

SCRUTINY REPORT (For Information)



MEETING: Overview and Scrutiny Committee

DATE: 25 March 2021

SUBJECT: Greater Manchester Police Inspection - Update

REPORT FROM: Councillor David Jones

CONTACT OFFICER: Tom Houghton

1.0 BACKGROUND

- 1.1 As the Overview and Scrutiny Committee will be aware in December 2020 HMICFRS published 'An inspection of the service provided to Victims of crime by Greater Manchester Police (GMP)'. The focus of this assessment was to understand the experience of the victim.
- 1.2 The report produced by the HMICFRS made a number of recommendations, against which GMP have produced an Action Plan. The proposed plan and its subsequent updates have been brought to the GM Police & Crime Panel for scrutiny and feedback and the Cabinet Member for Communities & Emergency Planning attending to represent Bury.

2.0 ISSUES

The key requirements from the report that required immediate actions were:

1. Identify and address gaps in the systems and processes for identifying and recording all reports of crime

Improvements have been made in the identification of crime at the earliest point, to increase quality assurance of our investigation standards and supervisory oversight and a bespoke training delivery programme for all frontline officers and supervisors to be completed by the end of March 2021.

An interim measure has been put in place to ensure that crime recording methods made by Officers physically attending incidents are correct. The next step is to move this move to a centralised crime recording within the Operational Communications Branch.

2. Reinforce requirements to use investigation plans and document where they should be recorded

A force position has been agreed in relation to the location of investigation plan updates within the recording systems. This clear and consistent message for all

officers and staff is to be included in the investigation standards training to be delivered in January to March to all frontline supervisors and officers.

3. Supervisory responsibilities for assessing investigations

Improvement is being driven as part of the force Crime Standards Board; the newly introduced Investigation standards and victim focus audit and also the supervisory open crime review directive which includes bespoke training for all supervisors outlining the requisite standards and performance requirements

4. Introduce effective governance to ensure the above are being completed.

There are now strong accountable governance lines in each district, chaired by the senior leaders in the relevant areas. These senior leaders feed into the force Crime Standards Board, which currently sits bi-weekly to ensure timely progress and information delivery. This in turn reports to the Gold group.

5. Put arrangements in place to make sure that in all investigations the risk to victims has been appropriately assessed and sufficiently documented, and that any risks are mitigated.

A forcewide response to drive immediate improvement and quality assurance of investigation standards and victim service has also been launched. The purpose of the review is to enable GMP to draw out learning in relation to supervisory support and oversight of said investigations and in relation to reasons for a crime being finalised, the views of the victim at the heart of every decision.

Updates have also been provided against recommendations that required action within 3 months, including:

1. Start crime recording training for all supervisors, officers and staff in a crime recording role, to include the crime recording requirements for harassment, stalking and coercive controlling behaviour offences.

And

2. Make arrangements to improve the use and supervision of cautions and community resolutions so that they are only applied in appropriate circumstances, taking into account the nature of the offence and the background of the offence

Bespoke continuous professional development sessions have been authored in direct response to this recommendation. These sessions are an expansion on what was required under the recommendation and are specifically for all staff and officers in crime recording roles across the force.

3. Complete an assessment of the standard and supervision of investigation plans and put in place remedial actions to ensure the plans support a high standard of investigation and a good service to victims.

Action has been underway to address this recommendation with the introduction of the force-wide Investigation Standards and Victim Focus audit and the supervisory directive and the additional action to identify effective methods of

assessing the more qualitative measures of investigative standards by the Force Crime Standards Team.

4. Complete a review to understand why GMP uses such a high proportion of outcome 16 (where a victim is recorded as not supporting or withdrawing support for police action) in respect of domestic abuse.

Qualitative audits in relation to the use of outcome 16 have been completed in relation to cases of domestic abuse and rape. The findings of these audits are being collated to enable identified learning to be cascaded as part of the overarching action plan.

3.0 CONCLUSION

The Police & Crime Panel will continue to challenge Greater Manchester Police to ensure that the Actions proposed meet the requirements contained within the Plan and also that those Actions are achieved within appropriate timescales.

Members will, I'm sure, acknowledge the hard job that the Police have, especially in these times and know that we continue to work in Partnership with them. But members can rest assured that robust, constructive challenge will continue as this Plan is delivered and we will be expecting to see further improvements as time goes on.

List of Background Papers:-

HMICFRS - Greater Manchester Police An inspection of the service provided to victims of crime by Greater Manchester Police (December 2020)