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OFFICE OF THE **POLICE & CRIME**
COMMISSIONER NORTH WALES

2017/18

Annual Report



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Introduction

Message from Arfon Jones, Police and Crime Commissioner for North Wales



I am delighted to present this year's Annual Report which covers the period from 1st April 2017 to 31st March 2018.

This is my second annual report and provides information on the policing priorities set in my Police and Crime Plan.

I will provide an overview and key achievements of the last year, information on our financial challenges and my vision for the future as Police and Crime Commissioner.

As I write this annual report, the Chief Constable of North Wales Police, Mark Polin OBE QPM, is coming to the end of his long and illustrious policing career. I would like to take this opportunity to pay tribute to Mark for an outstanding career and especially his nine years as Chief Constable here in North Wales. He has led North Wales Police with distinction, at a time of unprecedented financial cutbacks and a period of change never before seen in the policing service.

The Temporary Chief Constable, Gareth Pritchard QPM, is also due to retire shortly following a 34 year career of distinction, all served in North Wales Police. Gareth is the first officer in the history of North Wales Police to have served at every rank – a remarkable achievement and I am very grateful for his service and dedication.

Both Mark and Gareth leave a strong and healthy organisation and a solid foundation for the new Chief Constable, Mr Carl Foulkes, to build upon.

I would also like to thank everyone who has assisted me during the last year, especially the police officers, police staff, and special constabulary of North Wales Police and all the volunteers that make up the policing family. I also receive tremendous support from my Deputy, Ann Griffith and my small team of dedicated staff who

have demonstrated great resilience over the last year in responding to various challenges put before them. I cannot do this job alone and the support I receive from all quarters is truly appreciated.

This report demonstrates that North Wales Police, under the leadership of Chief Constable Mark Polin and his Chief Officer team, have continued to perform very well under very challenging circumstances. Given the scale of financial cutbacks imposed on the Force for many years, the policing service delivered to our communities is one we can be proud of.

To give you an insight into 'A day in the life of North Wales Police' the statistics on the next page summarise just what our incoming demand looks like on a daily basis.

A day in the life of North Wales Police



The Force has been working hard to ensure compliance with the Welsh Language standards as well as progress other Welsh language initiatives to promote bilingualism. The joint NWP and NWPCW Welsh Language Strategy was officially launched at the Force 'Promoting Bilingualism' Conference held on 21 May 2018 at the Conwy Business Centre, Llandudno Junction. The event highlighted the work undertaken in recent years to promote bilingualism in NWP, and celebrated the use of Welsh in the workplace with the Welsh Language Commissioner, the Welsh Government and other partners.

An audit to assess compliance with the Welsh Language Standards was requested by the Joint Audit Committee and this took place during 11 – 12.12.17. This work was undertaken by an external auditing company and they confirmed that the overall assurance level for the Force was 'Substantial Assurance'. The report concluded that robust and effective governance was in place with respect to the delivery of the Welsh Language Standards across the Force and that governance was cascaded throughout the workforce.

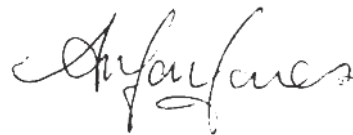
Of course there are challenges and areas that require improvement, as highlighted by HMICFRS and detailed within this report. However, through my scrutiny of the Force I am satisfied that arrangements are in place to improve in those areas.

I would also like to thank the Police and Crime Panel for their contribution in the policing governance of North Wales.

Openness, transparency and accountability is very important to me. I was delighted that CoPaCC once again recognised that commitment and awarded my office with their Transparency Award for 2017. It is my intention to continue to sustain this high level of accountability and this report reflects that commitment.

Finally, the last twelve months have seen an increase in the number of assaults and attacks on police officers. Let me be clear, these assaults and attacks are, and always will be, completely unacceptable. Such an assault can have a profound and long-lasting effect on an individual. For too long it has been accepted, by many, that sentences handed out to those who are responsible for such assaults have been

insufficient. As a result, the Police Federation of England and Wales, working with individual police forces, other staff associations and key stakeholders, have actively campaigned for tougher sentences and greater protection for emergency service workers. At present The Assaults on Emergency Workers (Offences) Bill is progressing through Parliament and covers the entire emergency service family plus volunteers (Lifeboats, SAR etc.). The 'Protect the Protectors' campaign is there to highlight that police officers need protecting if they are to protect the public. I am proud to stand alongside the Federation in support of their campaign, and in my capacity as Chair of the North Wales Local Criminal Justice Board, ensure that where these assaults do occur, the sentences given to the perpetrators are appropriate.



Arfon Jones

Police and Crime Commissioner, North Wales



Support in my duties

It would be impossible for me to do my job without assistance. I therefore have resources in place to provide me with the support I need to fulfil my duties.

Ann Griffith was appointed **Deputy Police and Crime Commissioner** in August 2016. She carries out a number of roles to support me including leading on the scrutiny of the Force's complaints' provision, engagement of children and young people and Chair of the Integrated Offender Management Board. Ann can deputise and fulfil all my statutory duties apart from appoint a Chief Constable, publish a Police and Crime Plan and set the budget.



I have a **small team of dedicated staff** that work alongside me and the Force to ensure that the Police and Crime Plan is delivered and that all my statutory duties are met. The team consists of two statutory officers, namely the Chief Executive Officer and Chief Finance Officer, and support staff specialising in research, policy, governance, finance, commissioning and communication. Many duties that are carried out are not routinely reported on, for example responding to HMIC reports, Freedom of Information Requests, arranging police appeal tribunals, facilitating

conferences, recruiting and maintaining an Audit Committee as well as recruiting Independent Assessors and Custody Visitors. Full details of the staffing structure can be found on my website.

I received a grant from the Ministry of Justice amounting to £814,076 for the purpose of supporting victims of crime and restorative justice services. A total of £390,394 was given to the Victim Help Centre to enable them to provide the support to all victims of crime. 34,588 referrals were made to the centre during the year. I am also pleased to report that the funding provided by the Ministry of Justice generated £643,000 of match funding across the region.

Through the **Victim Help Centre Governance Board**, I scrutinise the performance of the Victim Help Centre against the key performance indicators and the victim feedback survey results. The Board is chaired by the Chief Executive of the OPCC and members include the Assistant Chief Constable, the Head of the Force's Administration of Justice Department, the Head of the Force's Protecting Vulnerable People Unit, the Victim Help Centre Manager, representatives from the Independent Advisory Group and others.

Domestic Violence and Sexual Abuse remain key priorities within my Plan. The work of the Independent Sexual Violence Advisors and Independent Domestic Violence Advisors remains key to ensuring the victims of these abhorrent crimes receive the support they deserve throughout the criminal justice system. That service, and our approach to tackling Domestic Violence and Sexual Abuse more widely, is managed through the **Violence Against Women, Domestic Abuse and Sexual Violence Strategic Board** which is chaired by my Chief Executive. In addition to the funding I make available, in the region of £0.3m, for these vital services, funding is also received from Welsh Government.

In order to ensure the grant was not spent on commissioning costs and was spent on the front line where needed most, I am the accountable authority for the grant and its expenditure, a proposal which was accepted by the Board and Welsh Government during 2017.

In November 2017, an all Wales programme to transform the way in which police and partner agencies deal with the most vulnerable people in society received £6.8m funding from the Police Transformation Fund. It follows work to highlight the devastating impact of those that suffer Adverse Childhood Experiences (ACEs) on society. The **Adverse Childhood Experiences Project Board** has been established to oversee the work. My Chief Executive is the Co-Vice Chair for the Board and I look forward to seeing the developments in this area which does so much to support the delivery of my Police and Crime Plan priorities.

The **Police and Crime Panel** continue to scrutinise and challenge as required to ensure that I carry out my role effectively. The feedback I receive from the Panel is taken into account and helps me make key decisions with regard to strategies, policing priorities and the budget. I look forward to a continued constructive relationship with the Panel.

The **Joint Audit Committee** is a committee made up of five independent members whose purpose is to play a key role in the oversight of the governance of my office and North Wales Police. By considering reports from the **Internal Auditors, Wales Audit Office** and others, they are able to provide independent assurance on the adequacy of the risk management framework, the internal control environment and the integrity of the financial reporting and annual governance processes. Scrutiny by the **Joint Audit Committee** can help us to drive and identify further improvements. The tenure of the **Joint Audit Committee** members expired on 31 March 2018 and a new Committee has been formed. The new members have tenure of 3 years which can be extended to 10 years. I very much look forward to working with them and welcome their support and expertise.

The **Professional Standards Scrutiny Board (PSSB)** monitors and scrutinise the manner in which complaints and misconduct allegations are dealt with by North Wales Police in order that I can be satisfied that the arrangements and processes in place are appropriate and effective. The **PSSB** is chaired by my Deputy, Ann Griffith with professional advice provided by the Deputy Chief Constable and the Head of the Professional Standards Department. The Policing and Crime Act 2017, once fully enacted, will make dramatic changes to the current performance, complaints and misconduct processes and the **PSSB** is working closely with the Force to scrutinise and support the implementation of the changes. On a regular basis staff from my office also dip sample complaint files that relate to the use of force and other matters to ensure there is no bias in the decision making process and the investigations are proportionate and fair.

We have also recruited **independent members** and **legally qualified chairs** to sit on hearings for gross misconduct allegations and we use the Home Office register of **independent barristers** to chair police appeals tribunals. I am confident that the Force and my Office treat complaints and allegations of misconduct very seriously. Police Misconduct Hearings are now held in public providing more openness and transparency to the process. Future regulations will soon be available enhancing the role of the **legally qualified chair** and amongst other changes additional sanctions and appeal processes.

I am represented on the **Multi-Agency Scrutiny Panel for Out of Court Disposals**. The purpose of the panel is to independently assess, scrutinise and quality control the use of out of court disposals by North Wales Police. The panel can make recommendations, feedback on individual cases to officers, communicate findings, promote best practice and identify potential policy development or training needs for consideration by the Force or other agency involved. This scrutiny is carried out with colleagues from other agencies in the criminal justice family, which includes North Wales Police, the Crown Prosecution Service, the Magistrates Court, the Victim Help Centre and Youth Offending Teams.

I have a statutory duty to ensure that the policing area provides an efficient and effective criminal justice system. One of my key mechanisms to achieve this is to Chair the **North Wales Criminal Justice Board (NWCJB)**. Membership of the board includes the Chief Constable, Head of Administration of Justice, Crown Prosecution Service, Her Majesty's Court & Tribunal Service, National Probation Service, Wales Community Rehabilitation Company, Her Majesty's Prison Service and Youth Offending Teams. The objective of the **NWCJB** is to "to provide a multi-agency forum for the exchange of information, to provide leadership and governance, and to identify and overcome obstacles and blockages in order to deliver a more efficient and effective Criminal Justice Service in North Wales that puts the needs of victims at its centre." I have been frustrated by the progress made by the Board over the last twelve months, particularly in seeking to address the use of short term sentences for female offenders, and I look forward to a more productive year ahead to ensure the inefficiency currently within the system is improved. Dialogue has begun with the Ministry of Justice around devolving responsibility for specific areas of the Criminal Justice Service, a move which I welcome.

I am a member of the **Association of Police and Crime Commissioners (APCC)**. The **APCC** is a national body which helps PCCs make the most of their ability to influence at a national level and deliver on their statutory duties and policing priorities. By sharing best practice and identifying opportunities to work together, of paying for services jointly, the **APCC** helps PCCs be more efficient and effective. I sit on the Board of the **APCC** and I am also the Deputy Lead for the Alcohol and Substance Misuse Portfolio.

Your Community, Your Choice is a project managed by **PACT (Police and Community Trust)**, North Wales that donates money to community groups and organisation that has been seized from offenders. Money recovered through the Proceeds of Crime Act and from my Commissioner's Fund is donated to community projects in North Wales. A total of **£38,795** was donated to 14 community groups last year to provide services such as Barmouth Community CCTV scheme (Gwarchod

Bermo Watch); 1st Mynydd Isa Scout Group; Wrexham Inclusion Football Club; DangerPoint; and Colwyn Bay Conservation & Environmental Group.



INDEPENDENT CUSTODY VISITOR SCHEME

I have a dedicated team of **Independent Custody Visitors** who help me scrutinise the work of North Wales Police's custody provision and custody suites. They carry out regular visits and ensure that the welfare of detainees is promoted. Any key issues or trends that emerge as part of this work are carefully scrutinised by myself and discussed with the Chief Constable. **Independent Custody Visitors** made 137 unannounced visits to custody last year and spoke to 403 individuals held in police custody. I am grateful for their continued support and hard work.

In 2017 an alliance between North Wales Police and Cheshire Constabulary's Dog Units was formed, it was therefore only prudent to join Cheshire's already successful dog welfare visiting scheme. I therefore appointed a **Dog Welfare Visitor** from North Wales to join the team in Cheshire and further appointments will be made due to the success of the alliance. The **Dog Welfare Visitors** carry out several visits to training grounds and police dog kennels based in Cheshire.

A year of achievements



I am extremely proud of the work and achievements of my Office, North Wales Police and our partners during 2017/18.

I have listed below examples of just a few achievements with the overall aim of reducing the threat, risk and harm to the most vulnerable members of our society.

April 2017

- Employed a consultant to develop a Social Value Policy for my office and North Wales Police to ensure the social value of the services we commission are maximised and bring benefit to the local economy. The policy can be found on my website.
- The Victim Help Centre had 34,558 referrals in 2017/18 and out of those referrals 23,788 have been supported. In terms of in depth support, 2,789 individuals received direct support from the Victim Help Centre during the year which entailed 32 volunteers, 489 visits by staff and volunteers and 3,892 follow up support calls by the team.
- I also provided funding from the Commissioners Fund to recruit a Modern Day Slavery Caseworker to work at the Victims Help Centre in St Asaph. I was the first PCC in Wales, and amongst the first in England and Wales to provide dedicated support for these vulnerable victims. A letter received by Kevin Hyland, the Independent Anti-Slavery Commissioner, states that the funding of this role is a very positive step

and that the role will be “incredibly beneficial in gaining the trust and confidence of victims of modern slavery and trafficking, and will go a long way to expose and tackle this crime, protect victims and importantly bring offenders to justice and strip them of their ill-gotten gains”.

- Families Affected by Parental Imprisonment project was approved. This initiative began in the OPCC and I make a financial contribution towards the costs of the project.



PCC ARFON JONES WITH WALES' FIRST MODERN SLAVERY SUPPORT OFFICER MATTHEW HAZLEWOOD AT THE VICTIM HELP CENTRE FOR NORTH WALES.



May 2017

- I hosted a special summit on the regulation of drugs in Wrexham. The event was organised by the charity Anyone's Child, an international network of families who say their lives have been wrecked by current drug laws and are now campaigning to change them. The aim of the event, which attracted a full house of 70 people, was to promote a discussion about what a new approach to drugs could mean for Wrexham's families and communities. A lively question and answer session followed the speeches, with the vast majority of the audience supporting the idea of regulating drugs.
- My office was a member of a Welsh Government Task and Finish Group to support the delivery of the National Strategy on Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) Delivery Plan.
- The Rural Crime team continue to lead the way in tackling and preventing rural crime in North Wales.



DOLGELLAU FARMERS MARKET

June 2017

- The NWP Point app was released across the force in June 2017. This includes amongst other things: searching the force crime and occurrence system (RMS), viewing images of people, updating investigation and occurrence records, viewing arrest and voluntary attendance records. Further development is underway to increase functionality.
- The work of the Police On-Line Investigation Team (POLIT) in North Wales Police was showcased on Y Ditectif on S4C.
- Mr Kevin Hyland, the Independent Anti-Slavery Commissioner, commented that North Wales is clearly taking a lead role in respect of Modern Slavery and demonstrated when support was provided to Mr Hyland's team by a trainer from North Wales Police, to deliver peer to peer group awareness training to police officers from across the UK.

July 2017

- I met with Nazir Afzal, the Welsh Government's Regional VAWDASV Advisors, and Dr Cerys Miles, a forensic psychologist working as Head of Perpetrator Policy in respect of Violence Against Women Domestic and Sexual Violence across Wales, to discuss how we can move perpetrator interventions forward in North Wales.
- It was announced in July 2017 that the Wrexham v Chester football matches would no longer involve restricted travel for supporters, known as the bubble.

- Homelessness event – I helped to raise money for local charities by spending the day on the streets of Wrexham.



- A campaign was launched by the North Wales Deaf Association to help protect deaf people from becoming the victims of crime. The association organised a series of Crime Prevention Workshops using a £5,000 grant from the Your Community, Your Choice fund.

August 2017

- Sixteen police constables completed their initial training, having trained in Dolgellau. This was in order to predominantly recruit from the local area which has been historically harder to recruit from. Fourteen of these recruits are now working within the Western area. Furthermore, from April 2017 to March 2018, there has been a total of 134 new officers join and begin training with North Wales Police.
- A card designed to make vulnerable people more aware of their personal safety, to encourage reporting of a crime – especially hate crime – and to seek help if they need it was launched by North Wales Police. Launched at the National Eisteddfod in Bodedern in August 2017, the Keep Safe Cymru card can be carried by anyone with a learning disability, dementia, mental health or communication need.
- Your Community, Your Choice 2017/18 launched.

September 2017

- The Chief Constable and I had been concerned about the withdrawal of Barnardo's' Return Home Interview Service since we were of the view that this service was invaluable in identifying children at risk of CSE and we were concerned that the withdrawal of this service would lead to less CSE crimes being discovered. As a result of our concerns local authority colleagues have now recognised and agreed to review the service provision through agreeing a regional protocol which they will all sign up to with bespoke local delivery to suit individual Local Authority areas. There is a collective recognition of the threat posed by CSE to the children of North Wales and a will to meet that threat in local partnership with the police.
- I attended the National Police Memorial Day in September.
- Modern Day Slavery Case Worker appointed to the Victim Help Centre funded by my Commissioners Fund.

October 2017

- Drones are introduced to operational policing for the first time in North Wales. We have trained 15 pilots, a split of Police Constables and PCSOs, who are evenly spread across the force. Live operations commenced on 19th October 2017 and until the end of the calendar year our pilots undertook 38 flights.





October 2017

- On 26th October 2017 I hosted a conference titled – Modern Slavery: Understanding Your Responsibilities.
- I hosted a Community Safety Review event on behalf of the Welsh Government. Attendees included representatives from local authorities, the third sector, and commissioned services. This event dovetailed the work that has been undertaken by my office reviewing how my Crime and Disorder Fund is distributed to Community Safety Partnerships across the region. As a result of the review it was decided that instead of automatically assigning this funding to CSPs, the fund will now be utilised as a grant for all interested organisations to bid into. The principal aim of this funding is to intervene early so as to prevent crime and disorder.
- Distributed Welsh Government Grant of £4,000 amongst projects in the area and for the promotion of Hate Crime Awareness Week.

November 2017

- Introduced on 1st November, the North Wales Police Diversity Unit has been involved with the design of the new Vulnerability Assessment template. This ensures that ALL victims of crime are assessed for vulnerability and what problem solving opportunities have been identified. The framework specifically asks the officer to consider the potential for disability hate crime and if identified then to contact the Diversity Liaison mailbox. This ensures that those with vulnerabilities are appropriately identified and directed to any needed support.

- I launched my Social Value Policy in November 2017. I am the first Police and Crime Commissioner in Wales to introduce such a policy. This policy aims to see my office and North Wales Police buying in services in a way which is not necessarily the cheapest but pumps extra cash into the local economy and boosts employment and volunteering opportunities.
- I met with representatives from Welsh Government, Local Authorities, and BCUHB to work on joint commissioning in respect of IDVA, ISVA and Perpetrator Interventions across the region. I actively participated in the development of the North Wales Violence Against Women, Domestic Abuse and Sexual Violence Needs Assessment, Regional Strategy and Commissioning Strategy. My Chief Executive is currently the Chair of the Regional VAWDASV Board.
- My office won the CoPaCC Transparency Award for the second year running for providing all statutory information openly and transparently.



PCC ARFON JONES WITH HIS TEAM AND THE COPACC TRANSPARENCY AWARD

December 2017

- HMICFRS published their "Legitimacy" inspection report for 2017. North Wales Police was judged to be "Good" overall.
- In December 2017 the Chief Constable and I commissioned a public confidence survey of North Wales residents. This fourth annual survey gave 1,500 residents across North Wales the opportunity to give their views on services provided by North Wales Police, policing in general and to say how they feel about confidence and safety. Some of the results were:
 - The majority (91%) of residents felt confident in North Wales Police, and most agreed that the police would treat them with respect if they had contact with them for any reason (92%) and that the police treat everyone fairly regardless of who they are (80%).
 - Over half (55%) of residents felt that the current level of police resources in North Wales were low, a significant increase.
 - Most residents felt safe in their local area on the street in the daytime (96%) which drops to just over three quarters (77%) when residents are asked how safe they feel at night. 89% said they felt safe from crime and disorder living in North Wales generally.
- As Chair of the North Wales Criminal Justice Board I convened a Reducing Women's Imprisonment Symposium to drive forwards a number of recommendations by the Prison Reform Trust. This led to the introduction of a task and finish group which has met on four separate occasions. Progress has been slow and I look forward to tangible outcomes being delivered in the next 12 months.

January 2018

- The Operational Improvement Programme was commissioned in January 2018 by Chief Officers and T/Chief Supt Alex Goss was appointed to lead the programme of work. The aim of the programme was to improve the efficiency of the

organisation in keeping people safe and reducing crime through the coordinated delivery of services.

- A live link with the court service was set up. For some people the thought of giving evidence in court can be quite daunting. This can be even worse if you are a vulnerable witness or victim. The Court try to alleviate some of this concern through what is called 'special measures', which are put forward by the officer dealing with the witness, and is supported by the Crown Prosecution Service and then presented to the Judge for their approval.
- My office worked with the North Wales Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategic Board to ensure that the VAWDASV Commissioning Plan for 2018-19 is consistent with my Police and Crime priorities and the VAWDASV Strategy. Through effective partnership working, with both non-devolved and devolved authorities, we will be able to support innovative practices and ideas, provide value for money, as well as supporting long-existing services. This will enable us, through working in collaboration, to provide a complete package of support for victims, survivors and their families.

February 2018

- Overall we have around 100 police cadets, which will increase to at least 150 by September. The Cadets have been involved in a number of events force wide.
- I launched a new Early Intervention Scheme which is specifically aimed at supporting early intervention projects which will add value to the Adverse Childhood Experiences (ACE) agenda. I very much recognise that the police have a crucial role in the delivery of early intervention locally. They are uniquely placed to identify children, families or individuals needing support. Such early intervention requires small investments to deal with root causes, rather than the much greater costs of dealing with the after effects.



February 2018

- My office and I have been researching diversionary schemes to tackle the issue that substance misuse and organised crime have on our local communities. Unless the underlying causes of offending are resolved it is unlikely that a repeat offender will cease their offending once they have been convicted. I have received presentations from Durham Constabulary on their Checkpoint Programme and Avon and Somerset Constabulary on the Bristol Education Programme. I am currently working closely with North Wales Police to develop a diversionary scheme that is best suited to North Wales.
- by police in which criminals have exploited vulnerable people, forcing them to store drugs and weapons, and use as a base for drug dealing.
- HMICFRS published their “Effectiveness” inspection report for 2017 for which the Force received an overall grading of ‘Good’. This inspection covered:
 - Investigating crime and reducing re-offending (graded “Good”)
 - Protecting vulnerable people (graded “Good”)
 - Specialist capabilities (This area is always ungraded)

March 2018

- The North Wales Police Special Constabulary had a very good year. They continued to actively recruit new officers and for the first time the establishment is over 200 officers who are in stations and specialist roles across the North Wales Police area. This growth is contrary to the national trend which has seen a number of Forces see a decline in SC numbers.
- In 2017 40 Special Constabulary officers were successful in applying to join the regular Force and this is seen as a huge compliment to the quality of the officers that are within the North Wales Police Special Constabulary and the training they receive.
- North Wales Police worked in collaboration with the North West Regional Organised Crime Unit (TITAN), and hosted an awareness event in Wrexham, to publicise the issues of County Lines. The event comprised of two adjoining rooms, in which actors recreated scenarios seen
- A member of my team, along with the Modern Slavery Support Worker from the Victim Help Centre gave a presentation to a number of Conwy County Borough Council elected members. My staff continue to seek opportunities to give this presentation to other elected members throughout North Wales.
- During a visit to Danger Point I was made aware of the dangers that the social media app Musical.ly poses to children. As a result, through the local media I urged parents to increase the safety and privacy settings on their children’s mobiles and apps. I have also warned parents and guardians about the locations settings on the Snapchat App. The location services on phones can allow followers to pinpoint an individual’s exact location.
- Representative from my office attended the Lucy Faithfull Foundation’s Conference. The aim of the conference was to encourage partnership working between emergency services, county councils, education and third sector organisations to reduce the threat that CSE poses to our local communities.

Delivering the role of the Police and Crime Commissioner

My core responsibilities as Police and Crime Commissioner are to:

1. Secure the maintenance of an efficient and effective police force for North Wales
2. Hold the Chief Constable to account for the exercise of his functions
3. Bring together community safety and criminal justice partners
4. Co-operate with the other police and crime commissioners and to formulate and implement strategies across police force areas

Efficient and effective police force

Since I became Police and Crime Commissioner for North Wales in 2016, I have endeavoured to secure an efficient and effective police force through the strategy laid down in the Police and Crime Plan 2017 – 2021 and, in particular, through its five police and crime strategic priorities:

- Domestic Abuse
- Modern Slavery
- Organised Crime
- Sexual abuse (including child sexual exploitation)
- Delivering Safer Neighbourhoods

Although an assessment of whether I have fulfilled this function can only be accurately made at the end of my term, the effectiveness and efficiency of the Force is inspected annually by **HMICFRS** in the PEEL assessment.



This year was HMICFRS' fourth PEEL (police effectiveness, efficiency and legitimacy) assessment of North Wales Police. PEEL is designed to give the public information about how their local police force is performing in several important areas, in a way that is comparable both across England and Wales, and year on year.

This year North Wales Police received the following assessment.

The extent to which the force is **effective** at keeping people safe and reducing crime is **good**.

HMICFRS said

“North Wales Police is good at keeping people safe and reducing crime, and it has maintained a stable level of performance since our 2016 effectiveness inspection”.

The extent to which the force is **efficient** at keeping people safe and reducing crime **requires improvement**.

HMICFRS said

“North Wales Police is judged to require improvement in the efficiency with which it keeps people safe and reduces crime. Our overall judgment is not consistent with last year, when the force was assessed to be good for efficiency overall. The force has maintained a good understanding of current demand; its use of resources to manage demand is judged to require improvement; and it is judged to require improvement for its planning for future demand”.

It was very disappointing to receive this assessment and I wrote to HMICFRS to acknowledge that although there were areas for improvement, I felt the positive findings within their report outweighed the negatives. I therefore felt that the grading given to North Wales Police was unnecessary. I have also expressed my dissatisfaction with the amount of inspections the Force have to endure and the workload created for the Force in preparing for and responding to inspections at a time of unprecedented demand on the police service.

The extent to which the force is **legitimate** at keeping people safe and reducing crime is **good**.

HMICFRS said

“North Wales Police is judged to be good at how legitimately it keeps people safe and reduces crime. For the areas of legitimacy we looked at this year our overall judgment is more positive than last year, when we judged the force to be requiring improvement. The force is judged to be good at how well it ensures its workforce behaves ethically and lawfully and at treating its workforce with fairness and respect. It is judged to be requiring improvement in some aspects of the way in which it treats all of the people it serves with fairness and respect”.

The figures released by the **Crime Survey for England and Wales** covering the year to December 2017 placed North Wales Police above the majority of forces in most of the report’s categories.

The survey reveals that 89.1% think officers treat people with respect and 80.2% expressed confidence in the force.

Nearly 77% of those surveyed said the force has a good understanding of our communities and 74.6% said officers treat people fairly in their dealings with the public, while most said the force was doing an excellent or good job.

The findings also reveal that North Wales Police deal well with people's concerns and that our officers are perceived as reliable.

People's perceptions on issues such as anti-social behaviour, drug use, vandalism and rowdiness also improved over this period.

I am pleased with the findings of the Crime Survey; I think the feedback from the people that we serve is a true indication of how well the Force is performing under very challenging circumstances.

Holding the Chief Constable to account

The principal method by which I hold the Chief Constable to account continues to be through the Strategic Executive Board which I Chair and of which the Chief Constable and his senior officers are members.

This Board meets regularly and I receive reports on several aspects of the Chief Constable's functions including crime statistics for the period immediately preceding the meeting, the monthly performance summary (containing local performance information), finance reports, results of surveys of officers and staff, and public satisfaction. I have also asked for regular updates on the Use of Force, Care not Custody, Human Resources and sustainable development to be considered at this Board.

Further scrutiny of the Force is made at my Professional Standards Scrutiny Board, Multi-Agency Scrutiny Panel, Joint Governance Board, Independent Custody Visitors Panel and various dip sampling exercises. I have provided more information on my scrutiny role and the support I have in place on my website.

The Joint Audit Committee also provides independent assurance on our adequacy of the risk management framework, internal control environment and the integrity of the financial reporting and annual governance processes. The Chief Constable and I appointed a new Audit Committee in 2017/18 and I very much look

forward to a productive working relationship with them and benefitting from the experience and expertise they bring to the role.

There are many discussions, visits and challenges that take place every day to ensure that the Force and other partners are focussed on the key policing objectives identified in the Police and Crime Plan.

Bringing together community safety and criminal justice partners

I am a firm believer in partnership working and fully support the decision made by my predecessor to put effective partnership working at the top of the agenda. It is clear to me that in order to deliver the strategic priorities set out in my Plan, the support of our partners will be imperative – the police cannot deal with these matters in isolation.

I am a member of the following regional and All Wales committees and boards:-

- All Wales Criminal Justice Board
- North Wales Safer Communities Board
- Area Planning Board
- Regional Leadership Board
- Violence Against Women and Girls Domestic Abuse & Sexual Assault (VAWDASV) Regional Board
- Early Action Together (Adverse Childhood Experiences) National Board
- All Wales Policing Group

It is through these forums that I can see the objective of effective partnerships being delivered and identify opportunities where we can improve how we work together, share relevant information and improve the effectiveness and efficiency of the services we provide to the public.

I have a duty to ensure that the “*criminal justice bodies which exercise functions as criminal justice bodies in that police area*”, provide an efficient and effective criminal justice system. In order to fulfil these duties I Chair the **North Wales Criminal Justice Board** (NWCJB). The NWCJB meets every quarter and is administered by my office.

Membership of the NWCJB includes the Chief Constable, Head of the Administration of Justice Department, and representatives from the Crown Prosecution Service, Her Majesty’s Court & Tribunal Service, HM Prison and Probation Service, Wales Community Rehabilitation Company, and Youth Offending Teams.

The purpose of the North Wales Criminal Justice Board is to bring together all Criminal Justice agencies and partners to deliver the vision for justice in North Wales.

My Vision for the Board is “*To maximise opportunities for the people of North Wales to be safer, and have confidence to engage with the Criminal Justice System when they have to*”.

In North Wales we have four Public Service Boards, introduced in Wales by the Well-being of Future Generations Act (2015). The purpose of Public Services Boards (PSBs) is to improve the economic, social, environmental and cultural well-being in its area by strengthening joint working across all public services in Wales. Each of the four Boards have completed a needs assessment and produced a plan that sets out its objectives and the steps it will take to meet them. I am pleased that in terms of delivering safer communities, all of the Boards plans support the delivery of my strategic priorities.

The Police Reform and Social Responsibility Act 2011 introduced a responsibility for me and responsible authorities in Community Safety Partnerships to act in co-operation with each other in exercising their respective functions. Historically the Community Safety Partnerships received funding from my Crime Reduction and Disorder Fund to address local problems. In 2017/18 I changed the process.

In my Annual Report last year I committed to exploring opportunities for joint and direct commissioning of services with partners to reduce crime and disorder and to provide services for victims of crime. I am pleased to report that the process to commission services has been changed and it is far more efficient. That is not my assessment but the assessment of those who applied for funding through my Early Intervention Fund. I have made £100,000 available each year for the next 3 years (commencing in 2018/19) to be used to fund a variety of projects with the main focus being on early intervention in the communities of North Wales. The grant is available across North Wales and encourages collaborative bids between partners. Projects which support and add value to the Adverse Childhood Experiences agenda will be particularly welcome.

Although the process of commissioning services has changed I can confirm that the amount of money I have distributed has not reduced. As the EIF has been introduced in 2018/19, I will provide further information in next year’s annual report.

I would like to take this opportunity to praise the co-operation of all partners and am particularly grateful to the Probation Service, CRC, and the Third Sector in working with me and North Wales Police in order to effectively provide suitable support and services to those most in need, in particular victims and witnesses.



Co-operate with the other Police and Crime Commissioners

Co-operating with the other Police and Crime Commissioners to formulate and implement strategies across police force areas is an important function and contributes towards delivering the Strategic Policing Requirement. I have endeavoured to fulfil this function by regular meetings with my fellow Commissioners and their Chief Constables to discuss common interests and cross border matters in particular. I am also a Board member of the Association of Police and Crime Commissioners.

I meet regularly with the Police and Crime Commissioners of the North West of England. The collaboration work between North Wales Police and the police forces of the North West of England is of particular importance to the policing of North Wales as the geographical proximity means that we have shared priorities for tackling serious and organised crime, as well as providing operational cooperation for the police service.

I continue to be impressed by the results delivered by the Regional Organised Crime Unit (Titan). It is an outstanding example of collaborative working delivering tangible outcomes that keeps the communities of North Wales safe. It is therefore of great concern that the austerity measures of the last few years have left Titan, and indeed all ROCU's, facing significant financial challenges which threaten the safety of our communities.

In stark contrast to the outstanding results delivered in the North West of England, I have found collaboration on an all Wales basis to be tremendously frustrating over the last twelve months. I have expressed concern that as four Commissioners, we do not have equality of access to the lever of powers, both in Wales and in Westminster. I look forward to a more flexible, pragmatic and collegiate approach to policing in Wales.



The All Wales Policing Group which consists of the four Police and Crime Commissioners and four Chief Constables in Wales have appointed a dedicated Deputy Chief Constable to work on collaboration opportunities within Wales. I will report on the outcome of those opportunities in 2019.

On a national basis, all forces in England and Wales have collaborated on the delivery of the National Police Air Service, National Crime Intelligence Service, National Wildlife Crime Unit, National Police Freedom of Information and Data Protection Unit and the National Ballistics Intelligence Service.

More locally we now have a Tri-Force (Cheshire, Merseyside and North Wales) Niche Enabled Collaboration Programme a joint Firearms and Dog Unit with Cheshire Constabulary.

A year of engagement – a snapshot

I represent all of our communities across North Wales in ensuring their policing service is as efficient and effective as it can be. I therefore place great importance on getting out of the office and meeting the public at every opportunity. I cannot gather information without attending events, meetings, conferences and meeting members of North Wales' vibrant and diverse communities. I therefore provide here only a snapshot of some of the events I have hosted or attended during 2017/18.

Anglesey

- Attended the Eisteddfod in Anglesey for the week
- Visit to AGRO Cymru, Llangefni
- The Anglesey Agricultural Show
- Showcase Community Football Fun Day, Amlwch



Gwynedd

- Visit to Kaleidoscope Project & ARCH Initiatives, Bangor
- Opened RASSAC North Wales Open day
- Visit to Penygroes Helpline Centre with Sian Gwenllian AM.
- Met with the Farmers Union of Wales who promote and protect the interests of their members by working with and influencing government, the supply chain and consumers in order to secure a stable and sustainable future for Welsh agriculture and to get the best possible for members.

Conwy

- Visit to Arc Communities, Colwyn Bay. Arc provides people with the support that they need to achieve their recovery in the community helping them find purpose, and make the best use of all their skills.
- Visit to Cartrefi Conwy, Housing Association
- Hope Restored PACT Visit, Llandudno
- Modern Slavery Conference, Colwyn Bay to bring partners together to explain Modern Slavery and what to look out for.
- Opening of the new refurbished Llandudno Police Station



Agricultural and National Shows

The summer months give me a chance to get out and speak to my local community at the agricultural and national shows. They provide a great opportunity to hear about local issues, the public's concerns and simply getting to know people across North Wales.

Consultation Events

In order to write or review my Police and Crime Plan I must consult with the people of North Wales to hear their views on my priorities. I held a number of joint consultation events with the Chief Constable to listen to your views on my police and crime objectives. These meetings are very important because it allows me to understand local issues and hear the opinions of the North Wales communities.

Third Sector

It is extremely important to me to visit third sector agencies to see their excellent contribution to our community. They provide a wide range of services to all members of our society and are a key part in partnership working.

Community Groups

In addition to third sector agencies I have had the privilege in attending a number of community groups from Anglesey to Wrexham. I feel it is essential to show my support to those groups that contribute in some way to all ages in our society.



Denbighshire

- Only Boys Allowed PACT Visit, Rhyl Pavilion
- Guest speaker to the Clwyd Magistrate Association Meeting
- Visit to Arc Communities, Rhyl
- Guest Speaker Clwyd Denbigh Federation of Women's Institute

Flintshire

- North East Wales Diversity Festival
- Visit the Scouts PACT Winners in Flint
- Visit to Dangerpoint with Ysgol y Waun

Wrexham

- Hosted Transform Drugs/Anyone's Child Evening Event in Wrexham
- Fundraising for the Homeless in Wrexham
- Guest Speaker North East Wales 12 Steps to Freedom

Police and Crime Plan Strategic Priorities - 2017/18 Progress Report:

As Police and Crime Commissioner, I am responsible for the strategic direction of policing in North Wales. That strategic direction is set out in my Police and Crime Plan. The Chief Constable is responsible for all operational matters and the delivery of my Plan.

This section of the annual report will focus on the progress made during 2017/18 against my strategic priorities set out in my Plan.

My police and crime objectives have been developed in response to the areas of greatest threat, risk and harm facing the communities of North Wales. They have also been informed by an extensive consultation process. I do not agree with having too many priorities, by its very nature everything cannot be a priority.

I have identified five priority areas for North Wales Police.

- Domestic Abuse
- Sexual Abuse (including child sexual exploitation)
- Modern Slavery
- Organised Crime
- Delivering Safer Neighbourhoods

The Chief Constable's Delivery Plan sets out the specific actions North Wales Police will take in delivering these priorities. Of note is the importance of partnership working in tackling them. All priority areas present issues beyond policing and an effective response can only be delivered in partnership.

Domestic Abuse

My ambition over the course of the 2017-21 Plan is to:

- Deliver a quality and consistent service to victims of domestic abuse from initial contact onwards.
- Ensure survivors of Domestic Abuse have trust and confidence in North Wales Police.
- Protect survivors of domestic abuse by reducing the risk of future harm; and
- Develop a robust perpetrator intervention programme.

One of the ways in which I scrutinised the Force's performance in relation to this priority this year was by attending meetings of North Wales Police's Protecting Vulnerable People (PVP) Scrutiny Panel. The purpose of this Panel is to discuss key areas of PVP matters (Rape and Serious Sexual Offences, Domestic Abuse, Honour Based Abuse, Forced Marriage, Female Genital Mutilation, Mental health Stalking/Harassment, Missing Persons, and Child Abuse etc). Members of the Panel are expected to share the key themes and learning with colleagues in their various departments.

Scrutiny via my Strategic Executive Board demonstrated that in 2017/18 there was a 20.8% increase in repeat domestic abuse victims year on year. However, I understand that the recent trend is downwards. This recent downward trend is being investigated to understand whether this is linked to positive outcomes from activity during the year. The level of repeat offending has seen a year on year reduction, currently down 6.8%.

CPS data (to December 2017) shows successful Domestic Abuse court cases to be consistent and positive:

	SUCCESSFUL	TOTAL CASES	% SUCCESSFUL
YEAR TO DATE	874	1079	81.0%
LAST YEAR TO DATE	770	992	77.6%

Upon publication of the Police and Crime Plan, I gave an assurance that I would work with partners to safeguard survivors of domestic abuse and deliver a range of multi-agency interventions. As a result of this, I recently participated in the development of the North Wales Violence Against Women, Domestic Abuse and Sexual Violence Regional Strategy. The Chief Executive of the OPCC Chairs the North Wales Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategic Board and is therefore responsible for ensuring that the regional strategy is implemented effectively.

The Regional Strategy outlines how organisations in North Wales will address their responsibilities as identified by the VAWDASV 2015 (Wales) Act, and how local activity will contribute to the overall objectives of the VAWDASV National Strategy.

In accordance with the Regional Strategy the North Wales VAWDASV Strategic Objectives are as follows:

- Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across the North Wales population
- Increased awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong
- Increased focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety
- Make early intervention and prevention a priority

- Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors
- Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services across North Wales

It is evident that there is a great deal of expertise and knowledge in this field in North Wales and there is already a strong ethos of partnership working. However, I strongly believe that this can be improved.

Commissioners, including myself, need to work more closely with specialist service providers and service users to understand the barriers to accessing services and co-produce the most effective means to minimise the barriers and enable equal access to support.



It is apparent that over previous years there has been no consistency of provision across the region. Accessing services has become a postcode lottery, due to short term funding. As stated above the OPCC was a member of a Welsh Government Task and Finish Group the purpose of which was to support delivery of the national strategy on Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) Delivery Plan by reviewing all funding arrangements and sources that currently support VAWDASV services and interventions across Wales. The group concluded its work by the end of 2017, and recommended a sustainable funding model and draft statutory guidance to the VAWDASV National Advisory Group, chaired by the Cabinet Secretary for Communities and Children.

In order for specialist VAWDASV services to be sustainable, we need to consider how finances for these services are provided over a longer agreed period in order that specialist services are able to plan for the future and so provide flexible, responsive services based on what survivors need. In particular we need to consider improving levels of specialist support for children that have been affected by abuse. Sustainable services have to be built upon sustainable funding and a commissioning strategy. Specialist services need resourcing to attain greater sustainability, particularly in relation to specialist support for children and young people.

The College of Policing have yet to publish an Authorised Professional Practice on Stalking and Harassment but we assess that this work is of utmost importance to improve our service to victims of these crimes, and this has been progressed as a priority. A comprehensive training package has been developed by North Wales Police and supported by an intranet and printed poster awareness raising campaign.

North Wales Police and my office have been actively participating and cooperating in Domestic Homicide Reviews currently ongoing in the North Wales Police area.

Work continues, via the Regional VAWDASV Strategic Board to develop perpetrator interventions across North Wales, and to increase awareness of domestic abuse amongst health practitioners.

Sexual Abuse (including Child Sexual Exploitation)

My ambition over the course of the 2017-21 Plan is to:

- **Protect victims of sexual abuse by reducing the likelihood of them becoming a victim and repeat victim in the first place.**
- **Ensure victims have trust and confidence in North Wales Police so that they feel confident to report all incidents of Child Sexual Exploitation.**
- **Deliver a quality and consistent service to victims of Child Sexual Exploitation from initial contact onwards.**
- **Proactively target perpetrators and bring them to justice.**

Myself and North Wales Police had been concerned about the withdrawal of Barnardo's' Return Home Interview Service since we were of the view that this service was invaluable in identifying children at risk of CSE and we were concerned that the withdrawal of this service would lead to less CSE crimes being discovered. As a result of our concerns local authority colleagues have now recognised and agreed to review the service.

North Wales Police works with partners via the North Wales Child Sexual Exploitation Executive Board to deliver joint action plans to ensure a high quality and consistent service for all victims of Child Sexual Exploitation.



Effective and timely information sharing between partner agencies is vitally important in the fight against Child Sexual Exploitation. We are currently in the process of drafting a regional Information Sharing Protocol for Child Sexual Exploitation, Missing and Trafficking.

North Wales Police are currently working in conjunction with the Regional CSE Social Worker to complete an audit around CSE cases. This audit will review investigative timelines and the potential blockers currently being experienced across the North Wales region. The result of the audit will be delivered to the CSE Executive Board to influence improved working practices across North Wales.

National CSE disruption guidance is due out imminently. A draft guidance document has been created from a North Wales perspective. The release of the National guidance is awaited prior to the publication and launch of the North Wales guidance. This guidance will educate and inform disruption activity at a neighbourhood and serious organised crime level.

The CSE Protocol under the All Wales Child Protection Procedures is currently being reviewed and updated. The guidance will come out for consultation in September 2018.

Modern Slavery

My ambition over the course of the 2017-21 Plan is to:

- Increased reporting of offences of Modern Slavery.
- Deliver an effective multi agency action plan to tackle these offences.
- Increased awareness of Modern Slavery within our partner organisations.

Modern Slavery is an umbrella term, encompassing human trafficking, slavery, servitude and forced labour. Put simply, it is the movement of a person from one place to another (this could be country to country, town to town, or even one room in a building to another) into conditions of exploitation. Perpetrators use various methods of control, including deception, coercion, abuse of power or the abuse of the person's vulnerability.

This crime is hidden, often in plain sight; on our high streets, in local businesses and even residential streets. Unwittingly, our communities may be using victims of Modern Slavery to wash their cars, paint their nails and lay their drives. They may even be living next door.

Modern Slavery, like domestic abuse cannot be tackled by a single agency alone. It is as much a social, community and environmental issue as a criminal one. Partnership working to tackle modern slavery is not simply desirable, it is essential. We need all public sector bodies pulling together with the support of private and third sector organisations to have any chance of effectively tackling the crimes linked to modern slavery.

In October 2017 I held a conference for public bodies to give them a greater understanding about modern slavery, detailing what it looks like in North Wales and highlighting their responsibilities to tackle it. The conference had contributions from national leaders in the field including Kevin Hyland, the National-Anti Slavery Commissioner, Roy McComb, Deputy Director of Modern Slavery and

Human Trafficking at the National Crime Agency and Paul Broadbent, Chief Executive of the Gangmasters Labour Abuse Authority. The knowledge and excellence of these industry leaders helped me to get across my message to partners that modern slavery is everyone's business.

Since the conference I have seen a marked increase in activity amongst partners around the modern slavery agenda. The Regional Modern Slavery Group has made good progress this year and I am pleased to see the evident increase in understanding and engagement we are seeing from our partners in the public, private and third sector. There is still a lot of work to do for everyone involved with modern slavery and further improvements must be made. However I am confident that my conference helped to raise the profile of the issue and create a greater understanding of the crimes associated with Modern Slavery and the responses needed.

I also monitor the Force on their activity and performance in relation Modern Slavery. There has been an increase this year in the number of intelligence submissions received by the Force. This intelligence helps the police to disrupt and tackle the crime and to safeguard victims. Although crime numbers are currently low these will build as intelligence submissions increase and more people understand what modern slavery is, what it looks like and how to report and deal with it.

National Crime Agency figures for 2017 indicate that North Wales Police have made a significant number of referrals to the National Referral Mechanism comparative to its size and other Forces. Of the 54 referrals made by Welsh Forces, 21 (almost 39%) came from North Wales Police.

In 2017 I commissioned Victim Support to supply the services of a Modern Slavery Support Worker to work alongside the Modern Slavery Unit and within the Victim Help Centre to provide key support to victims of modern slavery and to raise awareness amongst vulnerable groups. This was the first role of its kind. A key part of the role is to provide more assurance for victims so they

continue in contact with police and other criminal justice partners to see a proper conclusion to their case.

In my awards ceremony this year I created an award for a person or organisation that had significantly contributed towards the anti-slavery agenda. This went to Sian Humphreys of Barnardo's for her work as an Independent Child Trafficking Advocate (ICTA). Sian is one of four ICTAs across Wales. End of year figures show that she is working so effectively with the Modern Slavery Unit that she is responsible for just less than half of all referrals across Wales. It is this type of partnership working that I encourage to help effectively deal with modern slavery and it's most vulnerable victims.



PCC ARFON JONES ADDRESSING THE AUDIENCE AT THE MODERN DAY SLAVERY CONFERENCE

Organised Crime

My ambition over the course of the 2017-21 Plan is to:

- **Full assessment of the OCG's operating in our area and a multi layered response to disrupt these groups and particularly those posing the greatest risk/harm.**
- **Publicise our success stories achieved through Operation Scorpion, thereby increasing awareness of this type of criminality in North Wales.**
- **Deployment of effective disruption tactics.**
- **Effective youth intervention where young people are known to affiliate with OCGs.**
- **Better pathways for drug users to seek treatment.**

As with modern day slavery, during the course of 2017/18 the risk score has increased for organised crime, mainly in relation to the supply of class A drugs. Organised supply of Class A drugs changed from Medium to High Risk due to a substantial change in our understanding of OCG capability and intent. There has been a notable increase in drug related violence in the North West in the reporting period and it is likely that local threats and activity are reflective of this.

Operational activity has focussed on enhancing internal governance, dealing with increased threats from the North West, along with substantial multi-agency and partnership working. An increase in drug related violence in the North West, particularly Merseyside, has increased the threat in North Wales and significantly impacted on our resources.

A gap analysis was conducted by North Wales Police to identify good practice and opportunities for development in both the proactive and reactive management of our high risk groups. There is now in place a dynamic data sharing process with the Regional Organised Crime Unit in regards to emerging threats whereby intelligence is shared fast-time.

Preventative work is ongoing through Community Safety with the use of Closure Orders under the new ASB, Crime and Policing Act to disrupt problem premises utilised by OCGs exploiting vulnerable tenants.

The use and supply of Psychoactive Substances has been identified as a strategic threat. Substantial multi-agency engagement with users is taking place in Wrexham and initial analysis has been completed.

During the last twelve months, all Local Authorities have been required by the Home Office to audit their procurement processes to assess the risk from Organised Crime and corruption, a move which I welcomed. In order to support our partners, North Wales Police officers conducted briefings to relevant LA departments to support their understanding of the threats.

County Lines

County Lines is the term used by police and law enforcement to commonly describe the approach taken by gangs and criminal networks originating from urban areas who travel to locations such as county or coastal towns to sell Class A drugs. Gangs typically use children and vulnerable young people to deliver drugs to customers and this often involves deception, intimidation, violence, debt bondage and/or grooming. The county lines business model is linked by a marketed mobile phone line through which users phone for specific drugs to be supplied.

A strategy to tackle County Lines has been developed with a view to reducing harm to the communities of Merseyside, Cheshire and North Wales.

Given the scale of the challenge presented by County Lines, I intend to amend my Police and Crime Plan to ensure County Lines features more prominently.

A number of Proceeds Of Crime Act (POCA) orders were successful in 2017/18 totalling £731,257.

Drugs

Class A Drug supply is inextricably linked to organised crime. My views on current drugs policy are well documented. I am an advocate of treating drug misuse as a health issue rather than a criminal matter. During 2017 I hosted a special summit in Wrexham on the regulation of drugs. The event was organised by the charity Anyone's Child, an international network of families who have lost children to drugs and believe that prohibition is counter-productive and harmful. The aim of the event which attracted a full house of 70 people was to promote a discussion about what a new approach to drugs could mean for Wrexham's families and communities. A lively question and answer session followed the speeches, with the vast majority of the audience supporting the idea of regulating drugs.

The UK Government released its Drug Strategy in 2017 and included increasing the number of users in recovery as one of its main priorities. Although a positive step in acknowledging the need to support those in recovery, the Government continue to disregard the benefits of a drug consumption room. I have, and will continue to put pressure on the UK Government to reconsider how they will reduce the number of users in the UK.

Diverting individuals away from the Criminal Justice System by addressing their underlying issues continues to be a priority for me. In the last year I have spent a considerable amount of time researching and visiting different diversion programmes to find the one that will be best suited to North Wales.

The Checkpoint programme in Durham provides individuals who appear in custody for a low level offence with an alternative to the Criminal Justice System. This programme offers individuals with support via a designated navigator to address the underlying issues which have caused them to offend. This type of scheme provides individuals with a choice, if they choose not to attend the programme they will be processed through the Criminal Justice System as they usually would.



The Bristol Education programme is a diversion scheme which targets those in possession for personal use of illegal substances from Class A down to Class C. This programme is similar to a speed awareness course as it a four hour intervention and if successfully completed the individual will not receive a criminal record. A four hour intervention course would be best suited to individuals who are recreational users as opposed to problematic users.

The last 12 months have been essential in researching and developing ideas as to what diversion schemes would be best suited to North Wales. Unlike other forces who have implemented diversion schemes such as Durham and Avon and Somerset, the geographical landscape of North Wales differs from urban areas to very rural locations and we of course also have the Welsh language requirements to consider. Over the next 12 months a decision will be made on the preferred model with implementation by October 2019.

Delivering Safer Neighbourhoods

The visible presence of the police deters crimes which occur in public places, reassures the majority of the public and reinforces its links with the police. However, as I state within my Police and Crime Plan, 30% of reported crimes are now committed online and more than half of all fraud offences are online. Accordingly, our diminishing resources must be focused on the areas of greatest threat, risk and harm.

I am determined that our diminishing resources must focus on the areas of serious criminality and vulnerability, delivering visibility is therefore extremely challenging. We must differentiate between being visible and being accessible.

There is an opportunity for North Wales Police to continue to develop its digital and online presence as an effective form of engagement. With the recent appointment of Chief Constable Carl Foulkes, the National Police Chiefs lead for digital policing, I look forward to further developments in this area over the coming twelve months.

Throughout 2017/18, national performance indicators have remained positive in respect of the public agreeing that North Wales Police understands community issues.

NWP social media accounts also showed a healthy and growing engagement which was backed up by a Public Confidence Survey which showed higher levels of engagement and positive feedback on accessibility.

In February 2017, 1350 Samsung S7 devices were deployed to frontline officers and PCSOs, with app functionality for the Force's Record Management System released in June 2017. Further updates included enabling officers to complete a plethora of forms (such as CID16 and Sudden Death forms) on their mobile devices.

A Problem Orientated Partnerships Event was held in September 2017. The event embraced all that is good about partnership working and encouraged further participation through Reward and Recognition.

I regularly engage with members of the public, businesses, third sector organisations, police officers and staff, and elected representatives from across North Wales. All of these meetings have enabled me to ascertain how effective North Wales Police is at understanding community issues and how engaged the public feel in respect of policing issues.

The importance of community engagement to the public during 2017 has been a matter of real focus.

The terrorist attacks in Westminster (March 2017), Manchester (May 2017), London Bridge, Finsbury Park (both June 2017) and Parsons Green (September 2017) brought the importance of the police service into sharp focus, and in particular the bravery shown on a daily basis in protecting our communities. North Wales Police responded with increased visibility and engagement to ensure the public feel safe in their neighbourhoods.

On the night of the Manchester Attack North Wales Police officers responded immediately and deployed officers in the city centre to provide armed assistance to Greater Manchester Police in the hours and days afterwards. During the follow up operations officers patrolled side by side with their GMP colleagues demonstrating that policing stands together in support of all of our communities. Our personnel were present for the public events and concerts and found it a humbling but hugely positive period in their service. Mancunians, visitors and fellow officers shook hands and spoke emotionally of how much it meant to see the Heddllu side by side with GMP officers who were in a state of near exhaustion.

Meanwhile patrols were stepped up to make sure events and concerts taking place in North Wales had enhanced levels of firearms, search and patrol cover to ensure that normal life could continue with a high level of reassurance. Young people, parents and event hosts expressed gratitude to see the increased presence. Some remarked that our presence changed their minds on whether to continue to attend large public events. NWP officers supported many challenging and urgent policing investigations across the North West region and London with specialist officers across a number of disciplines deploying at little or no notice for protracted periods away from family. This continued throughout the tumultuous and, at times, tragic Summer of 2017.

Summary of Outcomes

Performance is measured by comparing 2017/18 against the previous year April 2016 to March 2017 (unless states) in order to identify any areas of concern, which also assists me in carrying out my scrutiny of the Chief Constable and holding him to account in the delivery of my Plan.

Domestic Violence Outcomes

DELIVERY PLAN MEASURE	PERFORMANCE
Effective investigation, safeguarding and victim care	Evidence of Safeguarding: 96.0% Supervisory Direction: 92.0% Investigation progressed Expeditiously: 96.0% Compliant with Victims Code of Practice: 80.0%
Repeat victims 3+	2,162 (+21.3%)
Repeat offenders 3+	819 (-4.1%)
Strategic risk score	High
Victim Confidence and satisfaction	No data - to be recorded once staff recruited

Crown Prosecution Service DV Outcomes (to December 2017)

	SUCCESSFUL	TOTAL CASES	% SUCCESSFUL
MONTH	79	97	81.4%
YEAR TO DATE	874	1079	81.0%
LAST YEAR TO DATE	770	992	77.6%

Modern Day Slavery Outcomes

DELIVERY PLAN MEASURE	PERFORMANCE
Effective investigation, safeguarding and victim care	Evidence of Safeguarding: 100% Supervisory Direction: 100% Investigation progressed Expeditiously: 100% Compliant with Victims Code of Practice: 100%
Repeat victims 3+	Numbers too small at present
Repeat offenders 3+	Numbers too small at present
Strategic risk score	High
Victim Confidence and satisfaction	No data - to be recorded once staff recruited

Serious and Organised Crime Outcomes

DELIVERY PLAN MEASURE	PERFORMANCE
OCG Intent and Capability	There are more OCGs being identified during the year, with increases in all levels of seriousness.
Strategic risk score	Organised supply of Class A drugs remains High. Cyber Dependent Crime remains at Medium (notable increase in drug related violence in the North West).

Drugs

Year on year there has been a 6.1% increase in drugs occurrences, up from 1270 to 1347. The majority of these have been possession offences.

This year has seen successful prosecutions for Class A drugs supply with the Force pro-actively targeting Organised Crime Groups (OCGs) and bringing their members to justice. An example of this is Operation Bypassed which was a focussed investigation on the supply of Class A drugs into the county of Wrexham, by suspects who formed part of an OCG from Liverpool. The gang were operating a 'County Line' and also 'cuckooing' – which is a term for taking over the properties of local vulnerable people. 4 offenders have been convicted and a total cash seizure of £46,000 made. The total sentencing being 32 years and 4 months.

Another successful prosecution is Operation Lamberts. This was another OCG from Liverpool, supplying drugs into the Deeside area of the Force.

Again a County Line was identified, £3,983.00 seized in cash and three offenders have been convicted for conspiracy to supply class A drugs and received a total sentence of 11yrs and 4 months.

Year to date there has been a reduction in drug arrests of 38.0%. This matches the pattern of cannabis warnings which has reduced 32.0% year on year although over the long term has seen relative stability. There has been a move toward using voluntary attendance at custody rather than arrests. There is also a focus on production and supply offences rather than possession, which has led to the drop in arrests and warnings, as these accounts for a small proportion of all drugs occurrences. I provide further detail on my views on drugs policy within this report.

YEAR TO DATE	LAST YEAR TO DATE	% CHANGE
675	1088	-38%

Child Sexual Exploitation Outcomes

DELIVERY PLAN MEASURE	PERFORMANCE
Effective investigation, safeguarding and victim care	Evidence of Safeguarding: 100% Supervisory Direction: 100% Investigation progressed Expeditiously: 100% Compliant with Victims Code of Practice: 100%
Repeat victims 3+	Measure under review
Repeat offenders 3+	Measure under review
Strategic risk score	Contact Offending (including grooming) Medium CSE - Online Indecent Images of Children Medium (Loss of Barnardo's support is detrimental but overall capacity mitigates this).
Victim Confidence and satisfaction	Measure under review

Safer Neighbourhoods Outcomes (March 2018 data)

DELIVERY PLAN MEASURE	PERFORMANCE
Police understands community issues	76.0% of public agree
Police responds to community issues	63.8% of public agree
Use of mobile data	11% total activity used mobile data
Use of social media for community engagement	Increasing engagement from the public with NWP social media
Safer Neighbourhood Teams involvement with vulnerability	Measure under review

Crime Recording Standards

The integrity of North Wales Police crime recording processes is of fundamental importance. It tells me, and the people of North Wales, that my Plan is built on the foundation of accurate data. It confirms that my scrutiny of the Force's performance is based on accurate information.

In 2017 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) carried out an inspection into crime recording standards and practices in North Wales (this was a review of how accurately the Force record crime).

Her Majesty's Inspectorates concluded that North Wales Police "requires improvement" in respect of its accuracy in crime recording. Whilst I agreed that there is room for improvement in certain areas, I am reassured that work to address the concerns highlighted in the report had commenced prior to its publication. It is also important to note that a number of positives were identified in the report which cannot be ignored.

The first question looked at the Force's effectiveness at recording crime and graded the force as "requires improvement". The Force's overall crime-recording rate was 88.3% with an estimate of 5300 missed crimes each year. I was initially concerned to hear that a number of these missed crimes included domestic related incidents as tackling domestic violence is a priority within my Police and Crime Plan. However, the force had already commissioned a wide ranging review of how vulnerability is dealt with and have invested a considerable amount of training on the 'THRIVE' (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) process.

I am reassured that all of the missed crimes identified during the inspection have been reviewed by the force and all that required safeguarding measures were reviewed by the Protecting Vulnerable People Unit.

I am satisfied that all of the victims identified within these missed crimes did receive the support and access to services that they required. It should be noted that the accuracy in the crime recording of sexual offences was commended by the inspectorate who identified the improvements made by the force since the 2014 inspection which has seen improvements and increased consistency with a 96.9% compliance rate. The accuracy in recording sexual offences is an important factor in increasing the public's confidence in North Wales Police. As one of my priorities in my Police and Crime Plan I aim to increase reporting of sexual abuse and increase the number of perpetrators brought to justice.

The second question focussed on how efficient are the force's systems and processes in supporting accurate crime recording, which resulted in a "good" grading for North Wales Police.

The final question focussed on how well the force demonstrates leadership and culture necessary to meet the national standards for crime recording. I am extremely pleased that North Wales Police were graded as "outstanding" for their leadership and culture. The force continues to work hard to ensure that the victim is placed at the forefront of the crime recording decisions. There have been a number of changes implemented since the previous inspection in 2014 to continue to drive and deliver an effective and efficient service to the people of North Wales.

The Financial Outlook

Despite there being more certainty around the 2019/20 settlement than has been the case in recent years, the financial outlook remains challenging. It has been stated that the policing grant allocated to Police and Crime Commissioners will be the same in 2019/20 as in the current financial year. However, this will be confirmed only when the settlement announcements are made.

Even though a flat-cash settlement is a significant improvement on most years since 2010/11, this still represents a real-terms cut in grant funding. With the lifting of the 1% cap on public sector pay increases, and general inflation running at 2.3% (CPI May 2018), I would need to increase council tax by around 4.5% in 2019/20 simply in order for the policing budget to keep pace with rising prices. Even allowing for inflation at 2% (in line with current public sector pay increases) this would require an increase of 3.9%.

In addition, the proposed increase to employers' contributions to police pensions will mean an additional £1.982m in 2019/20, equivalent to an additional 2.65% increase in council tax. A further increase of £3.304m is proposed from 2020/21, meaning that employers' pension contributions will be £5.286m higher than at present. The late announcement of this has meant it has not been possible to plan for this in advance.

My reserves are planned to reduce rapidly over the next couple of years, as I am using them to fund investments in my estate and IT. I will then need to decide whether to fund the next round of capital investment from borrowing, whether to build up my reserves again in order to fund this investment, or whether the funding should be from a combination of these. Whichever option I choose, this will have an impact on the revenue budget going forward.

Many of the emerging crime types identified in my Police and Crime Plan are more expensive to investigate than traditional volume crime. Servicing this need, together with my commitment to delivering safer neighbourhoods, means that there is a need to identify areas where savings can be achieved, in order to keep council tax increases at a reasonable level. To this end, the Force has begun an Operational Improvement Programme (OIP) to consider ways to change the Force's working practices in order to deliver the best possible services within the funding available. The first results of the OIP's work will be reflected in the 2019/20 budget proposals.

Funding and Finance

Police Budget

The Police and Crime Commissioner is responsible for setting the budget provided to the Chief Constable for the delivery of policing in North Wales. A net budget of £141.1m was allocated to the Chief Constable for 2017/18. The remaining £2.05m was used for my Commissioner's Fund (which funds initiatives such as community safety, drug intervention and youth justice) and also for the costs of my office.

Whilst central government grants, determined by the Home Office, accounted for 50% of funding, 50% was funded by local taxpayers. The Statements of Accounts are available on my website.

The 2017/18 financial year was challenging, with a further £2.686m cuts delivered. Together with cuts of £1.453m to be delivered in 2018/19, and taking into account inflation and other pressures, in real terms the policing budget in North Wales is currently £31m less than in 2010/11. Despite the more positive outlook since 2015, the position remains challenging.

The Office of the Police and Crime Commissioner

The annual budget for 2017/18 was set at £792,673. This represents a small increase on the budget for the previous year and reflects my office's share of the Apprenticeship Levy, and an increase in internal audit fees (the budget for which is held by my office). The Apprenticeship Levy was introduced by the Government in 2017-18; this is an additional cost to the Force of £0.440m. The Government in England has agreed that the levy can be re-invested into the Police Education Qualification Framework (PEQF), a new professional framework for training police officers and staff. The Welsh Government do not have the same policy on Apprenticeship funding and

currently does not intend to fund any PEQF costs. Tuition fees will eventually cost the Force and additional £0.558m for Police Constable training.

Delivery of the Estates Strategy

During 2017/18 a new Estates Strategy was drawn up and agreed covering the period 2018/2028. The objective of the 2018 Estate Strategy is to establish a 10 year framework to consolidate and provide an agile and flexible estate designed for normality rather than exceptions and further reduce annual estate revenue costs.

The 2018 Estate Strategy builds upon the major capital project and asset enhancement programme that has been delivered since 2012. The final elements of this implementation are due for delivery in late 2018 with the completion of the Llay and Wrexham Town Centre projects.

The **new police station in Llandudno** was completed in July 2017 and became fully operational in October 2017. The building provides operational response facilities and neighbourhood policing team accommodation on the site of the former Llandudno Police Station.

Buckley police Station relocated from the police station to the Fire Station in 2017. It has joint use of health and welfare facilities with a separate office for police use.

Prestatyn police station, formerly located in Denbighshire County Council Buildings closed during 2017 due to the Local Authority selling the property. It was not possible to find an alternative location for a station. It was therefore decided to relocate the staff to Rhuddlan Police Station and create a police base at Prestatyn Fire Station. This is the first full trial of the use of personal issue 2 in 1 computers, which ought to enable less reliance upon a physical building to update casework.

Commissioning of Services

Commissioning in the Office of the Police and Crime Commissioner is about making the most effective use of all the resources available from money to partnerships whilst securing the best outcomes and the maximum value in a long term sustainable manner.

The National Audit Office has outlined eight principles of good commissioning to help deliver efficiency gains and community benefits, which are underpinned by:-

- understanding the needs of users and local communities (including seeking feedback) and putting that at the heart of the commissioning process
- engaging the expertise of the Third Sector¹ and market leading organisations to understand the contribution they can make and consider investing within those areas to enhance service delivery
- This must work together with delivering Social Value in the form of Social Economic, Environmental and Cultural Wellbeing to the people and communities of North Wales. As I have stated within this report, during 2017/18 I employed a consultant to develop a Social Value Policy for my office and North Wales Police to ensure the social value of the services we commission are maximised and bring benefit to the local economy.

The Commissioner's Fund 2017/18

The Commissioner's Fund is made up of grant funding streams previously ring-fenced and includes the Community Safety Fund, the Drug Intervention Programme (DIP) Fund, and Youth Crime and Substance Misuse Prevention Funding.

The funding distribution for the year as shared by organisation is detailed below.

RECIPIENT	GRANT
DIP	£892,622
CAIS	£6,890
NWP	£37,000
Gwynedd & Ynys Mon	£51,964
Conwy & Denbighshire	£11,126
Wrexham	£86,847
Flintshire	£69,430
IOM	£10,000
MDS	£38,376
Pathfinder	£61,208
TOTAL	£1,265,463

Following a change implemented in 2017/18, all financial support for the Youth Offending Teams (which was previously provided by the Force and from the Commissioner's Fund) has been combined, and will now be administered completely by my office. This small change makes it simpler for local authorities to administer, provides me with greater oversight of contributions to local authorities, and releases valuable staff time, enabling police staff to concentrate on supporting police officers.

¹The Third Sector refers to non-governmental and non-profit-making organisations or associations, including charities, voluntary and community groups, cooperatives, etc.

Victims' Services Fund

In addition to the Community Safety Fund, I receive a grant from the Ministry of Justice each year to commission services in support of victims. During 2017/18 I commissioned the following services:

- The Victims' Help Centre
- Independent Domestic Violence Advisors (IDVAs)
- Independent Sexual Violence Advisors (ISVAs)

Each of these services improved the care and support afforded to victims of crime across North Wales.

RECIPIENT	GRANT
Gwynedd IDVA	£29,400
Anglesey IDVA	£11,900
Denbighshire IDVA	£11,900
Flintshire IDVA	£40,637
Conwy IDVA	£36,400
Wrexham IDVA	£74,820
BAWSO Regional	£35,000
SARC	£120,000
Victim Help Centre	£390,394
Stepping Stones	£17,000
RASASC	£22,000
Staff costs	£24,625

My office worked with the North Wales Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategic Board to ensure that the VAWDASV Commissioning Plan for 2018-19 is consistent with my Police and Crime priorities and the VAWDASV Strategy. Through effective partnership working, with both non-devolved and devolved authorities, we will be able to support innovative practices and ideas, provide value for money, as well as supporting long-existing services. This will enable us, through working in collaboration, to provide a complete package of support for victims, survivors and their families.

I have also commissioned services to support victims of Child Sexual Abuse. These services are vital and provide much needed support to victims who have been impacted by the long term effects of this crime.

Since 2015-16 funding has been provided for the important work of the Children and Young People's Sexual Violence Service. This support was allocated again in 2017/18 and continues to be a priority area. When this service was established it was the first time that children and families were able to have this support in North Wales. This service is essential for children and young people who are victims of sexual violence and their families to enable them to receive a vital, seamless support service which is unconditional on a positive charging decision.

Domestic Abuse is a key priority and is funded through both the Commissioner's Fund and Victims Services Fund. This funding is used to ensure that the existing service level is maintained and that the provision supports both male and female victims of domestic violence. Support is given by ensuring victims are kept safe and encouraging and empowering service users to discuss practical options and develop individual and/or family safety and support plans. The service supports victims of specific offences such as domestic violence and family related issues.

Victims have provided the following feedback on having this independent support in place:

“

“Thank you for your help, I didn’t know who else to turn to”

“Thank you for taking the time to listen to me and understand everything. ”

“You empowered me to take control and made me look at things in a different light, you really helped me at my lowest point”

“I can’t thank you enough for helping with the hotels/travel and food costs. Everything else is such a worry, I wouldn’t have coped with trying to organise that too.”

“Thank you so much, you have been a lifeline for us. We have been able to concentrate solely on the families of the victims because of all the support you have given to us and them.”

It is important to note that without this commitment from the Office of the Police and Crime Commissioner these organisations would find it very difficult to support these victims in the community.

CONTACTS

Office of the Police and Crime Commissioner

I have a small team of staff who support me to carry-out my role as Police and Crime Commissioner for North Wales. If you have any queries or would like to speak to someone about how you can get involved with future consultations or events please contact:

01492 805486 or contact me by email at OPCC@northwales.pnn.police.uk

To keep up to date with my latest work you can:

• visit my website www.nwppc.CYMRU • follow me on twitter [@NorthWalesPCC](https://twitter.com/NorthWalesPCC)

North Wales Police

In an emergency the number to dial is 999 and if you have a non-urgent query or information to share with the police please call 101.

Email northwalespolice@nthwales.pnn.police.uk website www.north-wales.police.uk

twitter [@nwpolice](https://twitter.com/nwpolice)

Victims Help Centre

If you have been a victim of crime, Victims Help Centre North Wales can offer you the support and advice you need. The service is free and totally confidential and can be accessed even if you have not reported your experience to the police.

Freephone 24 hour Supportline on 0808 16 89 111 or 0300 30 30 159

website www.victimhelpcentrenorthwales.org.uk

PACT

Police and Community Trust, can help you with an application for funding from the "Your Community, Your Choice" project. Contact on 01745 588516 website www.pactnorthwales.co.uk

Crime Stoppers

When you contact us, your anonymity is guaranteed - whether you choose to contact us on 0800 555 111 or by using our simple anonymous online form www.crimestoppers-uk.org

Modern Slavery Helpline

The Modern Slavery Helpline and Resource Centre brings us closer to the eradication of modern slavery. It provides victims, the public, statutory agencies and businesses access to information and support on a 24/7 basis. Contact on 08000 121 700 website www.modernslaveryhelpline.org