

Greater Manchester

Police, Fire and Crime Panel

Date: 2nd March 2026

Subject: GM Victim Survey: Sample Generation

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

Purpose of Report

This report sets out an issue that has been identified with the GM Victims Survey sample generation throughout Waves 1-8 of the research, the impact this issue has had on the research to date and the steps taken to correct it ahead of Wave 9 which begins in April 2026.

Recommendations:

The Police, Fire and Crime Panel is requested to:

1. Note the update on the GM Victim Survey.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment:

N/A

Risk Management

Percentage of Victims satisfied is identified within the GM Standing Together Plan 2024-2029 as a key measure of performance. As a result of the error, there is the possibility that when those candidates are included in the sample from Wave 9 onwards a fall in overall victim satisfaction, or other measures within the research, is observed. We will work with DJS Research and Greater Manchester Police (GMP) to closely monitor this and where needed, appropriate analysis and explanation provided.

Legal Considerations

N/A

Financial Consequences – Revenue

N/A

Financial Consequences – Capital

N/A

Number of attachments to the report: 0

Background Papers

[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

No

Bee Network Committee

N/A

Overview and Scrutiny Committee

N/A

1. Summary

The GM Victim Satisfaction Survey has now completed eight waves of research and is currently preparing to go into the fieldwork phase of its ninth. So far 8,027 telephone interviews have been completed with victims of crime, drawn from a total sample of 96,000 candidates.

During a review of the sample extraction process, Greater Manchester Police (GMP) identified an issue which has resulted in approximately 23% of potential sample candidate records within several crime classes being erroneously excluded at the initial survey sample stage.

This report sets out the detail of the extraction issue and the options considered on how best to proceed with the GM Victims Satisfaction Survey from wave nine onwards.

2. Sample Issue

In November 2025, GMP identified an issue within the GM Victim Satisfaction sample extraction process.

For the sampling period of December 2023 to November 2025 approximately 23% of candidate records (58,646) within several crime classes have been erroneously excluded from the initial survey sample stage. This error has occurred due to a technical fault within the filtering process used to extract the sample from Home Office provided data.

The crime classes and number of candidates affected are:

- **Miscellaneous crimes against society** (5266 candidates)
- **Possession of weapons** (2026 candidates)
- **Public Order offences** (31075 candidates)
- **Robbery** (3654 candidates)
- **Theft** (85 candidates)
- **Vehicle offences and** (12998 candidates)
- **Violence against the person** (3542 candidates)

It is important to note that following on from this initial survey sample stage, several further filtering stages occur before a final randomised sample of 12,000 candidates is generated for each wave.

As such there is no way of being able to calculate how many of the 58,646 excluded candidates across waves 1-8 would have been included in each of the individual waves' 12,000 sample, nor how many of them would have gone on to be one of the 1000 candidates to complete the survey. The exclusion of these candidates has not stopped any of the eight waves conducted to date from being completed.

The Deputy Mayor's office and GMP want the GM Victim Satisfaction survey sample to include victims of all eligible crime types to ensure a robust picture of victim satisfaction in Greater Manchester is available for performance monitoring and service improvement.

The crime classes that excluded from the survey sample are victims of:

- Homicide
- Sexual Offences
- Fraud
- Death or Serious Injury caused by illegal driving
- Burglary Business and community
- Business and community crimes
- Shoplifting

3. Next Steps

Several options have been developed with GMP and DJS Research Ltd as to how to best resolve and progress with the GM Victim Satisfaction Survey ahead of wave nine fieldwork in April 2026. The considered options have been:

1. Do nothing and leave the sample as it was for Waves 1-8 and ensure consistency in the survey sample long term.
2. Reset the GM Victim Satisfaction survey with the new sample and effectively archive the previous eight waves of data.
3. Remove the error in the sample creation process and continue the survey, with DJS providing commentary and analysis within the Wave reports where significant changes have occurred due to this change in the sample.

The Deputy Mayor, with the support of ACC John Webster as GMP's Victims lead, has decided Option 3 is the most practical and effective way forward.

The error within the report generation process has been corrected and tested ahead of the Wave 9 sample extraction.

We will work closely with DJS Research and GMP to understand the results of Wave 9 when they become available at the end of May, and any change in performance can be

monitored and further analysis conducted if required to understand if this was down to the change in sample composition or a genuine victim satisfaction performance change.