



# GMP Performance Briefing

## January 2025

## 1. Public contact

Average speed of answer	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change
Emergency 999 telephone calls	4 secs	4 secs	No change

- GMP continues to demonstrate good public contact performance, with an average answer time for 999 calls of just 4 seconds in each of the last two years. December 2024 was particularly good performance, with emergency 999 calls being answered within 2 seconds on average.
- GMP has also seen an improvement in the proportion of 999 calls answered within 10 seconds, with this being up from 91% last year to 93% this year.
- December 2024 performance was particularly strong again, with around 97% of 999 calls answered within 10 seconds.

Average speed of answer	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change
Non-emergency telephone calls	57 secs	1 min 11 secs	+14 secs

- Despite a slight increase in average answer time this year, to 1 minute 11 seconds, GMP is performing well in line with our aspiration to answer non-emergency calls within 3 minutes.
- The proportion of these calls answered within 3 minutes has remained relatively stable over the last two years (80% last year and 79% this year), with particularly strong performance towards the end of 2024 (83% in November and 88% in December).

## 2. Incident attendance

Average attendance time	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change
Grade 1 immediate incidents	9 mins 59 secs	8 mins 34 secs	- 1 min 25 secs

- GMP continues to improve average attendance time for incidents that require an immediate response. This year these were attended in 8 minutes 34 seconds on average, which was almost one and a half minutes faster than last year. December 2024 was particularly strong performance with an average attendance time of 7 minutes 42 seconds (the fastest time that GMP has achieved in a single month).
- Meanwhile, this year saw around 92% of immediate response incidents attended in under 15 minutes (our aspired attendance time). December 2024 again showed the best performance GMP has seen in a month, with 95% attended in under 15 minutes.

Average attendance time	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change
Grade 2 priority incidents	2 hrs 50 mins 54 secs	1 hr 32 mins 59 secs	- 1 hr 17 mins 55 secs

- GMP continues to improve average attendance time at incidents requiring a priority response. This year these were attended in 1 hour 32 minutes 59 seconds on average. This was 1 hour 17 minutes and 55 seconds faster than last year. December 2024 was particularly strong performance with an average attendance of under one hour. This being 49 minutes 47 seconds (the fastest time that GMP has achieved in a single month).
- Meanwhile, GMP has seen an increase in the proportion of priority incidents attended within one hour (our aspired attendance time), with 68% this year, up from 54% last year. December 2024 again showed the best performance GMP has seen in a month with 82% attended in under one hour.

### 3. Reducing crime and antisocial behaviour

Crime & ASB counts	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change	Change (%)
Total recorded crime	353,427	325,164	-28,269	-8.0%
Child protection crime	22,401	21,841	-560	-2.5%
Domestic abuse crime	57,454	53,342	-4,112	-7.2%
Stalking and harassment	52,337	44,252	-8,085	-15.4%
Child sexual exploitation	1,706	1,562	-144	-8.4
All sexual offences	11,395	12,114	+719	+6.3%
Rape crime	4,155	4,175	+20	+0.5%
Serious violence offences*	34,450	32,788	-1,662	-4.8%
Residential burglary	12,767	11,323	-1,444	-11.3%
Robbery of personal property	4,293	3,990	-303	-7.1%
Theft from the person	7,342	5,275	-2,067	-28.2%
Vehicle offences	22,020	17,950	-4,070	-18.5%
Knife/ sharp instrument crime	4,214	4,806	+592	+14.0%
Shoplifting crime	18,229	21,890	+3,661	+20.1%
Antisocial behaviour (ASB)	82,363	82,465	+102	+0.1%

\*These are crimes of robbery and violence with injury.

- Overall recorded crime has reduced this year (down 8.0% on last year)
- There have been particularly notable reductions in elements of 'neighbourhood crime' e.g. theft from the person (down 28.2%), vehicle offences (down 18.5%) and residential burglary (down 11.3%).
- There has also been a notable reduction in crimes involving domestic abuse (down 7.2%), stalking and harassment (down 15.4%) and child sexual exploitation (down 8.4%).
- Meanwhile, overall sexual offences have increased (up 6.3%), and within this rape crimes have increased slightly (up 0.5%)
- Also increased are crimes involving knives and sharp instruments (up 14.0%), shoplifting (up 20.1%).
- A slight increase was also seen in antisocial behaviour incidents (up 0.1%).

## 4. Investigating crime

Solved crime outcomes	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change (% point)
Total recorded crime	10.1%	12.6%	+2.5% points
Child protection crime	9.2%	9.7%	+0.5% points
Domestic abuse crime	12.6%	11.8%	-0.8% points
Stalking and harassment	6.2%	7.6%	+1.4% points
Child sexual exploitation	20.4%	24.2%	+3.8% points
All sexual offences	11.4%	11.1%	-0.3% points
Rape crime	9.6%	9.7%	+0.1% points
Serious violence offences*	12.2%	13.1%	+0.9% points
Residential burglary	7.7%	9.5%	+1.8% points
Robbery of personal property	9.2%	9.4%	+0.2% points
Theft from the person	1.8%	2.2%	+0.4% points
Vehicle offences	4.4%	5.1%	+0.7% points
Knife/ sharp instrument crime	15.3%	14.4%	-0.9% points
Shoplifting crime	18.6%	25.7%	+7.1% points

\*These are crimes of robbery and violence with injury.

- Overall, the proportion of total recorded crime outcomes that were solved has increased this year compared with last (up 2.5% points)
- Most key crime areas have seen increases in solved outcome proportions (of note, the increase in recorded shoplifting crime has been accompanied by an increase in solved outcomes, this being up 7.1% points on last year).

- Meanwhile, there have been some small, less than 1% point, reductions in solved outcome proportions for domestic abuse (down 0.8% points although, more positively, there have been 4,100 fewer domestic abuse offences recorded this year), knife crime (down 0.9% points) and sexual offences (down 0.3% points).

## 5. Operation Vulcan

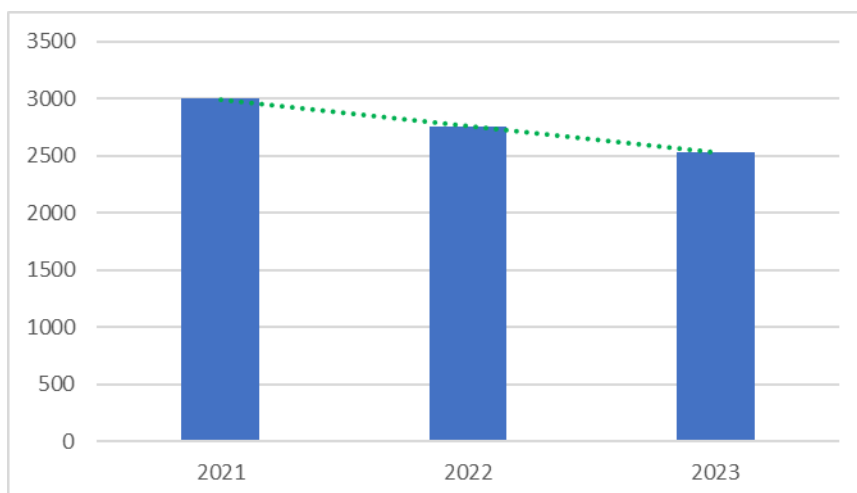
In October 2024, GMP's Operation Vulcan celebrated its two-year anniversary. The operation has been a tremendous success for Greater Manchester and, during the two years over which the Operation Vulcan partnership has been delivering targeted, problem-solving activity, achievements have included:

- The seizure of almost 1,050 tonnes of counterfeit items.
- 216 shops selling counterfeit goods have been shut down.
- Over £500,000 cash has been seized.
- Significant drugs seizures, including 2.4 million class C drugs, and thousands of bags of class A and B drugs.
- Illicit vapes, worth around £7 million have been seized.
- The seizure of over one hundred vehicles being used illegally.
- 158 warrants conducted and carried out over 140 joint activity deployments with partners.

## 6. Roads safety

This data presented here provides an overview of the number of road traffic collisions in Greater Manchester that result in injury. Data for 2024 is still provisional and so the data referred to here gives an indication of trend over the recent years just prior to 2024.

[Count of road traffic collisions in Greater Manchester that resulted in injury \(2021 to 2023\)](#)



- During 2021 there were 3,002 road traffic collisions that resulted in injury. This reduced to 2,755 in the following year 2022, with a further reduction to 2,536 in the year 2023.
- Therefore, in 2023 there were 466 fewer road traffic collisions that resulted in injury, than had been the case in 2021 (a reduction of around 16%).

## 7. Diversion and prevention

The following data presents a view of the count of outcomes that were applied to crimes recorded by GMP, where the outcome was one of either community resolution (these outcomes aim to reduce the likelihood of reoffending by encouraging offenders to face up to the impact of their behaviour and take responsibility for making good any harm caused), or one which resulted in diversionary, educational or intervention activity.

Crime outcomes	Last year (12 months to December 2023)	This year (12 months to December 2024)	Change	Change (%)
Community resolution, diversion/ education/ intervention	5,277	9,826	+4,549	+86.2%

- GMP has seen a notable increase in the number of crimes outcomes which resulted in community resolution, diversionary, educational or intervention activity, over the last year.
- There were over 4,500 more of these this year compared with last (an increase of 86.2%).

## 8. Public confidence and safety

The GMCA Policing and Community Safety Survey is conducted every quarter and explores public perceptions about GMP. The most recent survey findings available are for surveys conducted during the period July to September 2024.

### Public confidence in an emergency

- 61% of survey respondents were confident they could get help from GMP in an emergency.
- More respondents felt confident they could get help in an emergency, in surveys conducted over the 12 months October 2023 to September 2024 (61%), than in the previous year (58%).

### Public confidence in a non-emergency

- 42% of survey respondents felt confident they could get help from GMP in a non-emergency situation.
- More respondents felt confident they could get help in a non-emergency, in surveys conducted over the 12 months October 2023 to September 2024 (42%), than in the previous year (39%).

### **Public trust in GMP**

- 58% of survey respondents agree with the statement 'taking everything into account, I trust them'.
- More respondents agreed to this statement, in surveys conducted over the 12 months October 2023 to September 2024 (58%), than in previous year (55%).

### **Public feelings of safety inside the local area**

- 89% of respondents felt safe in their local area.
- A similar proportion of respondents felt safe when inside their local area, in surveys conducted over the 12 months October 2023 to September 2024 (89%), compared with the previous year (88%).
- No significant change in latest wave, compared to previous wave.

### **Public feelings of safety outside the local area**

- 79% of respondent felt safe when outside their local area.
- A similar proportion of respondents felt safe when outside their local area, in surveys conducted over the 12 months October 2023 to September 2024, compared with the previous year (around 80% across both periods).