court trial 2/3 courts are needed. So a different way of operating courts need to be considered including victim/witness video suites/ court streaming; opening hours etc. Resources and capacity implications will need to be considered and this is also being looked at nationally.
- 7.1.11 The Deputy Mayor held talks with HMCTS and senior Judicial representatives on 16th June, to explore the case for the use of non-court buildings. It is important to ensure that all options are being considered to ease the pressure on the system and the approach from the Judiciary to engage in such matters was welcomed. The LCJB will be asked to explore proactively whether there is an appetite from GM partners to allow access to their buildings in order to support hosting such hearings.
- 7.1.12 The CJS demand issues were reported to the Mayor's Emergency Committee on 17th June 2020 by the Deputy Mayor, where the request was raised regarding exploring the potential use of alternative buildings for court business. This is being followed up through the sharing of a specification and coordination support through the CA. The Deputy Mayor will hold a further meeting of the LCJB in July to check on progress.

7.2 Offender Management

- 7.2.1 Integrated Offender Management has continued to operate as business as usual. GMP have been supporting both the CRC and NPS with doorstep visits to offenders.
- 7.2.2 GMP Sex Offender Management Unit has put in place an emergency response with video calls and WhatsApp are used where possible and direct visits with PPE. There is a current proposal for a digital solution for sex offenders to apply online to be removed from the register rather than having to physically attend an appointment (COVID-19 positive learning to be taken).
- 7.2.3 Early Prison Releases: On 24th March 2020 the Lord Chancellor, Robert Buckland attended the Justice Select Committee to discuss Covid-19 implications. The Lord Chancellor said the virus poses an "acute" risk in prisons, many of which are overcrowded. Subsequently a GM Silver Command Group was established to mitigate and manage risk which met each week.
- 7.2.4 The group formulated key 'asks' around potential decision making and risk management – e.g. no early release for those with unsuitable accommodation; use of home detention orders etc. and developed a GM Covid-19 Offender Management Risk Plan with key priorities such as:
- Housing/ Homelessness
 - Substance Misuse Services

- Probation & Police including Through The Gate and Integrated Offender Management
- Adult Social Care
- Victims
- Other public services
- Covid-19 Compliance
- Women Offenders

7.2.5 Due to the lack of releases because of the stringent criteria, the focus changed to Business As Usual releases and dip sampling has been undertaken to feed in to both the GM Strategic Offender Needs Analysis and the response to the probation Dynamic Commissioning Framework.

8. Changing nature of Serious and Organised Crime (SOC) and GM Challenger response

8.1 During lockdown, Challenger has maintained a multi-agency approach to SOC, with weekly virtual meetings with Challenger partners and maintained partnership and tactical meetings virtually. This has highlighted, for example, a shift in focus for Border Force nationally from passenger port entry work towards freight port entry work which has seen some significant seizures of drugs and other commodities. These meetings have also provided opportunities for GMP and partners to link directly into GM based work regarding imports.

8.2 Project Magpie is the Partnership for tackling counterfeiting involving Challenger, Economic Crime, City of London Police, Manchester City Council, and a range of other national and local partners and has been monitoring and responding to the increase in Covid-19 related counterfeiting which has emerged during lockdown. Project Magpie is the only significant shift in SOC that has been identified during the lockdown.

8.3 During this period there has been an overall decrease in reported SOC related activity, which has provided an opportunity for District level Challenger teams to develop awareness and understanding of existing or suspected Organised Crime Groups (OCGs). This has benefitted levels of intelligence and knowledge around OCGs linked to child criminal exploitation in particular, increasing the number of exploitation linked OCGs we have recorded and assessed across the city region.

9. Ageing Hub and Victims of Fraud

9.1 Further to the April 2020 update, the Greater Manchester Ageing Hub continues to host a weekly multi-agency forum in response to the COVID-19 crisis (average of 20-25 participants from across the GM system). Within this context, the Greater Manchester Older People's Network have reported that many older people feel scared of going out of their homes due to fear of catching COVID-19.

- 9.2 Mass communication around coronavirus has created confusion amongst older people, particularly as messages have changed through easing of lockdown. This in turn has generated high levels of anxiety amongst this age group, leading to uncertainty, mistrust and suspicion of others, particular for those who live alone. The impact of crime on these groups is likely to be particularly traumatic. In response, the Greater Manchester Ageing Hub are continuing to produce a twice weekly email digest with information and resources relating to older people and COVID-19.
- 9.3 Following the pandemic there was an initial resourcing impact upon the Scambuster Scheme due to relocation and redeployment of staff and difficulties in accessing technology solutions remotely. In response, the Scambuster work streams were allocated to police staff and officers from the Economic Crime Hub as well as the appointment of a Volunteer Coordinator.
- 9.4 As staff to start to return to their substantive roles, a sustainable model will require development, supported by the increase in remote working technology that has been provided to Scambuster volunteers during the pandemic, as well as the ongoing recruitment of volunteers.
- 9.5 During this period GMP have sought alternative ways of identifying and reaching our most vulnerable, they have initiated several new campaigns which, together with activity and demand information are detailed at **APPENDIX 2**.

10. Development of a GM Hate Crime Plan

- 10.1 The COVID-19 outbreak has placed immense strain on communities. However, the crisis has also provided a number of unintended benefits to community cohesion. We have witnessed the residents of Greater Manchester display their appreciation for front line workers by participating in Clap for Carers, volunteer for humanitarian duties and many other acts of kindness. It is important to harness this sentiment and continue to build cohesive links within our communities to tackle hate crime.
- 10.2 The GM Hate Crime Plan is in the final stages of drafting, with feedback sought from cohesion leads and representatives of GMFRS, GMP and CPS. The Plan is intended to be a brief communication tool, aimed at synthesising existing partner priorities and ensuring collaboration in our approach across GM. The Plan is drawn from all three of the priorities in the Police and Crime Plan, focusing on key elements including: cohesion monitoring and awareness raising; victim support; understanding offender behaviour; developing local plans; and increasing community resilience.

11 Night time economy and future review of Safe Havens

- 11.1 The night time economy has suffered significant financial losses as a result of the COVID-19 outbreak. However, the 'United We Stream' platform has provided support for Greater Manchester's bars, clubs, pubs, venues, restaurants, performers, freelancers and cultural organisations by streaming live bands, DJs, singers and performers and inviting donations. These donations support Greater Manchester's usually thriving night time economy and contribute to the fight against homelessness across the city-region.
- 11.2 In preparation for when licensed and other entertainment venues open, a mapping and analysis exercise is currently in train to assess demand and consider the most suitable placement of Safe Havens. The Village has operated a Safe Haven successfully for a number of years and over the 2019 Christmas period, a Safe Haven was trialled in Wigan with positive outcomes. A number of sites and funding options are under consideration, with a focus on addressing demand for first aid support and provision of a safe space with the most cost effective option. A collaborative approach to capability sharing is being undertaken with staff from St John Ambulance and the LGBT Foundation engaged to offer their expertise on service delivery.

12. Travel safe advice

- 12.1 Despite a reduction in passenger numbers on the public transport network during the COVID-19 outbreak, joint working between TfGM and GMP has continued through Project Servator. This has strengthened the police presence on the network when many police resources were diverted elsewhere due to the pandemic.
- 12.2 Travel Safe Week launched in the week before the lockdown period. TfGM have continued to release safety messaging over recent months, including more recent communications on the importance of wearing face coverings from Monday 15th June.
- 12.3 The GMP Transport Unit are now in a position to increase patrols on the road network with speed enforcement and safety on cycle routes a key focus. A number of extra bicycles have been provided to the Unit to increase their mobility and presence. The Unit are also increasing their use of police vehicles and through a communications campaign are promoting safe driving including the wearing of seat belts and targeting drivers that are using mobile phones and/or driving under the influence of alcohol or drugs.

13 Safe4Summer

- 13.1 Delivered through a partnership of Local Authorities, GMP, TfGM, GMFRS, Health organisations, GMCA and stakeholders within the VCS sectors, the Safe4Summer campaign has been designed to offer children and young people the opportunity to experience fun and exciting activities in their local areas; whilst also delivering messaging on personal safety and promoting social responsibility.

13.2 The COVID-19 outbreak has necessitated a shift in content and approach to the delivery of Safe4Summer. Key messages released in early-June from the Deputy Mayor and GMP encouraged parents and carers to remain aware of their children's whereabouts and planned activities in line with the Government's guidance, by maintaining a positive line of communication. Messaging also focused on reducing anti-social behaviour, with GMFRS advising young people how to stay around water and raising awareness of the dangers involved in lighting fires.

14. Drugs and Alcohol

14.1 The police and crime team lead continues to chair GM service provider and commissioner virtual meetings as part of a collaborative response to COVID-19. These meetings are currently focusing on:

- Challenges and contingency planning for 'test & trace'
- Reacting to a 'second spike'
- Recovery Planning and potential retention of changes in practice (e.g. prescribing and dispensing, improved virtual access and digital offers)
- Planning for increased demand post-lockdown
- Minimising treatment dropouts
- Improving performance on blood-borne viruses
- A continued emphasis on naloxone (the antidote to heroin overdose)
- Improved multi-agency working and building on pathways developed (with a particular focus on mental health and homelessness)

14.2 Commissioners and providers continue to prioritise working with 'A Bed Every Night' service users ensuring continuity of care for those moving on from recently commissioned temporary hotels to more stable accommodation.

14.3 The Deputy Mayor has also agreed to commission a Greater Manchester Emerging Drug Trends Survey which will provide timely intelligence around emerging drug use trends and changes to drug markets. This will help to reduce drug related harm and crime and disorder. The survey will be complemented by regular testing of street drugs for purity and content through MANDRAKE - a joint initiative between Greater Manchester Police (GMP) and Manchester Metropolitan University (MMU).

14.4 The established GM Drugs Early Warning System is already regarded as best practice nationally and Emerging Drug Trends Survey will further enhance the ability to keep professionals and the public well-informed and respond to the threat of new, potent or adulterated drugs.

15. Race and Equality

- 15.1 Following the murder of George Floyd in the US the elected leaders in GM including the Mayor and Deputy Mayor committed to redoubling their efforts to tackle racism in all its forms. This includes the systemic racism in our society that leads to poorer outcomes and lived experience for our BAME Communities.
- 15.2 The Leaders have committed to bring forward proposals next month for the formation of a GM Race Equality Panel, strengthen dialogue with our black communities and to work with Operation Black Vote's Leadership Programme to improve representation.
- 15.3 To work towards ensuring all of our communities receive equal treatment from GMP the Mayor has committed to working with them to publish a Race Equality Policing report on the use of policing powers. This had previously been agreed with the chief constable.
- 15.4 In June last year 12 year old Shukri Abdi tragically drowned in a river in Bury. At the time she was with friends of a similar age, though her mother has stated that she did not believe they were Shukri's friends.
- 15.5 Allegations have been made that Shukri had suffered racist bullying. GMP carried out an inquiry on behalf of the coroner and concluded that there were no suspicious circumstances. The inquest is currently adjourned.
- 15.6 The IOPC commenced an investigation into GMP's inquiry in August last year. Their investigation has been concluded and they have shared their findings with GMP and Shukri's family. Their report will be published at the conclusion of the inquest.
- 15.7.1 The Mayor has recently received correspondence from many members of the public expressing their concerns. The Mayor is sensitive to the coronial process and with the Deputy Mayor has written to the coroner pledging support to ensuring that the process is concluded as soon as possible. They have also pledged that at the conclusion of the inquiry they will consider what further action may be required.

16. Operational policing matters

- 16.1 Taser Incident

On the evening of 7th May an incident occurred in Stretford that resulted on a black man being Tasered by a GMP officer. The man's young son was present at the time. The man was arrested and subsequently charged with several offences. He was remanded in custody the following day by magistrates and the case is ongoing.
- 16.1.2 Video footage soon circulated on the internet which showed some elements of the incident including the Taser discharge and the obvious distress of the young child. As a result, The Mayor has received an explanation from the Chief Constable who has commissioned an urgent and independent review by the IOPC.

16.1.3 The Mayor subsequently issued a public statement that day stating that he had requested an urgent and independent review as it wasn't clear that the level of force used was justified or proportionate.

16.1.4 GMP have voluntarily referred the matter to the IOPC which will carry out an independent investigation into the incident and the Deputy Mayor remains in contact with the IOPC regarding the investigation's progress and is keen that it be conducted as speedily as possible.

16.1.5 In discussions with the Deputy Mayor, regarding the broader use of Taser, the Chief Constable confirmed that every deployment of Taser, including where it is not discharged, is recorded and reviewed internally in respect of compliance with training, policy, procedure and proportionality. The use of Taser will feature in the Race Equality Policing Report referred to as section 15 of the report.

16.2 Misconduct Panel

16.2.1 On Tuesday 2nd June a Misconduct Panel commenced to hear allegations of gross misconduct against former Assistant Chief Constable Steve Heywood. The three person panel consisted of 3 members independent of GMP and the police service and was convened following an independent investigation by the IOPC. That investigation was launched after the conclusion of the Public Inquiry into the death of Anthony Grainger, where the chair expressed concern about the evidence provided by Mr Heywood. Mr Grainger was shot dead by a GMP firearms officer during a pre-planned operation in Cheshire in March 2012.

16.2.2 On the day of the hearing, following submissions by Mr Heywood's barrister, GMP requested that the Panel dismiss the charges. The Panel members issued a statement where they reluctantly agreed to GMP's request and strongly criticised errors made and how the Force had handled the whole matter. The Deputy Chief Constable issued a public statement acknowledging that errors had been made and offered an unreserved apology to the family and partner of Mr Grainger and all other parties involved.

16.2.3 The Deputy Mayor has formally expressed her concerns to the Chief Constable and is awaiting a detailed report from him before considering the matter further.

17. IOPS Update

17.1.1 Progress in developing the iOPS software

A number of upgrades and enhancements have been successfully applied to iOPS since the PoliceWorks 2.6 release in February 2020. This is through a number of patches that have been applied to the PoliceWorks system containing a number of bug fixes in areas of crimes, intelligence and reports.

17.1.2 Some new features that these patches have delivered are:

- Improvements to Stop & Search: If details were refused by a subject that was stopped and searched and a user selects 'Details Refused' on the record, a Self-Defined Ethnicity box will now appear on the record.
- Revised Care Plan categories to allow staff to more easily see what was 'new' and what was 'triaged'. Through the iOPS dashboard and reporting functions, the Care Plans that are awaiting triage from a Safeguarding team and those with the initial assessment made, with further safeguarding work to be completed can be seen clearly. This allows for better management of risk, and focussed support for vulnerability teams with higher outstanding demand.
- Enhancements to Victim Support Referrals.
- Improvements to the publish intelligence functionality.
- Improvements to Case and Custody.

17.1.3 PoliceWorks 2.7 is the next major release which is still on track for early autumn 2020. This release will contain a number of significant fixes as well as further functional enhancements, including 'Soundex', which will improve the search capability.

17.1.4 Any outstanding issues not included in PoliceWorks 2.7 are currently being reviewed for inclusion in the PoliceWorks 2.8 release, with delivery planned for the end of the year.

17.2 iOPS Mobile Upgrade.

The latest release for iOPS Mobile contained a number of significant upgrades to the user experience.

17.2.1 A new way for officers to understand their workload has been released. This is called 'My iOPS' – an officer's workload in one place. It displays their 'open crimes for investigation', their 'districts missing people' and their 'open problems' for example.

17.2.2 Other functionality that has recently released into iOPS Mobile includes:

- Ability to now create all crimes while mobile
- GMP missing risk assessment
- PNC Arrest & Remand display improvements
- Self-defined ethnicity on Stop & Search events

17.2.3 iOPS Mobile has also launched a new secure messaging system and alert system (BBME and AtHoc). Examples of how these have helped are listed below:

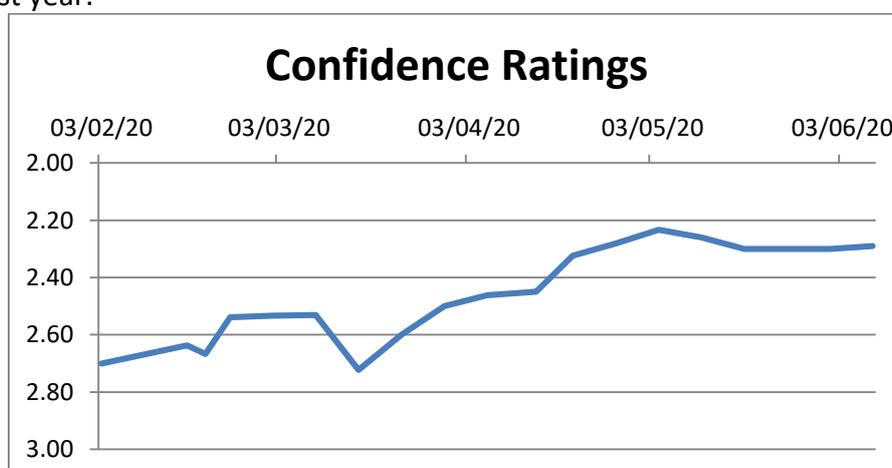
- Response teams circulating pictures and details of Missing from Home reports so that officers can be on the lookout for vulnerable and missing persons. One Response Sergeant was able to spot and recognise a missing person because their details were circulated through the app earlier that day.
- Neighbourhood teams have been sharing information on incidents and crimes to be aware of, such as details of vehicles of interest that are stolen or suspicious.
- Detective Inspectors in the Criminal Investigations Department reported using video calls through BBME to manage two serious incidents. Being able to provide support and advice at the scene from a remote location saves them time and unnecessary travel.

17.2.4 In April, when the Mortuary Co-ordination Unit grew as part of Force contingency plans related to COVID-19, iOPS AtHoc was used to communicate urgent and important messages to team members securely. Dedicated distribution lists were set up for the group’s leadership team, temporary staff and staff with relevant training that were working in other roles. Those working in these teams were from a wide range of districts and departments across the Force. They’d been rapidly assembled, so having the ability to contact them all quickly and receive replies to specific questions like availability was a valuable new capability.

17.3 iOPS Business Confidence

17.3.1 Since the launch of iOPS in July 2019 we have been monitoring the feedback from our districts and branches through ratings of confidence. Our scale is 1 to 5, 1 being very confident and 5 being not confident. Recently we’ve been steadily moving closer to an average rating of 2 overall.

17.3.2 The graph below shows the average business confidence ratings since the version 2.6 system upgrade in February. At present the rating is at one of the highest points since launching iOPS last year.



17.3.3 District and Branch iOPS Bronzes were asked to provide context for their current iOPS confidence scores, with a view to getting support on the issues that they felt were most important for staff.

17.3.4 The collective feedback and key themes from these channels have been incorporated into a revised list of iOPS Top Ten Issues for the team to prioritise.

17.4 HMIC Recommendations

17.4.1 The current position with the HMICFRS iOPS improvement recommendations is:

- Recommendation 1 is currently the only recommendation with work ongoing.
- Recommendations 3 and 5 will be completed when the system upgrade for version 2.7 is applied later this year.
- Recommendations 2, 4, 6 and 9 have completed actions.

17.4.2 Recommendation 1 – Ongoing

The force needs to develop a full understanding of the threat and risk contained within all its backlogs. In particular, it should review all domestic abuse incidents recorded by the force between the launch of iOPS and October 2019 to ensure that an appropriate response has been provided and referral made to the relevant agency.

17.4.3 This refers to 35,107 domestic incidents from the period of July 2019 to February 2020. When reviewed, GMP assessed that 13,463 required a more in-depth review. The update to date is:

- 3,462 incidents have been fully reviewed so far, making up 26% of the total.
- So far the overall compliance rate stands at 96%, which is much higher than expected.
- The review of the remaining 74% is ongoing.

18. RECOMMENDATIONS:

18.1 Appear at the front page of the report

MINISTRY OF JUSTICE DOMESTIC ABUSE FUNDING – THEMATIC AREAS

- (i) Business Continuity (Whilst In Lockdown Period):
- To address increases in demand in the system, directly related to Covid19
 - To help stabilise and support our Sexual Violence and Domestic Abuse Voluntary Community Sector
 - To maintain staffing / capacity levels to ensure consistency of service whilst the lockdown measures are in place
- (ii) Development of Digital Capacities:
- To mobilise the logistics of home-working to ensure remote working is delivered effectively, safely and securely. E.g. purchasing equipment / digital solutions / licenses), office equipment for homeworking
 - To maintain and enhance partnership working (remotely) between agencies whilst services work remotely / adapt to new ways of working.
 - To develop and deliver online training tools to address specific and ongoing training needs and supervision with staff
 - To address digital poverty issues amongst victim services providers and service users
 - To enable providers to ensure digital solutions comply with information governance, confidentiality of service users and improve cyber security
- (iii) Criminal Justice System Demand Curve:
- To maintain ongoing support during criminal justice proceedings
 - To adapt service interventions to respond to changing needs of clients as a result of delayed and postponed trials
- (iv) Business Continuity (Post Lockdown):
- Support business continuity post lockdown
 - To support new ways of engaging with staff and clients remotely ensuring supervision and training continues to take place
 - To address anticipated increases in demand and changing profile of demand in the system
 - To address physical adaptations required to ensure the service is able to be delivered as safely and efficiently as possible. (Adapting to the 'new normal')
- (v) Communication and Awareness Raising:
- Communicate and raise awareness of support services available via a range of communication channels
 - Targeted communication campaigns for those with protected characteristics
- (vi) Protected Characteristics:

- Providing support to those with protected characteristics that seem to be disproportionately affected by COVID-19.
- To address language barriers / interpreter services

(vii) Geographical Area:

- To ensure an equitable amount of funding amount is distributed across Greater Manchester, in response to the changing needs and demands of the sector.
- To consider those that provide a service across the Greater Manchester footprint, multi areas and single district areas

FRAUD AND CYBER CRIME - GMP campaigns, activity and demand information:

- 2,500 letters warning on COVID-19 scams sent to all previous Cyber and Economic Crime Awareness Service (CECAS) victims.
- 5,000 money mule and COVID-19 booklets designed and delivered to all Manchester food banks to be placed in food packages.
- Posters sent to supermarkets for placement in windows regarding the current voucher scam.
- Ongoing work with Sainsbury's who are delivering food to the most vulnerable and a number of booklets delivered so they can be placed with food parcels.
- Messaging on local radio stations warning of current scams.
- Economic Crime Hubs released messaging in local newspapers warning of current scams and provided updates on the recovery of over £1.6 million for victims of crime, this year.
- Several daily protect messages released on the @gmpfraud social media page.
- Manchester Evening News reporting on the 'Scam of the Week'.
- Daily scripts transferred to all local partners including victim support, victim services, GMCA, Ageing Hub, banks and retailers.
- CECAS and triage team allocated all fraud victims and are making calls to provide prevent/protect advice and to warn in relation to COVID-19 scams.

Below is an overview of activity seen in the Economic Crime Unit:



This reflects the increasing upward trend, priority contacts reduced March, April and May as people had reduced access to banks and shopping. This is why there appears to be a slight drop from Feb to March and April.

The following tables illustrate where GMP staff have completed lower priority victim contacts and the initial work that is usually conducted by the Scambusters.

Additional new victims

The table below represents new victims.

Month	New Victims	Events
Nov-18	5	
Dec-18	2	
Jan-19	78	
Feb-19	74	2
Mar-19	43	2
Apr-19	37	1
May-19	10	6
Jun-19	46	2
Jul-19	55	4
Aug-19	27	5
Sep-19	80	3
Oct-19	90	2
Jan-20	98	4
Feb-20	209	2
Mar-20	41	0
Apr-20	336	0

Three monthly re contacts (please note no contacts in February 2020 due to re processing of systems, no contacts in March as Scambusters were stood down and re-established in April). The table below represents the re-contacting of known victims.

Month	Number of Contacts
Jan-19	78

Feb-19	2
Mar-19	1
Apr-19	15
May-19	48
Jun-19	31
Jul-19	30
Aug-19	26
Sep-19	46
Jan-20	30
Feb-20	0
Mar-20	0
Apr-20	177