

GMP's Promises 2010-11

This document outlines the promises that GMP has made to Greater Manchester in the Policing Plan.



**Increase
Public
Satisfaction**

**Tackle
Anti-Social
Behaviour**

**Reduce
Domestic
Burglary**

**Reduce
Vehicle
Crime**

**Protect
Vulnerable
People**

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VALUE FOR MONEY

Increase Public Satisfaction

We will:

Continue to put neighbourhood policing at the heart of what we do, by continually improving on the way we work.

Put at least 300 more officers into neighbourhood policing teams during the 2010/11 financial year.

Improve how we talk to the public, through training our officers and staff in customer service skills.

Provide a more timely response to calls by improving technology.

Publicise information about neighbourhood policing teams, so that you are aware who your local officers are and how to contact them.

Use the feedback you give us from User Satisfaction Surveys to improve our services and provide a report on what we have achieved in January 2011.

Introduce Restorative Justice across the Force by March 2011. With the victim's consent, Restorative Justice brings together those who commit crime and their victim(s), to let the offender hear and understand how it made the victim feel. It gives the victim a stronger voice in the outcome and gives officers the discretion to deal with low level crime and anti-social behaviour issues.

Implement new ways in which you can contact us that suit your needs.

Improve the recruitment, use and support of volunteer staff. These include Special Constables, Homewatch Schemes and community volunteering opportunities.



**To view 'Our Service Promise' to you, please see the home page of the GMP website or go to:
gmp.police.uk/servicepromise**

Tackle Anti-Social Behaviour

We will:

Improve our response to anti-social behaviour by making it a daily priority by October 2010.

Tell you about the standards and service you should receive from GMP when reporting anti-social behaviour.

Work with other organisations to tackle anti-social behaviour caused by alcohol.

Identify and support repeat and vulnerable victims of anti-social behaviour.

Target people who cause anti-social behaviour, particularly those who are repeat offenders.

Update you on how those who cause anti-social behaviour have been dealt with.



Reduce Domestic Burglary

We will:

Standardise how we investigate crime to help bring more offences to justice. We are trialling new processes in Tameside, which will then be rolled out across the Force.

Do all we can to make sure that we collect and act on all significant evidence such as fingerprints and DNA at every burglary.

Identify and deal with those who commit the most burglaries and we will tell you what we have done on a quarterly basis.

Identify our prolific offenders and prioritise our resources to catch them.

Provide crime prevention advice to help stop you from being a victim of crime.

Use problem solving to reduce your chance of being a victim of burglary.



Reduce Vehicle Crime

We will:

Make more use of the Automatic Number Plate Recognition (ANPR) system to reduce overall crime, as well as reducing vehicle crime. This is a system of specialist cameras that read number plates and compare them against local and national databases to identify vehicles associated with crime.

Attend every report of vehicle crime, if you want us to.

Ring all victims of vehicle crime to find out about the service we provided and ways in which we can improve. We will use this to improve the service we deliver.

Provide advice to motorists on how to keep their property and vehicle safe.

Increase police visibility in crime prone places.



Protecting Vulnerable People

We will:

Standardise working practices and partnership working with bodies such as your local council and NHS to protect vulnerable people.

Work with other organisations to help reduce domestic abuse incidents, especially at key times of the year.

Introduce ten new courts that deal specifically with domestic abuse, one for every council area within Greater Manchester.

Recruit 30 new independent advisors to deal with domestic abuse cases during the 2010/11 financial year.

Have an additional 30 detectives and 12 police staff to deal with cases of domestic abuse by the end of 2010.

Work with other organisations to reduce the vulnerability of people and encourage more reporting of offences with the aim of trying to reduce the overall number of serious sexual offences.



Value for Money

We will:

Ensure that we meet our budget target.

Modernise the structure of our investigation teams to ensure we have the appropriate numbers in the right places with the necessary skills by October 2010.

Invest in technology that will help with more efficient use of resources, provide timely information sharing and make it easier for us to tell you how we are performing.

Reorganise our custody facilities and modernise working practices to make them more fit-for-purpose whilst delivering value for money and reducing costs by April 2011.

Develop a new central facility to identify offenders, including improved use of technology that will enable us to deliver a more effective service for less, by September 2011.

Review how we organise and structure ourselves internally to provide improved service delivery, whilst ensuring value for money.

Continue to work with other forces and organisations to buy goods and services together to ensure value for money.

