



GMP Performance Briefing

January 2026

1. Public contact

Average speed of answer	Last year (12 months to December 2024)	This year (12 months to December 2025)	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.
- GMP has also seen good performance in the proportion of 999 calls answered within 10 seconds, with this being 92% this year and 93% last year.
- December 2025 performance alone saw 93% of 999 calls answered within 10 seconds, during the month.

Average speed of answer	Last year (12 months to December 2024)	This year (12 months to December 2025)	Change
Non-emergency telephone calls	1 min 11 secs	1 min 12 secs	+1 sec

- Despite a very slight (1 second) increase in average answer time this year, to 1 minute 12 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 (79% last year and 78% this year). During five months of 2025 (January to May), more than 80% answered within 3 minutes.

2. Incident attendance

Average attendance time	Last year (12 months to December 2024)	This year (12 months to December 2025)	Change
Grade 1 immediate incidents	8 mins 34 secs	7 mins 52 secs	- 43 secs

- GMP continues to improve average attendance time for incidents that require an immediate response. This year these were attended in 7 minutes 52 seconds on average, which was 43 seconds faster than last year. December 2025 was particularly strong performance with an average attendance time of 7 minutes 43 seconds (equalling the fastest time that GMP has achieved in a single month during the year).
- Meanwhile, this year saw around 95% of immediate response incidents attended in under 15 minutes (our aspired attendance time). This was more than the 92% last year. The month of December 2025 alone saw 96% attended in under 15 minutes.

Average attendance time	Last year (12 months to December 2024)	This year (12 months to December 2025)	Change
Grade 2 priority incidents	1 hr 32 mins 59 secs	1 hr 6 mins 49 secs	- 26 mins 10 secs

- GMP continues to improve average attendance time at incidents requiring a priority response. This year these were attended in 1 hour 6 minutes 49 seconds on average. This was 26 minutes and 10 seconds faster than last year. December 2025 was particularly strong performance with an average attendance of under one hour. This being 54 minutes 33 seconds.
- Meanwhile, GMP has seen an increase in the proportion of priority incidents attended within one hour (our aspired attendance time), with 77% this year, up from 68% last year. December 2025 again showed the strong performance with 82% attended in under one hour.

3. Reducing crime

Crime counts	Last year (12 months to December 2024)	This year (12 months to December 2025)	Change	Change (%)
Total recorded crime	323,065	313,244	-9,821	-3.0%
Child protection crime	16,197	16,125	-72	-0.4%
Domestic abuse crime	53,227	51,205	-2,022	-3.8%
Stalking and harassment	43,859	43,795	-64	-0.1%
Child sexual exploitation	1,522	1,495	-27	-1.8%
All sexual offences	11,966	12,429	+463	+3.9%
Rape crime	4,151	4,355	+204	+4.9%
Violence with and without injury	81,761	81,792	+31	0.0%
Residential burglary	11,210	8,717	-2,493	-22.2%
Robbery of personal property	3,998	3,328	-670	-16.8%
Theft from the person	5,249	3,551	-1,698	-32.3%
Vehicle offences	17,878	16,664	-1,214	-6.8%
Knife/ sharp instrument crime	4,873	4,152	-721	-14.8%
Shoplifting crime	21,834	19,449	-2,385	-10.9%

- Overall recorded crime has reduced this year (down 3.0% on last year).
- There have been particularly notable reductions in elements of 'neighbourhood crime' e.g. theft from the person (down 32.3%), residential burglary (down 22.2%) and robbery of personal property (down 16.8%).
- Meanwhile, all sexual offences crime has increased (up 3.9%), and within this rape crimes have increased also (up 4.9%).

- Crimes involving knives and sharp instruments are reported as down (down 14.8%), as is shoplifting (down 10.9%).

4. Investigating crime

Solved crime outcomes	Last year (12 months to December 2024)	This year (12 months to December 2025)	Change (% point)
Total recorded crime	12.9%	15.9%	+3.0% points
Child protection crime	11.7%	14.5%	+2.8% points
Domestic abuse crime	11.8%	14.1%	+2.3% points
Stalking and harassment	7.7%	9.0%	+1.3% points
Child sexual exploitation	24.4%	24.8%	+0.4% points
All sexual offences	10.9%	11.4%	+0.5% points
Rape crime	9.3%	9.9%	+0.6% points
Violence with and without injury	11.6%	13.6%	+2.0% points
Residential burglary	9.7%	11.7%	+2.0% points
Robbery of personal property	9.7%	12.6%	+2.9% points
Theft from the person	2.3%	2.5%	+0.2% points
Vehicle offences	5.3%	5.7%	+0.4% points
Knife/ sharp instrument crime	14.7%	16.7%	+2.0% points
Shoplifting crime	26.4%	33.2%	+6.8% points

Overall, the proportion of total recorded crime outcomes that were solved has increased this year compared with last (up 3.0% points)

- All the key crime areas reported here have seen increases in solved outcome proportions.
- In particular shoplifting solved outcomes have improved (up 6.8% points).
- Again, we have also seen elements of neighbourhood crime-related performance improve e.g. solved outcomes for residential burglary (up 2.0% points) and robbery of personal property (up 2.9% points).
- Meanwhile, whilst crime recording data suggests that the recording of rape and overall sexual offences has increased, we see that so too has solved outcome performance with these both having increased on the previous year (rape solved up 0.6% points to 9.9%; and solved for all sexual offences up 0.5% points to 11.4%).

5. Operation Vulcan

In March 2025, Operation Vulcan completed 18-months of partnership work within Piccadilly Gardens. During this time, significant achievements were made in disrupting criminality and improving public safety. Over its time in Piccadilly Gardens, Operation Vulcan activity resulted in:

- Over 600 arrests.
- 514 drug disruptions.
- 204 safeguarding referrals.
- Over 1,700 stop searches.
- Seizure of thousands of bags of class A and B drugs.
- 25 missing persons located and safeguarded.
- Close working with Manchester City Council's Rough Sleeper Team, engaging with 230 individuals, of who over 20% accepted support and referrals to homeless charities and services.
- Pro-active operations resulting in over 890 serious crime disruptions, for robbery, drugs, and child sexual exploitation/ child criminal exploitation.
- Survey findings showing a significant reversal from 80% of staff working in businesses in the area feeling unsafe, to 80% of staff reporting they did feel safe, after Operation Vulcan had been operating.

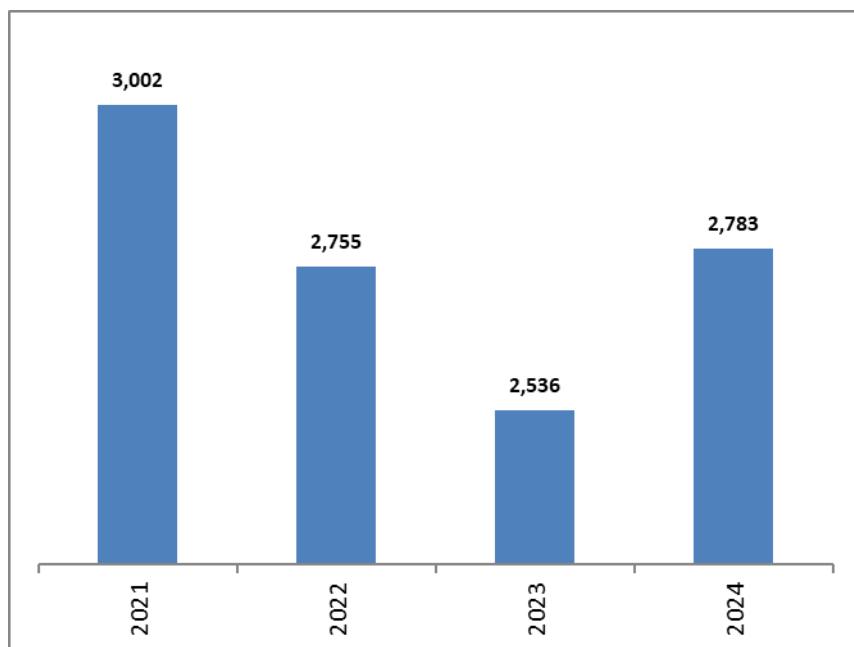
Since March 2025, Operation Vulcan has been operating in the Derker area of Oldham. The resulting policing, partnership and engagement work has led to notable achievements, which include:

- Over 200 arrests.
- Over 400 APMIS (Agency and Partner Management Information System) disruptions.
- The implementation of over 130 care plans.
- Over 690 stop searches.
- The seizure from criminals of £80,000 cash.
- The seizure of £100,000 of class A and B drugs seized.
- The seizure of over 50 weapons, and over 190 vehicles (including more than 30 e-bikes)
- More than 60 partnership and community engagement activities being conducted.

6. Roads safety

This data presented here provides an overview of the number of road traffic collisions in Greater Manchester that resulted in injury. Data for 2025 is still provisional and so the data referred to here gives an indication of trend over the recent years just prior to 2025.

Count of road traffic collisions in Greater Manchester that resulted in injury (2021 to 2024)



- During 2021 there were 3,002 road traffic collisions that resulted in injury. This reduced to 2,755 in 2022, a further reduction to 2,536 in the year 2023, followed by an increase to 2,783 in 2024.
- Therefore, in 2024 there were 219 fewer road traffic collisions that resulted in injury, than during 2021 (a reduction of around 7%).

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 2024)	This year (12 months to December 2025)	Change	Change (%)
Community resolution, diversion/ education/ intervention	10,409	15,279	+4,870	+46.8%

- 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 4,800 more of these this year compared with last (an increase of 46.8%).

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 2025.

Public confidence in an emergency

- 65% 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 2024 to September 2025 (65%), than in the previous year (61%).

Public confidence in a non-emergency

- 46% 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 2024 to September 2025 (46%), than in the previous year (42%).

Public trust in GMP

- 62% 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 2024 to September 2025 (62%), than in previous year (58%).

Public feelings of safety inside the local area

- 88% 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 2024 to September 2025 (88%), compared with the previous year (89%).

Public feelings of safety outside the local area

- 79% of respondent felt safe when outside their local area.
- The same proportion of respondents felt safe when outside their local area, in surveys conducted over the 12 months October 2024 to September 2025, compared with the previous year (79% across both periods).