

The Rt Hon Amber Rudd MP  
Home Secretary  
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London  
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Ein Cyf / Our Ref: AJ/HE/1660

08 Ionawr/January 2018

Annwyl Ysgrifennydd Cartref,

Dear Home Secretary ,

**PEEL: Effeithlonrwydd yr Heddlu 2017- Archwiliad o Heddlu Gogledd Cymru**

**PEEL: Police Efficiency 2017- An inspection of North Wales Police**

Yn unol â gofynion statud, rwyf yn ysgrifennu atoch gyda fy sylwadau ar adroddiad PEEL Arolygiaeth Heddluoedd a Gwasanaeth Tân ac Achub Ei Mawrhydi (AHGTAEM) ar effeithiolrwydd.

As required by statute, I am writing to you with my comments on the Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) PEEL report on efficiency.

Mae'n siomedig iawn fod AHGTAEM yn ystyried fod Heddlu Gogledd Cymru "*angen gwellau*" eu heffeithiolrwydd cyffredinol wrth gadw pobl yn ddiogel a lleihau trosedd. Yr wyf yn cytuno gyda nhw fod yna ambell i faes sydd angen gwelliant, fodd bynnag yr wyf yn teimlo fod y canlyniadau adeiladol o fewn yr adroddiad hwn yn llawer mwy na'r rhai negyddol. Yr wyf yn teimlo felly bod y raddfa a ddyfarnwyd i Heddlu Gogledd Cymru yn ddiangen.

It is very disappointing that HMICFRS have deemed that North Wales Police "*requires improvement*" in its overall efficiency in keeping people safe and reducing crime. I agree that there are some areas for improvement however I feel the positive findings within this report outweigh the negatives. I therefore feel that the grading given to North Wales Police is unnecessary.

Dyfarnodd yr arolygiaeth raddfa '*da*' i Heddlu Gogledd Cymru am eu deallusrwydd o'r galwad ar eu gwasanaeth a chymeradwyo eu hymdrechion i leihau'r galw hwnnw ar swyddogion rheng flaen. Ers arolygiad 2016 mae'r Heddlu wedi ceisio lleihau'r galw mewn sawl ffordd. Enghraifft dda yw eu cyflwyniad o'r uned rheoli ymateb (URhY) o fewn ystafell reoli'r Heddlu. Sefydlwyd yr URhY i ddelio gydag adroddiadau o droseddau sydd ddim angen presenoldeb swyddog. Ers ei sefydlu mae yna leihad o 29% wedi bod o ran yr alwad ar blismona rheng flaen. Yr wyf wedi cael fy nghalonogi gan y cynnydd a wnaed ers yr arolygiad effeithiolrwydd diwethaf a

The inspectorate gave North Wales Police the grading of '*good*' for their understanding of demand and complimented their efforts to reduce demand on front line officers. Since the 2016 inspection the force has attempted to reduce demand in a number of ways. A good example is their introduction of the managed response unit (MRU) within the force control room. The MRU has been established to deal with reports of crime that do not require the attendance of an officer. Since its implementation there has been a 29% reduction in demand on frontline policing. I am encouraged by the progress made by the force since the previous efficiency

byddaf yn parhau i fonitro eu gwaith drwy'r bwrdd gweithredol strategol.

Fy mhrif flaenoriaeth o fewn y Cynllun Heddlu a Throsedd yw lleihau'r bygythiad, risg a'r niwed i bobl Gogledd Cymru. Yr wyf yn falch o weld bod yr arolygiaeth wedi cydnabod gwaith yr heddlu o ran codi ymwybyddiaeth o alwadau cymhleth fel caethwasiaeth fodern, trais domestig a chamfanteisio'n rhywiol ar blant. Mae yna nifer o euogfarnau llwyddiannus wedi digwydd oherwydd gwaith gan yr heddlu a'u partneriaid i adnabod galw cudd fel caethwasiaeth fodern. Yr wyf yn hapus bod yr heddlu'n gweithio'n effeithiol ac effeithlon i ddeall y galw yn unol â fy mlaenoriaethau plismona.

Yn ail ran yr arolygiad dyfarnodd AHGTAEM raddfa o 'angen gwell' i'r heddlu o ran sut mae defnyddio'r adnoddau. Mae'r adroddiad yn dweud nad oes gan yr heddlu ddealltwriaeth dda o alluogrwydd y gweithlu oherwydd nad oes archwiliad sgiliau wedi cael ei wneud. Yn ychwanegol i archwiliad byddai cyflwyno rhaglen Datblygiad Proffesiynol Parhaus (DPP) hefyd o gymorth i'r heddlu ddeall beth yw galluogrwydd y gweithlu. Oherwydd datblygiadau parhaus o fewn yr heddlu i fesur galluogrwydd yr wyf yn fodlon bydd Heddlu Gogledd Cymru yn datblygu ymwybyddiaeth ddigonol o alluogrwydd y gweithlu.

Mae gweithio mewn partneriaeth wedi dod yn rhan annatod o blismona oherwydd toriadau cyllidol dros y blynyddoedd diweddar. Mae'r heddlu wedi bod yn gweithio'n agos â phartneriaid i leihau galw a hefyd i ddarparu gwasanaeth o safon uchel ar gyfer pobl Gogledd Cymru. Mae'n galonogol fod yr arolygiaeth wedi nodi'r arfer da o weithio mewn partneriaeth rhwng yr heddlu a phartneriaid, yn

inspection and I will continue to monitor their work on demand reduction via the strategic executive board.

My overarching priority within my Police and Crime Plan is to reduce the threat, risk and harm to the people of North Wales. I am pleased to see that the inspectorate has acknowledged the force's work to raise awareness of complex demand such as modern slavery, domestic violence and child sexual exploitation. There have been a number of successful convictions due to the work carried out by the force and their partners to identify hidden demand such as modern slavery. I am satisfied that the force is working effectively and efficiently in understanding its demand in line with my policing priorities.

Within the second part of the inspection HMICFRS graded the force as "requires improvement" in the way in which it uses its resources. The report states that the force does not have a good understanding of the capability of its workforce because no skills audit has been undertaken. I can confirm that prior to the publication of this inspection the force began an audit of its workforce. In addition to the audit the implementation of the continuing professional development (CPD) programme will also assist the force in understanding the capability of its workforce. Due to the ongoing developments within the force to identify capability I am satisfied that North Wales Police will be adequately aware of its workforce's capabilities.

Partnership working has become an integral part of policing due to budget cuts in recent years. The force has been working closely with partners to reduce demand and also provide a high quality service to the people of North Wales. It is encouraging that the inspectorate has identified the good practice of partnership working between the force and its partners, most notably their work with

enwedig y gwaith gyda'r Gwasanaeth Ambiwllans Cenedlaethol (GAC). Arweiniodd lleoli clinigydd GAC o fewn yr ystafell reoli at ostyngiad o 703 o ambiwlansys yn cael eu gyrru allan a chafodd 138 o swyddogion yr heddlu eu rhyddhau o leoliadau argyfyngau meddygol dros gyfnod o dri mis.

Beirniadwyd Heddlu Gogledd Cymru am gynllunio ar gyfer galw yn y dyfodol ac wedi cael dyfarniad o "angen gwella" yn y maes yma. Dywed yr arolygiaeth nad yw cynlluniau'r heddlu ar gyfer y dyfodol yn drawsffurfiol nac yn arloesol. Mae'r sylwadau hyn wedi cael eu hanelu'n arbennig oherwydd diffyg datblygiadau technolegol o fewn cynlluniau'r heddlu ar gyfer y dyfodol. Yr wyf yn cytuno fod angen gwneud rhagor o waith o ran datblygiadau technolegol i gefnogi swyddogion y rheng flaen. Mae'n rhaid cymryd i ystyriaeth fodd bynnag, fod amrywiaeth daearyddol Gogledd Cymru weithiau yn gallu tarfu ar gysylltedd a chyflwyno technoleg i ardaloedd cefn gwlad.

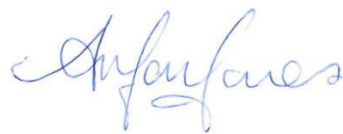
Yn olaf, yr wyf wedi cyfeirio mewn llythyrâu blaenorol atoch chi am y galw sy'n cael ei greu gan gyfundrefn arolygu parhaus AHGTAEM, a hoffwn bwysleisio'r ffaith hon eto. Yr wyf yn gobeithio bydd cyflwyno Datganiadau Rheoli'r Heddlu'r flwyddyn nesaf yn lleihau nifer yr arolygiadau ac felly yn lleihau'n galw sy'n cael ei roi ar heddluoedd yn y dyfodol.

the Welsh Ambulance Service (WAST). The inclusion of a WAST clinician within the force control room 703 fewer ambulances were deployed and 138 police officers were released from the scene in medical emergencies over a three month period.

North Wales Police has been criticised for its planning for future demand and has been given the grading of "requires improvement". The inspectorate states that the force's plans for the future are not transformative with a lack of innovation. These comments are especially aimed at the lack of technological advances within the forces plans for the future. I am in agreement that further work needs to be completed in relation to technological advances to assist front line officers. It must be taken into consideration however, that the geographical diversity of North Wales can at times prevent connectivity and the implementation of technology to rural areas.

Finally, I have made reference to the demand caused by the continuous inspection regime by HMICFRS in my previous letters and I would like to reiterate this fact. I hope that the introduction of Force Management Statements next year will reduce the number of inspections and therefore reduce the demand placed on forces in the future.

Yn gywir Yours sincerely



Arfon Jones  
Comisiynydd Heddlu / Police Commissioner

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