

HMICFRS inspection of the service provided to victims of crime by Greater Manchester Police

Terms of reference

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Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) is to undertake an inspection of the service provided to victims of crime by Greater Manchester Police (GMP).

During September and October 2020 HMICFRS will undertake an inspection to assess the service provided to victims of crime by GMP, known as a Victim Service Assessment (VSA). The inspection is to be conducted as part of the HMICFRS requirement, under section 54(2) of the Police Act 1996, to inspect and report on the efficiency and effectiveness of every police force.

On Friday 17 July 2020, HM Inspector of Constabulary Phil Gormley wrote to the chief constable of GMP. The letter informed the chief constable of our intention to carry out a VSA in GMP at the earliest opportunity.

What we are inspecting

We will assess and report on the service given to victims of crime, from the initial point of contact through to the final outcome. This will incorporate an assessment of the extent to which the force records reported crime in accordance with national standards, and the standards applied to the investigation of reported crimes through a review of investigation case files.

This inspection will ask: **How good is the force's service to victims of crime?**

To answer this question we will assess the extent to which the force:

- manages incoming calls, assesses risk and prioritises the police response well;
- deploys its resources to respond to victims and incidents in an appropriate manner;
- crime recording can be trusted;
- has effective arrangements for the screening and allocation of crimes for further investigation, including consideration of vulnerability and risk;
- carries out a proportionate, thorough and timely investigation into reported crimes, including the extent to which senior level governance provides robust scrutiny; and
- makes sure that it follows national guidelines and rules for deciding the outcome of each report of crime.

We will conduct this inspection remotely, because of the Covid-19 pandemic. This is to secure the safety of people from HMICFRS and GMP involved in the inspection.

We will publish a report of our findings. [The report will be published on our website when it is finalised.](#)

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