

Greater Manchester Combined Authority

Police, Fire and Crime Panel

Date: 10th June 2025

Subject: Priority 2: Increasing police accessibility, consistency, responsiveness and outcomes.

Report of: Kate Green, Deputy Mayor for Safer and Stronger Communities

Purpose of Report

This is the first of the new Greater Manchester (GM) Police and Crime Plan 2024-2029 highlight reports on priority two – increasing police accessibility, consistency, responsiveness and outcomes.

This first section of this report (part a) is the highlight report providing a summary of progress against all the actions outlined under this priority, so that the Panel can assess progress against this priority in its totality.

This includes actions on improving calls to answer and other forms of public contact, responding quickly to incidents, having visible, proactive and where possible consistent neighbourhood policing teams and the progress made to increase outcome and charge rates to bring more criminals to justice.

The second section (part b) provides a spotlight and further detail on Gender-Based Violence crime outcomes including for domestic abuse, rape, sexual offences and stalking.

Recommendations:

The Police, Fire and Crime Panel is requested to:

1. Note the Priority 2 highlights.
2. Note the spotlight report on crime outcomes for domestic abuse, rape, sexual offences and stalking.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment:

Updates on equality actions included in this report.

Risk Management

N/A

Legal Considerations

No legal considerations – report is an update on progress of delivery of the new Standing Together: Police and Crime Plan 2024-2029.

Financial Consequences – Revenue

N/A

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Comments/recommendations from Overview & Scrutiny Committee

N/A

Background Papers

Standing Together: Police and Crime Plan

[Standing Together Our plan for policing and safer and stronger communities in Greater Manchester 2024-2029](#)

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution

No

Exemption from call in

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

No

Bee Network Committee

N/A

Overview and Scrutiny Committee

N/A

Part a.

1. Executive summary

- 1.1.** This report provides an overview of the progress being made on improving call answering and other forms of public contact, responding quickly to incidents, having visible, proactive and where possible consistent neighbourhood policing teams and the progress made to increase outcome and charge rates to bring more criminals to justice.
- 1.2.** In summary, GMP remain among the best forces nationally in call answering times. Response times continue to improve with the most marked improvements in Grade 2 (non-emergency response). Outcome and charge rates have remained relatively static over the past 12 months and the criminal justice system continues to see significant demand, with continuing and ongoing work taking place to manage this.
- 1.3.** The announcement of the government's Neighbourhood Policing Guarantee will enhance further Greater Manchester's already strong neighbourhood policing offer.

2. Priority 2: Increasing police accessibility, consistency, responsiveness and outcomes - commitments update

2.1. Improve access to police services

- 2.1.1** GMP remain among the best forces nationally in call time for answer. In February 2025 the average call time for answer for 999 was 2 seconds and 33 seconds for a non-emergency.
- 2.1.2** Take up of Bee in the Loop has increased with over 32,500 subscribers to the platform. However, further work is required to expand community engagement initiatives to reach a broader audience.

2.2. Improve police responsiveness, consistency and visibility

- 2.2.1** GMP continue to get to emergencies quickly (Grade 1) and further improve non-emergency (Grade 2) response times. In February 2025 the average Grade 1 response time was 7 minutes 48 seconds compared to 8 minutes 44 seconds in February 2024, Grade 2 response time was 56 minutes and 24 seconds compared to 1 hour and 25 minutes a year ago. The impact of Right Care: Right Person has enabled GMP to improve in this regard.

- 2.2.2 GMP continue to develop their neighbourhood policing model, neighbourhood crime teams and prevention hubs. As detailed in the report to the Police and Crime Panel on 19 March 2025 this includes significant action taken on problem solving and targeted activity to tackle high harm offenders and hot spots through Operations including Vulcan, Avro and Hurricane (off road biking).
- 2.2.3 Neighbourhood crime has fallen by 17% over the past year, with notable decreases in residential burglary (-11.3%) and theft from persons (-28.2%). This success is attributed to intelligence-led policing and close partnership working with the community.
- 2.2.4 This work will be further enhanced by the Government's announcement of the Neighbourhood Policing Guarantee (NPG). The 5 pillars of the Guarantee are:
- Police back on the beat – as part of the NPG GMP are recruiting 120 Neighbourhood officers and moving 56 Officers from Force Contact Crime and Operations Branch with a backfill of staff roles, so there will be a total of 176 additional officers.
 - Community led – this relates to a named and contactable officer which GMP already have in place.
 - New neighbourhood policing career pathway – this will help professionalise neighbourhood policing further.
 - A crackdown on anti-social behaviour (ASB) – this includes piloting the new Respect Orders and a dedicated ASB lead in every police force.
 - Safer town centres – with a focus on retail crime, ASB and snatch theft. The government wish to see a plan for visible action to be taken on this issue by policing and partners this summer.
- 2.2.5 The Guarantee will also include a new neighbourhood performance framework. In general, the work done by GMP puts Greater Manchester in a strong position.
- 2.2.6 A full report will come to the Panel to outline this further at the next meeting.

2.3. Increase police outcome and charge rates

- 2.3.1 Police solved outcomes rates have remained relatively static over the past 12 months at around 12.6%.
- 2.3.2 All crime charges have increased from 9.1% in February 2025, up from 8.2% at the same time in 2024.
- 2.3.3 GMP has an Investigations Improvement Plan which plans to take GMP from adequate to good by the next HMICFRS Peel Inspection. It focuses on improving technology and crime management processes, the supervision and training of staff (especially those less experienced or new in service) to improve investigations and file quality, the introduction of new District Investigation Teams to improve District level led investigations and a focus on Victim Care and better adherence to the Victims Code.

2.4. Support partners to reduce court backlogs and delays to ensure swifter justice for victims of crime

- 2.4.1 The Greater Manchester Local Criminal Justice Board (LCJB) brings together criminal justice partners to identify priorities, address cross cutting issues and improve the experiences of victims and witnesses. The Board considers how it can manage court backlogs and delays.
- 2.4.2 The demand into and through the criminal justice system is significant but an increase in court sitting days in 2024/25 is starting to lead to reductions in the outstanding cases in the Crown Court with disposals outstripping receipts in the latter half of 2024/25. Demand continues to increase in the Magistrates Courts despite changes to the listing schedules, a trial blitz, additional sentencing courts and the expansion of the proof in absence pilot in 2024/25. In 2025/26 additional Domestic Abuse trial courts will be introduced at Manchester Magistrates Courts to reduce the delay to Domestic Abuse trials.

3. Equality actions

3.1. Equality action: Further develop the Live Chat function with a focus on ensuring women and girls and vulnerable victims can contact the police discreetly for help.

- 3.1.1 Work has begun to look at developing a TravelSafe LiveChat facility as part of the Mayor's commitment to 'a dedicated integrated LiveChat facility for TravelSafe'.
- 3.1.2 Partners have been involved in a joint workshop with GMP and TfGM colleagues and are exploring what technological solutions are available and how processes can be integrated in a single structure. This work is looking at how the interaction and referral could operate post GMP triage between the GMP Force Contact, Crime and Operations branch and the TfGM Control Centre.
- 3.1.3 A new change programme board has been created to drive this work, and it's envisaged this will help to improve the existing structures and redirecting and signposting for reporting. As this develops further, it will be important to continue to monitor takeup and the impact on users, including vulnerable victims and women and girls, and promote how they can get in contact for help.

3.2. Equality action: Develop a community engagement model with our communities, especially those with lower levels of trust and confidence in the police, learning from the community safety survey to provide reassurance to all communities and increase confidence levels.

- 3.2.1 As part of the Corporate Communications branch delivery plan, there are ambitious targets to achieve in increasing the number of subscribers to community messaging system, Bee in the Loop, across all communities within Greater Manchester.
- 3.2.2 There is currently a review of the system underway and GMP will have a particular focus on how the system can best support the work over the summer in line with the Home Office's Keeping Town Centres Safe This Summer initiative.

3.2.3 GMP has embedded a range of engagement activities that strengthen relationships, improve transparency, and empower local voices:

- PACT meetings provide a structured forum where local residents, police, and partner agencies come together to discuss community concerns and agree on shared priorities
- GMP actively collaborates with faith leaders and community organisations, including those representing seldom heard communities. For example, GMP has worked with mosques, churches, and temples to host community safety forums, particularly during times of heightened tension (e.g. after hate crime incidents).
- Each neighbourhood policing team develops a tailored Community Engagement Plan, which outlines how they will engage with local residents.
- Both Independent Advisory Groups and Independent Community Scrutiny Panels are vital components of GMP's model. They ensure that community voices are not only heard but actively shape policing and safety strategies.

3.3. Equality action: Increase outcomes and charge rates for domestic abuse, stalking and harassment, sexual offences, and rape.

3.3.1 In summary, outcomes and charge rates have remained relatively static over the past 12 months.

3.3.2 A spotlight report is included on this action under part b.