

Greater Manchester Police, Fire and Crime Panel

Date: 22nd September 2025

Subject: Safer & Stronger Communities: Police & Crime Plan Performance Update

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

Purpose of Report

Exception report providing analysis and commentary on the most recent (June 2025) Performance Update data for each of the ten Police and Crime Plan Priorities.

Recommendations

To note the report.

Key Points of Report

NB: Many of the indicators tracked in the Performance Update are taken from police-recorded crime data, as recorded by Greater Manchester Police. It should be noted that nationally, the Office for National Statistics do not consider police-recorded crime to be a good indicator of general trends in crime. Police-recorded crime data may be impacted by changes in police activity, recording practices and reporting behaviour. This should be considered when interpreting the figures below.

See the Appendix [separate document] for more information on the data sources and context for the indicators in this Performance Update.

Priority One: Improving Public Trust and Confidence in Policing

- From the quarter ending [QE] June 2024 to the QE June 2025, the numbers of complaint reviews received decreased by 28%, and investigations completed decreased by 50%. The number of complaints reviews received has been stable at 37 for the past two quarters, and the number of

investigations completed fell by one (1) to 25 compared to QE March 2025. While these numbers typically fluctuate, this is the lowest number of complaint reviews received, and third-lowest number of investigations completed in the last three years.

Priority Two: Increasing Police Accessibility, Consistency, Responsiveness & Outcomes

- The proportion of Grade 1 calls attended within 15 minutes has continued to increase, standing at 95% in QE June 2025, compared to 91% in QE June 2024.
- Similarly, the proportion of Grade 2 calls attended within 1 hour has increased by 12pts, from 64% in QE June 2024 to 75% in QE June 2025.
- In QE June 2025, the time taken to answer a 999 call was 5% higher for Greater Manchester than the Most Similar Forces average¹. Across the last 12 months (July 24-June 25), the most recent quarter (QE June 25) is the first quarter within which GMP response times have risen above the MSG average. This is due to a rise in the time taken to answer a 999 call between April-June 2025. GMP data shows that the recent rise in QE June 2025 relates to a change from 3 seconds in April 2025 to 6 seconds in June 2025, with an average of 4 seconds across the quarter. Despite this slight rise in the most recent quarter, there has been no significant change in GMP 999 response times over the last 12 months, and the average for QE June 2025 aligns with the average for QE June 2024.

Priority Three: Keeping Children and Young People Safe and Preventing Them from Becoming Involved in Crime

- The number of Outcome 22s for under 18s has increased by a third, from 430 in QE June 2024 to 565 in QE June 2025.
- The number of referrals to Early Intervention and Prevention Grant funded services has fallen by 23%, from 233 in QE June 2024 to 180 in QE June 2025.

¹ MSG response times are taken from national data provided by www.police.uk. National response times include the network line connection time before transfer to the police and are therefore slightly higher than GMP figures

- The under 18 reoffending rate has decreased by 5pp from 31% in QE September 2022 to 26% QE September 2023. Greater Manchester's rate of under 18 reoffending is 6pp lower than Most Similar Forces.

Priority Four: Improving Support for Victims of Crime, Including Vulnerable Victims, and Tackling Emerging Crime Types

- The number of referrals to Catch 22 has fallen by 33% from QE June 2024 to QE June 2025.
- The number of hate crimes has increased by 17%, from 2,451 in QE June 2024 to 2,867 in June 2025.
- The proportion of victims satisfied with GMP service has risen by 6pp, from 57% in QE June 2024 to 63% in QE June 2025.

Priority Five: Reducing and Preventing Neighbourhood Crime, Retail Crime and Anti-Social Behaviour

- The number of neighbourhood crimes has continued its downward trend, falling 12% between quarter ending June 2024 and quarter ending June 2025.
- Retail crime has also fallen in the same period, with shoplifting offences falling 16% and business crimes falling 11%.

Priority Six: Improving Road and Transport Safety, so People can Travel Around Our City-Region Safely

- Transport incidents involving injury has increased by 10% from QE June 2024 to QE June 2025. Road fatalities have also increased from 12 in QE March 2024 to 16 in QE March 2025. Road fatality data is lagged by one quarter.
- Crime/ASB incident rates on bus/tram network per million passenger journeys have increased by 7% from 44 in QE June 2024 to 47 in QE June 2025.

Priority Seven: Reducing High Harm and Repeat Offending, Taking Preventative and Diversionary Approach

- The number of adult Out of Court Resolutions has increased by 44% from QE June 2024 to QE June 2025. Additionally, the number of adult Outcome 22s has almost doubled in the same period, from 155 to 300. There was a data error in the March 2025 Performance Update regarding adult Outcome 22

figures, this error has been identified and fixed in the June 2025 Performance Update.

- From the QE September 2022 to QE September 2023, the rates of proven reoffending have increased by 2pp for adult females and decreased by 2pp for adult males. Greater Manchester's proven reoffending rate is 2pp lower for adult males and 4pp lower for adult females than Most Similar Forces.

Priority Eight: Tackling Drug, Alcohol and Wider Addictions

- The number of drug offences rose by 39% from QE June 2024 to QE June 2025.
- *NB:* alcohol and drug death figures are updated annually in February, with a 2-year lag, from Public Health England data. The figures included in the Performance Update are the latest available data.

Priority Nine: Reducing and Preventing Gender-Based Violence and All Forms of Serious Violence

- Serious Violence: police-recorded knife crime has fallen by 11% from QE June 2024 to QE June 2025.
- Gender-Based Violence [GBV]: the number of stalking crimes has continued its upward trend, increasing by 12% from QE June 2024 to QE June 2025.
- MARAC data has not been updated for QE March and June 2025 due to data collection issues. This will be retrospectively updated as soon as possible.

Priority Ten: Reducing and Tackling Serious and Organised Crime

- In the quarter ending June 2025, 1,882 kilograms of drugs were seized. This is a 312% increase compared to the quarter ending June 2024. This quarter's figure is largely driven by a 1,136kg seizure of cannabis in April 2025.
- In the same period, the total number of disruptions increased by 51%.

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