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A/Chief Constable

HM Senior Coroner Ms Alison Mutch
HM Coroner's Office
1 Mount Tabor Street
Stockport
SK1 3AG

26 April 2021

Dear Ms Mutch

Re: Regulation 28 Report following the inquest into the death of Mr Robert Hardy

Thank you for your report dated 11 February 2021 in respect of the events leading to the tragic death of Mr Robert Hardy and pursuant to Regulations 28 and 29 of the Coroners (Investigations) Regulations 2013 and paragraph 7, Schedule 5, of the Coroners and Justice Act 2009.

Having carefully considered your report along with the GMP PSB internal investigation report as submitted in evidence at the Inquest of Mr Hardy we make the following observations/recommendations to address your concerns. As a consequence, your report has already led to detailed planning within GMP's Operational Communications Branch (OCB) to address the issues identified. I have provided more detail of these measures below and reply to the specific issues raised as follows

1. The evidence before the inquest was that GMP had not recorded the assault with a weapon as a crime within the crime recording system. It was accepted that this should have happened.

The HMICFRS Victim Services Assessment of November 2020 identified organisational under-recording of crime and its findings are driving major improvements into our processes specifically around the crime recording and ensuring that the minimum standards set within the National Crime Recording Standards (NCRS) are met. Pivotal to this improvement is the establishment of a central Crime Recording and Resolution Unit (CRRU), which will help ensure crimes are submitted for all relevant incidents.

At present, there is a reliance on the attending officer correctly recording the crime for many Grade 1-3 incidents (primarily the incidents which an officer actually physically responds to). On too many occasions, as the HMICFRS report found, this was done incorrectly and not in a timely manner. The specialist CRRU will alleviate many of these issues as many crimes will be recorded centrally, very soon following the call from the victim. This new process commenced on a phased basis in March 2021 and is on target to complete full implementation later this year.

Whilst the CRRU is being established, GMP has taken steps to improve performance in the short term. This has included a significant training programme for all officers and a new role for Incident Progression Teams (IPTs) across the Force which are reviewing and ensuring that Grade 1 - 3 incidents are NCRS compliant. This work is being quality assured by dip sample via the Crime Standards Board which reports to the Deputy Chief Constable.



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2. The concern arises in relation to the impact this then had on the provision of and signposting of him to appropriate victim support given his recognised and known vulnerabilities.

GMP recognises the improvement required in the identification of and response to vulnerabilities. The national THRIVE model, which delivers a consistent assessment of the threat, potential harm, risk and vulnerability of a caller's circumstances will, from May 2021, be used on every call GMP receives. Training is underway for staff and a quality assurance system is being designed to test compliance. This will enable us to safeguard vulnerable members of the public earlier.

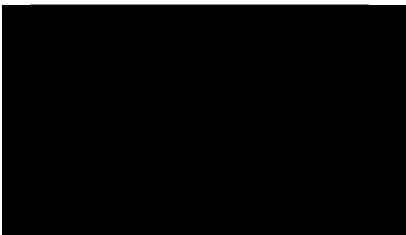
In relation to victim support, GMP works in partnership with the Victim Support service, commissioned by the GMCA to provide victim support services. This service is designed on a "consent-based," model, which is currently offered and referred, at the point of officer attendance.

GMP is currently working with Victim Support to review the point at which the offer and referral is made, with the aim that it is made at the earliest possible opportunity. I am currently unable to provide precise details as to the length of time this work will take however I will write to you further, as soon as details become available.

GMP is in the process of implementing the "Making a Difference System," which is a computer system which will give staff the opportunity to make a pre-approved offer of Victim Services via text message and email to victims. This would be a sign-post only and would require the victim to 'self-refer,' into the available services. This system should be implemented by May 2021.

Please let me know if you have any questions and I am happy to go into more detail on any of the points above. We are working hard to make sure that the lessons learned from Mr Hardy's tragic death change practice to help us improve the service we give to victims of crime in Greater Manchester.

Yours sincerely



A/Chief Constable