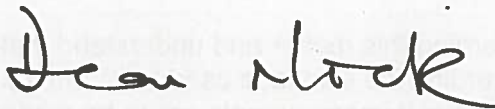


Rt Hon Nick Hurd MP,
Minister of State for Policing and the Fire Service
2 Marsham Street
London
SW1P 4DF

16th May 2018



SUBJECT: HMICFRS Inspection Report – Effectiveness 2017

I write in response to the above report that was published in March 2018.

Keeping people safe, preventing and investigating crime and supporting our most vulnerable victims are key priorities in Greater Manchester. Our police service works tirelessly to ensure officers are well equipped and that policy and process enables and supports them to achieve the strategic priorities whilst responding to the needs of our citizens.

I am pleased to see an acknowledgement in the report of the importance given to defining and identifying vulnerability across the force. Protecting vulnerable people is a core priority and we continue to invest to ensure our systems, processes and people work to safeguard victims.

I am immensely proud of how our police service has adapted and continues to evolve to meet increasingly complex calls for service through a period of austerity. The cuts to police budgets since 2010 has seen Greater Manchester lose 2,000 police officers and 1,000 PCSOs and members of police staff. However our demand continues to rise. Recent changes in recording practice to comply with crime recording standards has resulted in crime increases over 40%. Additionally the terrorist attacks of May 2017 brought exceptional demands on the service, which received an exemplary police response. It was therefore disappointing that this inspection report did not make particular reference to the significant reduction in resources and the impact that this would inevitably have on demand.

When reviewing the findings of the inspection it was interesting to note that the report held a recommendation for the force to improve its understanding of demand for its services. This seems in contradiction with the HMICFRS commentary from the Efficiency inspection report published in November 2017 which found Greater Manchester Police (GMP) to have a comprehensive understanding of current and future demand.

That said, I will continue to work with the Command Team continuously to review our understanding of demand and ensure we can achieve the best possible service with the resources available. The

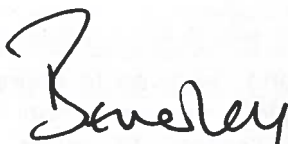
piloting of new shift patterns, introduction of new mobile technology and a commitment to reduce sickness and maximize the availability of resources are some of the programmes underway as part of a wider strategy to look at the policing response. In addition, there will be an extra 50 officers recruited this year to further enhance capacity within local place based neighbourhood policing teams.

The inspection made a second recommendation to improve the ability to respond appropriately to calls for service and to improve the initial investigative response provided to all vulnerable victims. This was the main cause for concern for HMICFRS which ultimately led to a deterioration in grading from 'Good' in 2016 to 'Requires Improvement' in 2017. This is an area that has been given a great deal of focus by GMP over the past 12 months, particularly with victims of domestic abuse. This does not appear to be represented in any detail within the final report.

I have spoken with the Deputy Chief Constable at length regarding this matter and understand that he has contacted HMICFRS to request further information regarding the evidence used to inform the grading. Obtaining a clear understanding of this rationale is crucial if improvements are to be made ahead of the 2018 inspection.

I await the reply from HMICFRS which in turn will inform our response to the concerns raised.

Yours sincerely,



**Rt Hon Baroness Beverley Hughes
Deputy Mayor of Greater Manchester
Police, Crime and Criminal Justice**