

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

Executive Summary

This report provides a year 2 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:

- The Police and Crime Panel quarterly scorecard shows significant improvements in speed of answer for emergency and non-emergency calls. In March 2023 the average time to answer for 999 was 5 seconds compared to 29 seconds in March 2022. For non-emergency calls the average time for answer was 1 minute and 9 seconds in March 2023 compared to 4 minutes and 58 seconds in March 2022.
- The Police and Crime quarterly scorecard shows that GMP are responding to emergency incidents sooner. They are attending 86% of Grade 1 incidents within the national target of 15 minutes in March 2023 compared to 80% in March 2022 and attending 59% of Grade 2 responses within the hour target in March 2023 compared to 32% in March 2022.
- Through Operation Castle, GMP now attend 94%+ of all residential burglaries compared to 70% when the Operation started 2 years ago. Each district has a specific Neighbourhood Crime Team, dedicated to burglary investigation and other neighbourhood crime and the pursuit of offenders.
- Arrests have increased by 49.9% in the past 12 months. GMP are now shifting their focus to improving the quality of investigations.
- The Victims' Multi-crime Gateway service is in the process of being commissioned with an estimated service start date of August 2023 to be co-located with GMP.
- Victim satisfaction, experience and insights is being considered as part of the re-design of the next iteration of the Victims Survey which is in the early stages of stakeholder engagement. A combination of annual survey, 'deep dives' and focus groups is under consideration.
- The GM End-to-End Rape and Serious Sexual Assault Offences Review was merged into the GMP Operation Soteria Programme as part of one of 19 extension forces. An improvement plan, now known as Operation Soteria Empower, is ready for the national launch of the Operation Soteria National Operating Model. The plan has been co-designed with the voluntary sector.
- The work overseen by the Gender Based Violence Board continues to improve services to people impacted by Domestic and Sexual Abuse and Violence, including those with no recourse to public funds, and strengthening the housing response.
- In Spring 2022, GMP were named as the fourth area to receive Home Office funding to establish a dedicated Taskforce to tackle county lines drug networks and in March 2023 they were successful in exceeding their year 1 target of closing 80 county lines.
- 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.
- Primary School Transitions programme ('BLOCKS' by Salford Foundation) is now in full delivery mode across ten primary schools targeting 300 children in years 4,5 & 6 that are regarded as vulnerable to a range of harmful outcomes including criminality and its associated risks.

Standing Together 2022-25			
Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims			
	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"> Investment in the Force Command Centre is now complete and staffing levels have remained stable. The Police and Crime Panel quarterly scorecard shows large improvements in speed of answer for emerging and non-emergency calls. In March 2023 the average time to answer for 999 was 5 seconds compared to 29 seconds in March 2022. For non-emergency calls the average time for answer was 1 minute and 9 seconds in March 2023 compared to 4 minutes and 58 seconds in March 2022. Despite having the 4th highest volume of calls of all forces in the UK, GMP are now 4th in the Home Office league tables in speed of answering (of all 43 forces). Only 18 months ago, GMP was second from the bottom in the Home Office league table. In March 2023, GMP introduced the new and improved 'Your Area' pages on the force's website to enable residents to contact their neighbourhood policing team more readily and launched the new community messaging system 'Bee in the Loop'. 	<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"> The Police and Crime quarterly scorecard shows that GMP are responding to emergency incidents sooner. They are attending 86% of Grade 1 incidents within the national target of 15 minutes in March 2023 compared to 80% in March 2022 and attending 59% of Grade 2 responses within the hour target in March 2023 compared to 32% in March 2022. In March 2023, GMP launched a new neighbourhood policing model. This includes a change in the blend of officers and PCSOs, which will see an additional 264 warranted police officers posted to neighbourhood teams across Greater Manchester over the next 12 months or so. Neighbourhood officers will also be protected to perform their duties through a new zero abstractions policy which will be monitored through an app. GMP now have operational Prevention Hubs in each of the 10 localities and a much greater focus on officers and partner agencies working together in communities to fight crime and solve local problems. 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. Through Operation Castle, GMP now attend 94%+ of all residential burglaries compared to 70% when the Operation started 2 years ago. Each district has a 	<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>

Standing Together 2022-25
Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<p>specific Neighbourhood Crime Team, dedicated to burglary investigation and other neighbourhood crime and the pursuit of offenders.</p> <ul style="list-style-type: none"> • Arrests have increased by 49.9% in the past 12 months. GMP are focussing on improving the quality of investigations. 	
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3.	<p>Improve Services to victims</p>	<ul style="list-style-type: none"> • The Justice and Rehabilitation Executive is considering how to deliver accountability for Improving the Victims Journey across the criminal justice system through the establishment of a new Victim Services Strategy Steering Group. A partnership event will be held in the Autumn to consider how partners can adapt to the new developments in the Victims and Prisoners Bill and be part of the new approach. • In addition, the CA is about to embark on the next stage on the GM Victim Services Review – focused on ‘Tier 2’ Services – specialist and GM level services • Below is a depiction of the areas of consideration for the new Steering Group: <div data-bbox="753 789 1402 1156" data-label="Diagram"> </div> <ul style="list-style-type: none"> • The Victims’ Multi-crime Gateway service is in the process of being commissioned with an estimated service start date of August 2023 to be co-located with GMP. • Victim satisfaction, experience and insights is being considered as part of the re-design of the next iteration of the Victims Survey which is in the early stages of stakeholder engagement. A combination of annual survey, ‘deep dives’ and focus groups is under consideration. 	<p>Justice and Rehabilitation Executive (JRE)</p> <p>Gender Based Violence (GBV) Strategy.</p> <p>Victims Services Gateway Implementation Group</p> <p>The Deputy Mayor commissioned a GM-wide Victim survey and results emphasize victim needs which inform the design of commissioned services. The areas of interaction with GMP that require most focus was identified as:</p> <ul style="list-style-type: none"> • Practical guidance and expectation setting • Emotional support and reassurance • Keeping victims informed
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Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<ul style="list-style-type: none"> GMP Compliance with the Victims Code is a key metric against the HMICFRS Victim Services Assessment report. GMP implemented a rigorous audit process, where progress can be scrutinised to individual officer level. Additional funding has been provided by the MoJ for a limited number of specialist IDVAs and ISVAs across Greater Manchester for the next two years. We also received additional funding from the MoJ for domestic abuse and sexual violence support services. This enabled support to be provided to specialist by-and-for organisations, improved links between domestic abuse and sexual violence services and development of a roll out of Achieving Best Evidence suites in the support sector. (includes video-recorded interviews with vulnerable and intimidated witnesses. ABE promotes a strong victim-centred and trauma-informed approach). A digital programme linked to the roll out of the new Multi-Crime Support Service has been commissioned by the Deputy Mayor which will seek to develop a portal for victims so that they can be referred to the most appropriate service and also self-refer regardless of whether they report to the police. This will also include a re-vamp of the GM Victim services Website. <ul style="list-style-type: none"> GMP Victim Satisfaction portfolio: Service User Satisfaction with GMP March '22: 57.0% March '23: 51.0% -6.0% (Survey data - sample size 3,250 per quarter). 	<p>GMP POAP and wider GMP training and workforce development including Making a Difference Toolkit</p> <p>The Sexual Violence Harm Reduction (SVHR) Steering group.</p> <p>GM Victim Services Digital programme Board</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 GM End-to-End Rape and Serious Sexual Assault Offences Review was merged into the GMP Operation Soteria Programme as part of one of 19 extension forces. An improvement plan now named Operation Soteria Empower is in place for the national launch of the Operation Soteria National Operating Model. The plan has been co-designed with the sector. 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 held a successful conference to focus on the risk on online harms and exploitation. This is now being considered for a development programme. In addition, plans are being developed to create a Community Therapeutic approach 	<p>Governance is through the Justice and Rehabilitation Executive and its sub-board the Local Criminal Justice Board.</p>

Standing Together 2022-25
Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<p>in GM with the wider sector to ensure that victims whose cases do not progress to a criminal investigation can access pro-social support in a timely fashion in a manner that suits them.</p> <p>National Score Card Progress:</p> <ul style="list-style-type: none"> • Progress for rape investigations remains steady with referrals to CPS for charging advice expected to rise again in the next quarter based on locally extracted data. • Greater Manchester generally performs well in terms of the timeliness metrics, albeit performance can fluctuate due to the small number of cases. • In terms of the quality of justice, the percentage of investigations that result in a charge is 4% and below the national average of 5%. However, GM performs better than West Midlands and West Yorkshire. 	
		<p>Domestic Abuse</p> <ul style="list-style-type: none"> • A key priority within the Standing Together Plan and 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 - central to the delivery of this strategy is improving services to people impacted by DA. Over the next 12-18 months we will be concentrating on the following areas: <ul style="list-style-type: none"> ○ Establish a Lived Experience Reference Group that will report to the GBV Board thereby ensuring that the voice of Lived experience plays a central role in the delivery of the GBV Strategy. ○ In partnership with the Ten Districts and the Greater Manchester Immigration Aid Unit we will significantly improve support to those with no recourse to public funds. ○ Develop a comprehensive strategy to deal with so called 'honour-based' abuse. ○ Co-produce a research framework into GBV and disabled people. ○ Co-produce a research framework into GBV and Older people. ○ Develop and begin to deliver a bespoke plan that addresses issues around GBV that are relevant to Men and Boys. ○ Begin work with the LGBTQ+ communities to develop ideas with them about how to confront and combat GBV in these communities. 	<p>Gender Based Violence Executive and Board</p> <p>A framework for development has been agreed by the GBV Board and consultants will be appointed in Autumn 2023.</p> <p>Funds have been allocated to support these four areas of work. Experts will be appointed to assist us in this work.</p> <p>The Executive and Board are supported by:</p> <ul style="list-style-type: none"> • VRU Education Group

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<ul style="list-style-type: none"> ○ Develop a programme of work in partnership with employers across Greater Manchester to ensure that all victims/survivors of DA and GBV are protected, supported, and heard. ○ Begin to develop work around Children and GBV – aligning with recognition of Children as victims within the framework of the DA Act 2021. ○ Continue to work with housing providers to ensure that, wherever possible, victims of DA and GBV are able to remain in their own homes. ○ Our bespoke programme of education will begin being rolled out to schools in Greater Manchester. ○ Continue to work closely with GMP to deliver improved service to victims of DA through the detailed implementation of the Domestic Abuse Arrangements Review. ○ Work closely with colleagues in GMP to evaluate the pilot roll out of the Good Sam system to assess its effectiveness in relation to DA. ○ Prepare for the implementation of the DAPO pilot starting in June 2024. ○ Develop a holistic health response to DA and GBV, working with Health colleagues across GM. ○ We are midway through a comprehensive review of the MARAC process across GM and will present recommendations for GM wide improvement. ○ Continue to work with partners across the Community and Voluntary sectors demonstrating their centrality in the provision of support to victims/survivors of DA & GBV. ○ Work with key employers across GM to develop best employment practice to support victims/survivors of DA and GBV ○ Develop a programme of work specifically related to children. ○ Increase in the number of RSL's gaining DAHA accreditation. 	<ul style="list-style-type: none"> ● GMP VAWG Gold Group ● GMP DA Delivery Board
5.	Protect vulnerable people from criminal exploitation	<ul style="list-style-type: none"> ● In Spring 2022, GMP were named as the fourth area to receive dedicated Home Office funding to establish a dedicated Taskforce to tackle county lines drug networks and in March 2023 they were successful in exceeding their year 1 target of closing 80 county lines. The Home Office have set a year 2 target of closing 120 county lines, and closely monitor wider performance including referrals to specialist support services. 	Performance is monitored through Programme Challenger's Governance Structures including the Programme Challenger Executive Board, SOC Tactical, and SOC Partnership meetings.

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

- 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:
 - Awareness raising and promotion of the support offers available, which includes a dedicated [County Lines Support and Rescue Service](#) delivered by Catch 22.
 - Launch of 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.
 - Programme Challenger commissioned Breaking Barriers to deliver their hard-hitting play 'Crossing the Line' to year 6 children in over 50 primary schools 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 by the end of 2022, this work resulted in the delivery of training to over 4000 individuals. Training delivery continues to focus on Modern Slavery and Human Trafficking and Domestic Servitude in line with the recommendations arising from the GMCA commissioned NESTAC research.
 - Hitch have been appointed to carry out insight work which will inform a refresh of Greater Manchester's exploitation campaign Trapped aimed at young people. The insight work includes engaging with young people, and partners to gauge the impact and effectiveness of the current campaign and explore how it can be evolved, using innovative ways to reach young people on the platforms which they use.
- The Justice and Care Victim Navigator is currently supporting 16 victims of modern slavery and human trafficking, all but one of whom are engaged with and supporting prosecutions of suspected offenders. In addition, between 1st April and 6th June 2023, the Place of Safety helped 7 victims of modern slavery and human trafficking on 4 separate occasions to recover by ensuring their immediate needs

Top level measures of success have been agreed as outlined within the GM Serious and Organised Crime Strategy 2022-2025 [Plan on a Page](#). Work is underway to develop a SOC Performance Dashboard.

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<p>were met from point of identification, to support them to decide what next steps were best for them.</p> <ul style="list-style-type: none"> • With support from Programme Challenger the University of Manchester Department of Criminology are completing an applied research project across Greater Manchester to map pathways for cuckooing victims across law enforcement, housing and adult social services functions. The recommendations are being shaped by expert stakeholders to support the development and strengthening of victim pathways across Greater Manchester. 	
6	Protect vulnerable young people	<ul style="list-style-type: none"> • Primary School Transitions programme ('BLOCKS' by Salford Foundation) is now in full delivery mode across ten primary schools targeting 300 children in years 4,5 & 6 that are regarded as vulnerable to a range of harmful outcomes including criminality and its associated risks. The programme aims to support safe transition to high school by providing targeted social skills training and supporting both the school and the families throughout the programme. • GM VRU communications and engagement work aims to reduce serious violence by increasing 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. To achieve this, the VRU has co-created the 'I am greater' campaign with young people with over 8 million impressions, also developed the #SpeakingOutCouldSaveALife campaign in response to serious incidents – over 500,000 views and a series of community-led content including written spotlights and video content showcasing positive local role models • Hospital Navigator Service is commissioned until March 2025, with 12 Navigators, including education, domestic violence and community development specialists. • Each Navigator provides essential support for young people attending hospitals across Greater Manchester following attendance relating to violent injury, with referrals from schools / clubs / Police / Northwest Ambulance Service / GP Surgeries. Self-referrals accepted. • Between 1 June 2021 – 31 May 2023 the service has taken 857 Referrals 75% are for Males 54% relate to weapon enabled crime. 46% of referrals age 14-16 	<p>Violence Reduction Governance Board</p> <p>Supported by a range of themed sub-groups.</p>

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<ul style="list-style-type: none"> A new parent / carer support service has also recently been commissioned which will work with families and individuals vulnerable to violence and harm and will complement the Navigator service. 	
7	Improve how police, criminal justice, and community safety services work with mental health services	<ul style="list-style-type: none"> Over the past 12 months pathways between policing and mental health services have improved in a number of areas. Mental Health Joint Response Vehicles (rather than transporting patients through police cars) have in some cases reduced police time spent at incidents by as much as 75% and reduced the number of people being taken by the police to hospital by as much as 80%. GMP now have an agreed Force Wide Partnership Pathway for Mental Health Incidents that will enable triaging direct from the Force Contact Centre, this will be known as M-HUT. GMP have established new pathways with crisis cafes and voluntary and community sector provision. Section 136 suite availability still remains a challenge for service delivery. GMP are now looking at improving other 'non crime' pathways through the Right Care: Right Person approach (previously known as Operation Aurora) and a series of engagement events are planned with Greater Manchester and locality partners. 	<p>Delivered through the GM Responding to Crisis Mental Health Steering Group reporting into the GM Mental Health Commissioning Board.</p> <p>Develop the right mental health pathways at all levels.</p>
8	Governance and Accountability	<ul style="list-style-type: none"> Bi-annual police accountability meetings held in Manchester and Wigan. Planning underway for meeting in November '23 and March '24. <ul style="list-style-type: none"> October 2022 – Held in Manchester 45 councillors and MPs registered (I don't have final attendance numbers, but it has usually been around 50% of those registered). All 10 GM Councils had a representative signed up <p>Discussion themes:</p> <ul style="list-style-type: none"> Roads and Transport Policing Serious and Organised Crime Questions relating to Greater Manchester Police <p>June 2023 – Held in Wigan</p>	

Standing Together 2022-25

Priority 1, year 2 Progress Report: Keeping People Safe and Supporting Victims

		<ul style="list-style-type: none">○ 37 Councillors registered (20 attended). 9 Councils had representative signed up <p>Discussion themes were</p> <ul style="list-style-type: none">○ Questions relating to Greater Manchester Police○ Neighbourhood○ Roads and Transport Policing <ul style="list-style-type: none">● Strengthened local accountability of GMP through district Chief Superintendents.● Agreed Forward plan of reports in place for the Police, Fire and Crime Panel, Steering Group and Leads in place, ensuring regular reporting by GMP and GMFRS as well as thematic issues.● Performance scorecard reported to Police and Crime Panel alongside summary progress reports.	
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