

HMICFRS Report

- VSA Victim Service Assessment
- Assessment of service to victim from initial call to outcome
- Broken down into thematic areas
- Call Handling and initial response
- Crime Recording
- Investigations
- Outcomes
- Leadership and Governance

Key Findings

- Too many non-emergency calls unanswered
- Assessment of victim vulnerability inconsistent
- Missed opportunities to secure evidence at scenes
- Prioritisation of calls is well managed and resources allocated appropriately
- 80,000 missed crimes
- Directly reported crimes from partner agencies are going unrecorded
- Under recording of Domestic Abuse and Behavioural crimes
- Incorrect Outcomes being applied

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- We fully accept the findings of the HMIC report and our priority is to make the changes needed as soon as possible to provide the best service possible to victims of crime.
- 2020 has been a difficult year for Greater Manchester Police, and indeed all partners, with staff working through the difficult impact that COVID has had on professional and personal lives.
- We recognise the need for improvement in some areas, particularly by recording crimes properly, investigating crimes to the correct standard and recognising vulnerability while safeguarding our victims.
- Our action plan to address these issues has been agreed with the Mayor's Office, shared with both HMICFRS and the Home Office and is already making rapid progress.
- Victims are at the heart of everything we do. Tameside has an excellent multi agency partnership in place and the action plan will assist us in enhancing that further, supporting our communities when they find themselves in difficult and upsetting situations.

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- 'Think Victim' is the new ethos driving a wide area of improvements. For Police, it is a call to action to ensure that every victim of crime receives the service they are entitled to and improves public confidence in GMP as a result.
- GMP FLT know that there are many outstanding examples of victim support across the force every day, and our improvement will be supported by bringing these cases to the fore and sharing this best practice with colleagues.
- We are in this together as a partnership. Whilst we have had to undertake some urgent Police centric training, the FLT is counting on receiving the thoughts of multi-agency partners and the public for continued improvements moving forward.
- The views of partners, our communities and our staff will be integral so that we can understand the strategic, tactical and operational challenges which are impacting on performance, trust and confidence.
- Tameside Neighbourhood Strategy.