

## Appendix: Data Guide

Priority	Measure	Source	Contextual Notes
One	Trust in GMP	Policing & Community Safety Survey	Data are available for these measures from 09/2023. The Policing and Community Safety Survey is a GMCA-commissioned quarterly survey of 3,250 GM residents, with questions relating to feelings of safety and perceptions of GMP.
	GMP are doing a good job	Policing & Community Safety Survey	
	Complaints received	<a href="#">GMCA Complaints Dashboard</a>	Complaints dashboard is publicly available via link.
	Complaints completed	<a href="#">GMCA Complaints Dashboard</a>	
Two	999 calls received	Greater Manchester Police	Number of 999 calls received in the quarter.
	Non-emergency contacts received	Greater Manchester Police	Number of non-emergency contacts received in the quarter.
	Digital contacts	Greater Manchester Police	Number of digital contacts received in the quarter.
	Average answer speed - 999	Greater Manchester Police	Call answering time is the time taken for a call to be transferred from BT to a force, and the time taken by that force to answer the call. Forces in England, Wales and Northern Ireland aim to answer 90% of 999 calls within ten seconds.
	Average answer speed - non-emergency calls	Greater Manchester Police	The average call answering time is the time taken for a call to be transferred from Vodafone to a force, and the time taken by that force to answer the call. This is a nationally agreed definition of measurement, removing the impact of any processes such as Switchboards which can answer a call without providing help.
	Grade 1 calls attended within 15 minutes	Greater Manchester Police	Grade 1 [Emergency Attendance] calls require the radio operator to allocate incidents within 2 minutes and attendance within 15 minutes from the creation of the Incident Log.
	Grade 2 calls attended within 1 hour	Greater Manchester Police	Grade 2 [Priority Attendance] calls require the radio operator to allocate incidents within 20 minutes and attendance within 1 hour from the creation of the Incident Log.
	Outcome rates	Greater Manchester Police	'Solved rates' or '% of positive outcomes' uses the definition and methodology from the Volume and Trends Analysis Tool: the percentage of crimes recorded by GMP as Outcomes 1-8 as a % of total outcomes, based on the date of outcome.

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Three	Child arrest rates	Greater Manchester Police	The child arrest rate is calculated as the number of arrests of 10-17 year olds per 1,000 population.
	Under 18 Released Under Investigation	GMCA Youth Justice Dashboard	RUI includes cases where an individual has been arrested on suspicion of an offence, but has then been released without charge while the crime is investigated further. The individual may later be rearrested or charged, or the investigation may be closed with no further action. This is snapshot data which shows the number of individuals released under investigation by GMP on the day that the data is reported. Data is recorded via GMP custody systems.
	Under 18 Out of Court Resolutions [OoCR]	Greater Manchester Police	The following Out of Court Resolution options are available for children and young people who commit crime: youth community resolution; youth caution; youth conditional caution.
	Under 18 Outcome 22s	Greater Manchester Police	Outcome 22 is a diversionary police outcome that can be used when diversionary, educational or intervention activity has taken place, and it is not in the public interest to take any further action. An admission of guilt or acceptance of responsibility is not required for this outcome to be used
	Under 18 reoffending	<a href="#">MOJ Reoffending</a>	The data in the scorecard relate to the quarter ending 21 months prior. The lag relates to the 12-month period during which the reoffending behaviours of the cohort of ex-offenders (those either released from custody, receiving a non-custodial conviction at court or a reprimand / warning in the prior 12 months) is assessed, followed by a 6-month period for re-offences to pass through court, plus a short period for processing and sharing by the Ministry of Justice. The overall lag is almost two years, but the data are quarterly and the industry standard.
	EIPG referrals	GMCA Youth Justice Dashboard	This refers to the number of children and young people referred to services funded by the Early Intervention and Prevention Grant [EIPG]. Access to the GMCA Youth Justice dashboard is on request.
	16-24 local safety	Policing & Community Safety Survey	The Policing and Community Safety Survey is a GMCA-commissioned quarterly survey of 3,250 GM residents, with questions relating to feelings of safety and perceptions of GMP.

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Four	Victims satisfied with GMP	Victims Survey	The Victims of Crime Survey is a GMCA-commissioned quarterly survey of 1,000 GM victims of crimes recently reported to GMP. Data collection started in March 2024. The data are lagged by one quarter.
	% Victims offered referral	Victims Survey	
	Catch 22 referrals	Catch 22 Dashboard	The total number of referrals made to the Catch 22 victim support service within one quarter. Data are provided by Catch 22.
	% Victims with all needs met	Catch 22 Dashboard	This refers to the proportion of victims referred to Catch 22 that were recorded as having 'all needs met'. Ineligible referrals are excluded from this estimate. Examples of other outcomes include 'one off support', 'initial SMS sent', etc. Data are provided by Catch 22.
	Hate crimes	Greater Manchester Police	This indicator is taken from GMP recorded crime data. Analysis has suggested that GMP-recorded hate crimes may be higher than the numbers reported. This appears to be owing to inconsistency in the use of hate crime flags and qualifiers on the recording system. As such, we advise caution in interpreting the level of hate crime reported. We are reassured that all reported crimes are being recorded, but some may not be flagged as hate which may affect counts and any analysis conducted on this data. With all police recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may therefore not reflect accurate changes in crime occurrence.
Five	16+ local safety	Policing & Community Safety Survey	The Policing and Community Safety Survey is a GMCA-commissioned quarterly survey of 3,250 GM residents, with questions relating to feelings of safety and perceptions of GMP.
	Police-recorded ASB incidents	Greater Manchester Police	This indicator is taken from GMP recorded incident data. Changes over time may be impacted by changes in police activity, reporting behaviours and recording practices.
	Neighbourhood crimes	Greater Manchester Police	These indicators are taken from GMP recorded crime data. With all police recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may therefore not reflect accurate changes in crime occurrence.
	Shoplifting	Greater Manchester Police	
	Business crimes	Greater Manchester Police	

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Six	Transport injury incidents	Greater Manchester Police	This indicator is taken from GMP recorded incident data. Changes over time may be impacted by changes in police activity, reporting behaviours and recording practices.
	Road fatalities	Greater Manchester Police	This indicator is lagged by one quarter. Data collected by the GMP Safer Transport Coordination Unit.
	Crime/ASB incidents on bus/tram per million passenger journeys	Transport for Greater Manchester	This indicator is taken from TfGM 12-month rolling incident data.
Seven	Reoffending female	<a href="#">MOJ Reoffending</a>	These indicators refer to adults only. For children and young people, see 'Under 18 Reoffending' [Priority 3].
	Reoffending male	<a href="#">MOJ Reoffending</a>	
	Adult Out of Court Resolutions [OoCR]	Greater Manchester Police	The following OoCR options are available for adult offenders: Community Resolution; Conditional Caution; and Restorative interventions will be considered in each case and can be used alongside a community resolution or conditional caution.
	Adult Outcome 22s	Greater Manchester Police	Outcome 22 is a diversionary police outcome that can be used when diversionary, educational or intervention activity has taken place, and it is not in the public interest to take any further action. An admission of guilt or acceptance of responsibility is not required for this outcome to be used.
	Suspects referred early advice	<a href="#">MOJ Courts</a>	These indicators are lagged by one quarter.
	Suspects authorised to be charged	<a href="#">MOJ Courts</a>	
	Defendants live proceedings	<a href="#">MOJ Courts</a>	
	Average days charge to completion	<a href="#">MOJ Courts</a>	
Eight	Alcohol deaths	<a href="#">Fingertips Public Health England</a>	Annual releases in February with a 2 year lag. Links included to the data but the website is unreliable; if it will not connect, try again later.
	Drug deaths	<a href="#">Fingertips Public Health England</a>	
	Total drug offences	Greater Manchester Police	This indicator is taken from GMP-recorded crime data. With all police-recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may therefore not reflect accurate changes in crime occurrence.

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Nine	Homicide rate	Greater Manchester Police	As homicide is a relatively low-volume offence, there tend to be fluctuations in numbers over time. Whilst police recorded crime is not considered to be a good indicator of crime trends, the Office for National Statistics state that recorded crime data can be useful for insights into lower volume high-harm offences such as homicide.
	GMP-recorded violence with injury offences	Greater Manchester Police	This indicator is taken from GMP-recorded crime data. With all police-recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may therefore not reflect accurate changes in crime occurrence.
	Police-recorded knife crime	Greater Manchester Police	Knife crime is flagged by GMP, following the NDQIS standard. This indicator is taken from GMP-recorded crime data. With all police-recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may not reflect accurate changes in crime occurrence.
	Hospital admissions - assault	GM Violence Reduction Unit	The number of occasions where an individual has been admitted to hospital for treatment as a result of injuries sustained through violence (including sexual violence). This is defined as the number of finished admission episodes (FAEs) with a recording of violent crime, classified by diagnosis codes X85 to Y09 occurring in any diagnosis position, primary or secondary. This is a mandatory field collated in NHS Hospital Episode Statistics (HES). Locally this data is provided directly by GM NHS. This is a count of events rather than people – one person may be admitted to hospital multiple times.
	Hospital admissions - assault by sharp object	GM Violence Reduction Unit	The number of occasions where an individual has been admitted to hospital for treatment as a result of injuries sustained through assault by sharp object specifically. This is defined as the number of finished admission episodes (FAEs) with a diagnosis code of X99. This is a mandatory field collated in NHS Hospital Episode Statistics (HES). Locally this data is provided directly by GM NHS. This is a count of events rather than people – one person may be admitted to hospital multiple times.

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Nine	A&E attendances - assault	GM Violence Reduction Unit	The number of attendances at A&E departments due to injuries known or suspected to have been sustained as a result of assault. This includes all attendances at Greater Manchester A&E departments, as well as attendances at other North West A&Es by Greater Manchester residents. This is a count of events rather than people – one person may attend A&E multiple times. This data is collected directly from each NHS Trust in GM by Liverpool John Moore's University's Trauma and Injury Intelligence Group (LJMU TIIG).
	Domestic abuse flagged crimes	Greater Manchester Police	Domestic abuse is measured using a 'domestic abuse' flag which is manually ticked when recording eligible offences. This indicator is taken from GMP-recorded crime data. With all police-recorded crime data, changes over time may be impacted by changes in police activity, reporting behaviours and recording practices. An increase or decrease may therefore not reflect accurate changes in crime occurrence.
	Stalking crimes	Greater Manchester Police	These indicators are taken from GMP-recorded incident data. Changes over time may be impacted by changes in police activity, reporting behaviours and recording practices.
	Rape crimes	Greater Manchester Police	
	Sexual offences	Greater Manchester Police	
	Domestic abuse solved rate	Greater Manchester Police	'Solved rates' or '% of positive outcomes' uses the definition and methodology from the Volume and Trends Analysis Tool, which is the percentage of crimes recorded by GMP as Outcomes 1-8 as a % of total outcomes, based on the date of outcome recorded rather than date of offence.
	Stalking solved rate	Greater Manchester Police	
	Rape solved rate	Greater Manchester Police	
	Sexual offences solved rate	Greater Manchester Police	
	Number of DVPOs and DAPOs granted	Greater Manchester Police	Domestic Abuse Protection Orders are a new intervention currently being piloted in a number of areas across Greater Manchester. As such, we currently report both the number of DVPOs and DAPOs granted, and will eventually transition to only reporting DAPO when GMP practice reflects this change.
	Number of Stalking Protection Orders	Greater Manchester Police	The number of SPOs has been checked and verified with GMP.
	MARAC referrals	Greater Manchester Police	This refers to the number of referrals made to Multi-Agency Risk Assessment Conferences across GM per quarter. MARACs are multi-agency meetings which discuss and coordinate action for victims of domestic abuse who are at risk of serious harm.

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Ten	Firearm discharges	Greater Manchester Police	As firearm discharges are relatively low volume, there tend to be fluctuations in numbers over time. Data collected by the GMP Force Intelligence Bureau.
	Kg of drug seized	Greater Manchester Police	Kilograms of drugs seized linked to serious organised crime threats.
	Total number of disruptions	Greater Manchester Police	Total number of disruptions of serious organised crime (SOC) threats, recorded by GMP in one quarter.
	Total value of assets recovered by GMP	Greater Manchester Police	This indicator is lagged by one quarter.