

**GREATER MANCHESTER POLICE, FIRE AND CRIME PANEL
MINUTES OF A MEETING HELD ON 31 JANUARY 2022 AT EXCHANGE ROOMS 8-10,
MANCHESTER CENTRAL CONVENTION COMPLEX**

PRESENT:

Councillor Janet Emsley,	Rochdale Council (Chair)
Councillor Rabnawaz Akbar,	Manchester City Council
Councillor Richard Gold,	Bury Council
Councillor Mudasir Dean,	Bolton Council
Councillor Laura Boyle,	Tameside Borough Council
Councillor Amanda Peers,	Stockport Council
Councillor Graham Whitham,	Trafford Council
Councillor Steve Williams,	Oldham Council (Vice-Chair)
Councillor Tom Morrison,	Stockport Council (following item 4)
Councillor Dylan Butt,	Trafford Council (following item 4)
Councillor Russell Bernstein,	Bury Council (following item 4)
Councillor Rabiya Jiva,	Bolton Council (following item 4)

Also in attendance: Andy Burnham, GM Mayor.

Officers Present:

Ch. Supt. Rick Jackson	GMP
Lisa Lees	Strategic Planning Manager, Police, Crime, Criminal Justice and Fire, GMCA
Clare Monaghan	Director, Police, Crime, Criminal Justice and Fire, GMCA
Jeanette Staley	Head of Community Safety, Resilience & Neighbourhoods, Salford CC
ACC Chris Sykes	GMP
Lee Teasdale	Senior Governance & Scrutiny Officer, Governance and Scrutiny, GMCA
CC Stephen Watson	Chief Constable, GMP
Gwynne Williams	Deputy Monitoring Officer, GMCA
Steve Wilson	Treasurer, GMCA

PFCP/09/22 APOLOGIES

Apologies for absence were submitted on behalf of Councillor Kevin Anderson, Councillor Alison Gwynne, Councillor David Lancaster, Deputy Mayor Beverly Hughes and Independent Members Angela Lawrence and Majid Hussain. Councillor Laura Boyle attended the meeting as Tameside's nominated substitute.

PFCP/10/22 DECLARATIONS OF INTEREST

No declarations of interest were made.

PFCP/11/22 MINUTES OF THE PANEL HELD ON 14 JANUARY 2022

Members were asked to note and agree the minutes of the Panel meeting held on 14 January 2022.

The Chair advised that information had been received from GMFRS on the diversity of their firefighter intake following a request at the previous meeting. This would be forwarded to members by email. It was also confirmed that initial arrangements were being made around fire service site visits.

RESOLVED/-

That the minutes of the meeting held on 14 January 2022 be agreed by the Panel.

PFCP/12/22 APPOINTMENT OF CO-OPTED MEMBERS

Gwynne Williams (Deputy Monitoring Officer, GMCA) introduced a report that informed the Panel of the Secretary of State's formal agreement to the Panel co-opting five local authority members, It was advised that four proposed new members had been put forward. The fifth proposed member would join the Panel once the chosen co-optee was confirmed by the Labour Party. The proposed new members were:

Councillor Russell Bernstein (Conservative) (Bury Council)

Councillor Dylan Butt (Conservative) (Trafford Council)
Councillor Rabiya Jiva (Labour) (Bolton Council)
Councillor Tom Morrison (Liberal Democrat) (Stockport Council)
To Be Confirmed (Labour)

Comments and Questions

Members noted that a significant gender imbalance remained on the Panel despite previous requests to consider this issue. It was advised that whilst it had been made clear that better gender balance was sought, it was a matter for the political groups to decide in terms of their nominated members. However, a full review of the PFCP membership was due to take place in June 2022.

Members enquired as to how it was decided in terms of which boroughs would receive extra representation. It was advised that again this was at the discretion of the political groups.

Members stated that they wished it to be made explicitly clear within the minutes that all matters related to gender balance and borough representation was a matter for the nominating party.

RESOLVED/-

1. That the Secretary of State's agreement to the appointment of five local authority co-opted members be agreed.
2. That a resolution be passed to co-opt the following local authority members to the Panel:
Councillor Russell Bernstein (Conservative) (Bury Council)
Councillor Dylan Butt (Conservative) (Trafford Council)
Councillor Rabiya Jiva (Labour) (Bolton Council)
Councillor Tom Morrison (Liberal Democrat) (Stockport Council)
To be confirmed (Labour)
3. That the fifth member join the Panel following confirmation of nomination from the Labour party.

4. That it be noted that all issues related to gender balance on the Panel as well as level of borough representation, are a matter for the nominating party.

**PFCP/13/22 2022/23 PCC BUDGET AND PCC COMPONENT OF THE
MAYORAL PRECEPT**

The GM Mayor Andy Burnham was invited to report to the Panel on the proposed PCC budget for 2022/23, including the latest expected budget numbers for Greater Manchester Police (GMP), and sought from the Panel a report on the Mayor's proposals for the PCC component of the mayoral precept for 2022/23.

The GM Mayor highlighted the following:

- This was a pivotally important moment for GMP, having come through recent challenges and with a new Chief Constable in position to lead the force forward and a Plan in place that had already garnered a strong level of public support.
- The Proposal was for a full £10 increase in the precept, though in practice most people would not pay the full £10. For example, it would be £7.78 a year for Band B and £6.67 a year for Band A. This decision was not taken lightly as there was an acute consciousness of the increasing financial pressures being placed upon all GM residents at present. It was also highlighted that last year the precept had not risen by the full amount allowed for.
- The GM Mayor expressed confidence that the new leadership team at GMP was making the changes required to ensure a fit for purpose force going forward. The Mayor stated that if Panel Members were to back the request, then numerous improvements would be seen over the calendar year. The 101 service was highlighted as a major requirement that it was asked that GMP address. There was also an ambition to double the number of arrests currently made by GMP to a level in line with comparator city regions.
- It was highlighted that the increased precept would aid in the funding of:

- The transformation of the GMP Contact Centre for 101 and 999 services.
 - 438 new front line police officers, with 60 of these to be dedicated to improving road safety.
 - Extra staffing in the Travel Safety Team would allow for an increased focus on safety on public transport.
 - Continuation of 'Operation AVRO' days of action. Four boroughs had seen these days of actions so far, and they had been very well received.
 - The establishment of a Community Messaging System for neighbourhood policing, that would allow for increased engagement between residents and neighbourhood teams.
- It was advised that even with the increased precept, this would not cover all required funding, which would result in the need for savings elsewhere and a prudent use of reserves.
 - It was noted that of the 20 police authorities across the country that had recently been consulting on a police precept increase – 18 of these had recommended the full £10 amount allowable, and the 2 that did not go with £10 had increased by £9.99.
 - It was acknowledged that the consultation process had been shorter than it ideally would have. Just over 1000 residents had responded to the consultation, with 23% in favour of the increase. However, this needed to be placed within the context of the challenges around support for any form of increase at the current time.
 - If the precept increase was to be agreed, GM would remain an area of the country with one of the lowest precepts in terms of the tax base. There were good reasons for this in terms of the average income of residents in the region, but it did highlight the prudence shown over the years and the work undertaken elsewhere to relieve pressures.

Comments and Questions

The Chair thanked the GM Mayor for his report and invited comments and questions from Panel Members.

- Members referenced the consultation process, stating that it would be remiss of the Panel not to acknowledge that 77% were not in favour of an increase. Also noting that this was likely due to the general cost of living notably increasing across the region, rather than a lack of support for the work of GMP. The GM Mayor emphasised that the consultation results were strongly taken into account, which was evidenced by a decision not to increase by as much as proposed in 2021 following on from comments within the consultation.
- Members noted the GMP projects that the precept would help support but stated that these would have likely proceeded via government funding regardless. Therefore, it was important to quantify exactly what the precept increase would support. The GM Mayor stated that cuts to officers had seen officers pulled away from road traffic policing and the consequential impacts of that. The precept monies were a key part of funding the increase of 60 officers for this. Equally, the 101 service could not be given the priority it needs without the increase.
- Members highlighted that following conversations with officers in their localities there had been a notable increase in morale due to the new changes being implemented by the leadership. Operation AVRO was also highlight as a positive means of engagement between residents, elected members and local GMP representatives. The GM Mayor welcomed the comments, stating that every GM borough would benefit from the increased policing numbers. It was noted that approximated 50% of front-line officers had less than three years' experience, and it was important for them to further develop as officers in a positive forward-looking environment. Also highlighted was how policing recruitment was now a much more reflective representation of the wider GM community.
- Members noted the important of clear communications in terms of how the increases would impact the majority of residents in Bands A & B.

At this point in the meeting, in accordance with 27.1 & 27.2 of the Rules of Procedure, the Chair suspended the meeting for 15 minutes due to a public disturbance. The meeting resumed once the disturbance was resolved.

- Members noted that only 53% of the views from the consultation had been included within the report (those for 23% and against 30%) and sought more clarity on the outstanding views. More detail was provided: 4% had responded with “Don’t know”; 4% were willing to pay a different amount (with varying views on how much); and 34% felt there should be an overall reduction in the precept.
- Members enquired further about the recruitment of 438 new officers. Asking about the confidence that the full recruitment will take place, and how it would be ensured the numbers would not be ‘double counted’ into the government’s national target. The GM Mayor welcomed these comments and agreed that with the pots of local and government funding, there was a risk of double counting that would need to be tracked.
- Members discussed the need for the precept increase to provide value for money for GM residents and asked about how they as a Panel could best hold the GM Mayor and GMP to account on this. The GM Mayor stated that improving the flow of information was vital to ensure that all could hold GMP appropriately to account. There were very clear commitments being made with very specific numbers in terms of recruitment. The GM Mayor committed to providing the Panel with all the information it needed to monitor these commitments.
- Members welcomed the engagement and transparency shown to date by the new Chief Constable and noted the clear ‘green shoots’ of progress being seen. However, there was concern that these green shoots were not always clear to all residents who did not necessarily benefit from some of the work being undertaken such as Metrolink policing. The GM Mayor welcomed the comments and understood that whilst Members who had access to the figures may be able to clearly see the progress being made, it would take time for residents to truly feel the difference.
- Members sought more confirmation around what a ‘prudent’ use of reserves meant in reality. A concern was also raised around the £8.5m of efficiency savings required. Where was this likely to impact, and was it possible that it could be increased further? It was advised that the £8.5m would actually be a mix of savings and reserves. The City Treasurer confirmed that he was comfortable with the

reserves usage proposed, which would see a drawdown of £5m as part of the third year of the use of infrastructure reserves established at the start of the current recruitment exercise. A further £5m was due to be drawn down next year from the same reserves pot. It was advised that close work would take place with GMP to identify any potential around further savings, and that these would be reported back to the Panel.

- Members referenced Community Safety Partnerships (CSP's), expressing concern that they were too restrictive at the current time, not allowing localities much freedom in how they chose to spend the funding pots. The GM Mayor advised that the new Police & Crime Plan proposed a greater degree of devolution to CSP's, as this had come out strongly in consultation on the plan. It was advised that a report on the future fund utilisation on CSP's would be brought to the Steering Group.

The Chair thanked Members for their contributions and advised them of the options open to them in a vote on the precept, these were:

- To propose that the precept level sought could be issued.
- Or, to veto the proposed precept and ask that the GM Mayor submit a revised proposed precept.

A proposal was received that the precept increase sought by the GM Mayor be accepted. This proposal was then seconded.

The Panel then went to a vote on the proposal. The Panel unanimously voted to **accept** the GM Mayor's proposed precept increase.

The Chair closed the item by stating that the Panel had shown belief in the GM Mayor and the Chief Constable's plans by backing the proposal. The Panel was under no illusion that the cuts in the past had left GMP under resourced, and that this burden was placed upon the taxpayer to a greater or lesser degree. The Priority of the Panel was to keep the community safe, and that by passing the precept proposal at this time, this priority would be further supported.

RESOLVED/-

1. That the Panel accepts the GM Mayor's proposed increase of the police precept by £10 per year for a Band D property (£7.78 for a Band B property) with effect from 1 April 2022.
2. That the budget assumptions relating to the budgets for 2022/23, including the proposals for the Community Safety Fund, be noted by the Panel.

PFCP/14/22 GMP UPDATES ON AREAS OF FOCUS

iOPS Update

Chief Supt. Rick Jackson (GMP) was invited to provide members with an update on the progress made with the continuing development of GMP's integrated operational policing system (iOPS) technology. The report covered progress on each element of the iOPS project as follows:

- **iOPS PoliceWorks records management system:** This element of the system continued to pose the most issues. Investment continued in terms of upgrades to make the system more serviceable. On 6th January 2022 the latest patch had been installed (with further patches in the pipeline) this had resulted in improved stability and performance. However, the system was still not where it needed to be, and work would continue with three major downloads throughout the course of the year. The common platform in PoliceWorks that allowed it to connect to the courts system was not bespoke to GMP and was managed at the national level. The system was due to go live next month and would provide communications that would allow for greater efficiencies amongst related services.
- **iOPS ControlWorks command and control system:** ControlWorks was a system used by multiple forces across the country and was separate to PoliceWorks. There had been a jump from Version9 to Version17 on 25th January 2022, and this had provided usability, stability and flexibility, particularly for staff in the force control room. This had been enabled by a move towards Windows 10. The force contact centre continued to leverage the advancements with the implementation of improved business processes, such as changes to the grading of incidents and the

ways in which these were managed, which would result in an improved response time to grade one and two calls.

- **iOPS Mobile:** The platform continued to be stable and had transitioned to a new digital platform. The mobile system was being praised for 'cutting the cord' in connections between officers and stations, and as full rollout was achieved it would allow officers far more ability to remain visible. There had also been a large-scale exercise to incorporate other blue light services into the use of the AtHoc text alert system.
- **iOPS Dashboard:** The Dashboard had been upgraded to reflect the different business areas and districts in GM – drilling down to specific data that the individual district and branch commanders could access for a full picture of their performance.
- **iOPS Cognos management information, data warehouse and reporting solutions:** One of HMIC's major criticisms had been the lack of data returns, issues around GDPR and the inability to send accurate data to the Home Office. Many of these issues had now been resolved.

Comments and Questions

The Chair thanked Chief Supt. Jackson for the update and welcomed comments and questions from members.

- Members made reference the telephone system, particularly the 101 service and performance enhancement. It was advised that 999 call answering times had now been brought down to an average of 16 seconds (the top quartile in the UK), and that the improvements due would reduce this further. An Integrated Voice Recognition pilot had also commenced that would allow for a far more efficient management of calls. 101 service call response times had now reduced to an average of 2mins 53secs, this was now achieving within the internal target of under 3 minutes.
- Members asked for more clarity around the commissioning of PoliceWorks 3.3. It was advised that there would need to be confidence initially that patches 3.1/3.2

were delivering as required before setting dates that could not necessarily be stuck to.

- Members asked about the determining factors that would establish whether to commit to PoliceWorks or proceed with alternative solutions. CC Watson responded, stating that the overriding determination was whether the package provided 'what it says on the tin' in terms of what officers needed to best undertake their roles. There was an absolute commitment to the full review of PoliceWorks, which would determine whether the system's current issues can be fixed and therefore it should be retained, or if not, what are the alternatives in terms of a replacement. Most of the review process had now been completed, with a technical review of the recovery plan finished, as well as a subsequent independent review of the technical review. This and all supporting review work, conversations with suppliers and options appraisals were being packaged up over the coming days and weeks for the consideration of the GM Mayor and Deputy Mayor. It was hoped that a public statement could be made soon on the actions being taken to draw the issues to a close.

Performance Update

Chief Supt. Jackson was then invited to provide members with a performance update, highlighting the following:

- Reference was made to the work undertaken to address the significant issues that had been raised by HMICFRS in relation to data integrity and crimes not being recorded, being only 77% compliant at the time. A recent Peel inspection had assessed this area closely and found that it was now in excess of 90% compliant.
- The speed of response to incidents was highlighted. There had been significant progress made, with Grade 1 attendance being within 17 minutes, with five GM districts being sub 15 minutes.
- The week ending 23rd January 2021 had seen 701 people arrested. The same week in January 2022 had seen 850 arrests. Showing the promised increase in the numbers of people arrested and brought to justice beginning to take effect.

- The overall 'outcome rate' (or solved rate) remained as an overall percentage the same as previous. However, given that many more crimes were now being recorded, the reality was that approximately 2900 more crimes had been solved than last year.
- In terms of 'no further actions' – the 52-week average in January 2021 had been 165 cases with no actionable outcome, the same week this year had seen just 91 cases.

Comments and Questions

- Members asked if the Chief Constable had faced difficulties in facing immediate judgement for the performance issues faced by GMP. It was acknowledged that this did present frustrations. For example, HMICFRS would shortly be publishing a further report on summer 2021, which highlight remaining concerns, however this would likely be reported as speaking to a contemporaneous picture rather than a look back at over six months previously. However, the Chief Constable welcomed that a 'baseline' was now populated and that important green shoots could now be seen springing from these and helped to quantify confidence that the force was notably improving.
- Members welcomed the improvements being seen in relation to domestic abuse and violence, with a significant increase having been seen in this area over the Christmas period. This was directly linked to the 'Think Victim' training that staff had undertaken, the ways in which calls were taken, the ways in which the crimes were recorded, and changes in how victims were subsequently supported.

RESOLVED/-

1. That the update on iOPS be received by the Panel.
2. That the GMP performance update be received by the Panel.

The Panel was asked to consider consideration of the remaining reports by email due to time constraints at the meeting. The remaining reports being:

- The Annual Report of the Deputy Mayor April 2020 – March 2021
- Decisions Taken by the Deputy Mayor
- Police, Fire and Crime Panel Steering Group Joint Workplan Review.

RESOLVED/-

1. That the above noted items be agreed for consideration and agreement by email.