



# ANNUAL REPORT

2016/17

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OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES

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# Introduction

Welcome to this year's Annual Report which covers the period from 1st April 2016 to 31st March 2017.

This report provides information on the policing priorities set by my predecessor Mr Winston Roddick QC CB and my first full year in office.

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

I would like to take this opportunity to thank Mr Roddick for the work that he did as the first Police and Crime Commissioner for North Wales, congratulate him on his achievements and for the strong foundation he created for me to build on.

I would also like to thank everyone who has assisted me in my first year in office, especially the police officers, police staff, and special constabulary of North Wales Police; my small team of dedicated staff and all the volunteers that make up the policing family - I cannot do this job alone.

This report demonstrates that North Wales Police under the leadership of Chief Constable Mark Polin has performed very well. Following years of financial challenges the Force continues to deliver a policing service that we can all be proud of.

Finally, I would 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 very pleased that CoPaCC recognised my commitment and awarded me with their Transparency Award 2016. It is my intention to sustain this high level of accountability and this report reflects that commitment.

**Arfon Jones**  
Police and Crime Commissioner  
North Wales

# A year of achievements



I am extremely proud of the work and achievements of my Office, North Wales Police and our partners during my first year in office.

I have listed below examples of just a few achievements with the overall aim of making North Wales a safer place to live, work and visit. These achievements demonstrate good quality policing services to all and especially for victims of crime.

## April 2016

- The joint **Firearms Unit** with Cheshire Constabulary was extended to include both **Dog Sections** from April 2016. The Dog Welfare Visiting Scheme was also amalgamated.
- The Force, Betsi Cadwaladr University Health Board and the Welsh Ambulance Service Trust jointly operate a mental health **Street Triage** in Wrexham to reduce the number of S136 detentions. The money to set up this project was provided by a successful joint innovation bid of **£155,220** from the Home Office.
- **Approval** was given to the building of new divisional headquarters, custody suite and town centre police station in Wrexham. The new buildings will provide modern and accessible facilities to the Eastern Command Area.

## May 2016

- Supported the **Alcohol Treatment and Welfare Centre** which provides immediate first aid and welfare support to individuals who may be vulnerable as a result of excess alcohol consumption.
- North Wales Police were the **top performers** in obtaining funding from the proceeds of crime seizures securing **£106,850.53** which will be reinvested into our communities through the **"Your Community, Your Choice"** initiative.
- Employed a dedicated **Mental Health Caseworker** within the Victim Help Centre to help victims experiencing mental health problems.
- The **Rural Crime** team continue to lead the way in tackling and preventing rural crime in North Wales.

## June 2016

- Increased the deployment of **Police Cadets** at neighbourhood engagements, prevention work and operational simulation exercises. **Managed Response Unit** pilot went live to deal with slow-time incidents to resolve matters without deployment of officers.
- The **Commissioner's Fund** has provided funding to numerous projects and organisations to help tackle crime and disorder, to support victims of domestic and sexual assaults and for those committing crimes due to addiction. Just over **£2m was given** to a wide variety of service providers in 2016/17.
- **Engaged and helped** 14,168 victims, 1,864 of which were children and young people, who made contact with the Victims Help Centre. Service survey results showed 100% satisfaction and 75% improved feelings of health and wellbeing following service.



## July 2016

- The **Citizens in Policing** project continues to expand with increasing numbers of special constables, police staff volunteers and cadets. Voluntary projects and roles, now includes **Community Speedwatch Volunteers, a Force Chaplain** and a **First Aid Trainer**.
- There has been extended deployment of the **Special Constabulary** within the **Rural Crime Team**, during early evening patrol in Wrexham and to provide increased visible policing at events such as the Extravaganza weekend in Llandudno and Prom Day Extra in Colwyn Bay.

# A year of achievements



## August 2016

- Agreement made that officers from the Fire and Rescue Authority will assist North Wales Police with **Missing From Home incidents**. This will greatly relieve the demand on North Wales Police as in 2016/17, 1532 children and young people alone were reported as MFH.
- Keenly **scrutinised** the procedures of safer transport of supporters to football matches between Wrexham and Chester.
- Agreed and adopted a new **Joint Partnership and Collaboration Framework** which outlines the basic requirements for future partnerships, collaboration and other joint arrangements.

## September 2016

- The Police and Crime Commissioner and two cadets attended the National Police Memorial Day in September. The cadets were **privileged** to be two of only sixteen representing their Force nationally and met the Metropolitan Police Commissioner.
- North Wales Police's Cadet numbers **increased** to 105, compared to 60 last year.
- A joint **Early Intervention Team** was formed in Flintshire to work with those that generate the highest demand with regard to threat, harm and risk.
- DPCC delivered the key note speech on Child Sexual Exploitation at the conference hosted by Barnardo's in St Asaph.

## October 2016

- In response to the increase of photographic and video evidence from Dash Cams (dashboard cameras) being submitted, **Operation SNAP** was launched. This is now being developed on an All Wales basis by Go Safe.
- In conjunction with WAST **six clinicians** including a mental health nurse have been trained to provide medical advice to the Force's Incident Manager on who is the most vulnerable. The clinicians are funded by Welsh Assembly Government.



## November 2016

- The Police and Crime Commissioner won the CoPaCC **Transparency Award** for providing all statutory information openly and transparently.
- In addition to regular engagement we hosted a conference with individual organisations from the **Third Sector** to obtain their views on policing priorities.
- Launch of the **Central Referral Unit** co-located with Conwy Council. The main objective of the Unit is to provide early support and safeguard vulnerable people.

## December 2016

- The **Special Constabulary Road Safety Unit** went live on the 1st December and will work alongside **Roads Policing** and **Go Safe** and will act as the enforcement arm to the **Community Speed Watch** volunteers.
- PCC, DPCC and the Force hosted **public consultation forums** across North Wales to obtain views from our communities on policing objectives.
- Distributed Welsh Government Grant of £4,000 amongst projects in the area and for the promotion of **Hate Crime Awareness Week**.

# A year of achievements



## January 2017

- The use of **Body Worn Videos (BWV)** benefits gathering evidence of crime, welfare and other incidents. North Wales Police are in the top 5 of Forces for use of BWV. North Wales secured **£44,000** from the Home Office Innovation Fund and **£25,000** from the Police and Crime Commissioner to purchase additional equipment.
- 269 letters were sent from the **Community Speedwatch project in 3 months** to motorists who had exceeded the speed limit, thus promoting road safety in North Wales.
- The **Tom Parry Jones** Initiative Award was given to two members of staff from the Administration of Justice Department for successfully developing a way for vulnerable people to provide evidence in court via Lync/Skype telecommunications systems.
- **Collaborated** – with police forces in Wales and the North West on operational matters such as organised crime, counter terrorism, forensics and armed policing. There are many areas of policing that is best carried out on a collaborative basis, and due to the geographical location of North Wales we effectively do this with the forces in Wales and with our colleagues across the border.



## February 2017

- Invested and deployed 1350 **mobile technology** devices to enable officers to search for people, vehicles and addresses whilst on patrol
- Officers from the Rural Crime Team and Operation Planning have received their **Drone Pilot Qualification**.
- The use of **Social Media** is on the increase, the Force and Commissioner collectively have close to 100,000 twitter followers. Over 200 Police Officers are trained users of Twitter and Facebook. Social media is important for communicating with the public. One campaign with regard to **Sexting** was shared by 550 people and reached 53,000 people.

## February 2017 (continued)

- The BBC Week In Week Out documentary featured the PCC in Portugal and Wales rethinking the War on Drugs.
- **Responded** to 1000s of letters and emails sent to me in relation to the policing service in North Wales. This is an important scrutiny tool as it's the public that receive the service who are in the best position to say how they have been treated by the Force. The result of the public confidence survey showed an increase in public confidence in the Force.
- The Community Justice Integrated Services (CJIS) identified 445 drug using offenders for treatment. Between community and prison release CJIS supported 447 in voluntary treatment and 350 via community orders. 7428 outcomes were achieved by these 797 cases

## March 2017

- The first prison in modern days **HMP Berwyn** was opened in North Wales. A Crime Investigation Protocol has been put in place which outlines when North Wales Police (NWP) investigate an offence and the protocol for informing NWP.
- In 2016/17 **Independent Custody Visitors** carried out 144 unannounced visits and spoke to 344 detainees in police custody to ensure that their rights are upheld whilst detained in police custody.
- A '**Student Volunteer**' initiative was developed with students from Bangor University; they will be the link between students and North Wales Police.
- There are now 171 Special Constabulary officers within North Wales Police who have generously provided 57,942 hours of work in this year. This is equivalent to 33 full time paid police officers.
- The Force continues to work closely with partners on operational investigations. **Operation Wisdom** was a multi-agency approach to establish Organised Crime Groups with Trading Standards, **Operation Mackenzie** sought to tackle rogue traders and vulnerable victims, and **Operation Orphney** to tackle burglaries targeting vulnerable members of the community.
- Recruitment of officers from **Gwynedd South**. This was an initiative to recruit people from rural areas, campaigns interviews and the majority of the induction training was held in that locality.

# Support in my duties



ANN GRIFFITH, DEPUTY POLICE AND CRIME COMMISSIONER

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.

During this year I appointed Ann Griffith as **Deputy Police and Crime Commissioner**. Ann supports me in my role and represents me at a variety of meetings and events. Ann has been busy this year writing a new Children's Framework which will capture how we will scrutinise the Force on their engagement with and policing of children and young people and also details my own strategy on engagement of children and young people. This work will be reported in detail in next year's annual report.

I have a **small team of dedicated staff** that work alongside me 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, Chief Executive and Chief Finance Officer, and support staff specialising in research, 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.

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.

The **Police and Crime Panel** has scrutinised my work in a challenging way 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 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 current Joint Audit Committee is nearing the end of its five-year term, and my Chief Finance Officer is leading a process to recruit members by the beginning of the next financial year.

The **Professional Standards Scrutiny Board** has been established to monitor 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 Board is chaired by my Deputy, Ann Griffith with professional advice provided by the Deputy Chief Constable and the Head of the Professional Standards Department. 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.

In addition to statutory requirements with regard to scrutinising complaints we have put in place **independent assessors** to ensure that decisions made by the "Appropriate Authority" in allegations of gross misconduct are fair and consistent. 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.

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 in 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.

# Delivering the role of the Police and Crime Commissioner

Your Community, Your Choice is one of my predecessor's initiatives to return money seized from offenders back to the community.

Money recovered through the Proceeds of Crime Act and from my Police Property Act Fund is donated to community projects in North Wales.

Your Community, Your Choice is managed by **PACT (Police and Community Trust)**, North Wales. Full details on how the money was spent last year can be found on page 49.

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.

Last year North Wales Police and Cheshire Constabulary's Dog Units combined, it was therefore only prudent to join their already successful dog welfare visiting scheme. I therefore appointed two **Dog Welfare Visitors** from North Wales to join the team in Cheshire. The group of dog visitors now carry out several visits to training grounds and police dog kennels based in Cheshire.



My core responsibilities 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

## 1. Efficient and effective police force

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

- Working in effective partnership,
- Prevent crime and anti-social behaviour,
- Deliver an effective response,
- Reduce harm and risk of harm.

Although an assessment of whether I have fulfilled this function can only be accurately made at the end of my term, the effectiveness of the Force is clearly demonstrated in the findings of the 2016 HMIC PEEL (Police Effectiveness, Efficiency Legitimacy) inspection which gave North Wales Police an overall grading of good for efficiency, effectiveness and legitimacy.

In the **Spring 2016 PEEL** inspection report concentrating on Legitimacy HMIC said:-

“*North Wales Police understands the importance of treating people with fairness and respect and the workforce understands the relationship between the force's vision and values and the Code of Ethics.*”

During the **Autumn 2016 PEEL** Inspection which concentrated on Effectiveness the Force were judged as 'Good' which was an improvement on the 2015 judgment of 'Requires Improvement'.



HMIC also commented in the PEEL 2016 report that

“North Wales Police is good at preventing crime, tackling anti-social behaviour and keeping people safe,”

and

“The force is good at investigating crime and reducing re-offending. It works with determination to ensure that offenders are brought to justice.”

The Public Confidence Survey results for the year ending March 2017 also showed an improvement in the public's confidence in the policing service, again evidence that the Force is efficient and effective, and the public have confidence in North Wales Police.

## 2. 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 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, Independent Custody Visitors Scheme and various dip sampling exercises. I have provided more information on my scrutiny role and the support I have in place on page 11.

I also meet with Her Majesty's Inspectors of Constabulary and with the Independent Police Complaints Commission regularly and receive their respective reports on the performance of North Wales Police.

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.

## 3. 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 already clear to me that in order to reach the goals that I set, the support of our partners will be imperative.

I chair the North Wales Criminal Justice Board and I am a member of the following regional and All Wales committees and boards:-

- All Wales Criminal Justice Board
- Community Safety Board
- Area Planning Board
- Regional Leadership 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 and share relevant information.

A key focus of my first year was to explore opportunities for joint and direct commissioning of services with partners to reduce crime and disorder and to provide services for victims of crime. I will refer to this in greater detail on page 46.

I am keen going forward to continue to make greater progress jointly commissioning services with community safety partners to reduce crime and disorder.

Gwynedd and Môn have one Community Safety Partnership (CSP) and one Public Service Board (PSB), likewise with Conwy and Denbighshire but Flintshire and Wrexham have their own CSP and PSB. On occasions there is some variance in the attendance of partners at each CSP, there is also some significant duplication of attendance in particular those with a regional footprint. There is also overlap in the usual standing agenda items for each of the PSB and CSP meetings.

Other partnership working involving Community Safety is the Regional Leadership Board, the Regional Safer Communities Board, the Area Planning Board, Adult Safeguarding Board and Children's Safeguarding Board as well as other groups addressing specific issues like the Child Sexual Exploitation Executive Group and Regional Modern Slavery Group.

Historically, Community Safety Partnerships received a number of grant funding streams, including the Community Safety Fund and Substance Misuse grant. Some of these budgets became part of the main police grant from April 2013 and were inherited by the then newly established Police and Crime Commissioners.

From 2013 the OPCC has continued to fund the North Wales CSPs pro rata. Originally, the Police Authority and later the PCC received a ring-fenced grant for community safety. The ring-fence was later removed and the funding rolled into the main policing grants, but community safety grants were not reviewed at that point.

In my view it is critical that a public body providing funding to another public body must review annually the need for the services commissioned or the posts paid for. Whilst some services, such as the work of ASB officers, might have been a priority under previous Police and Crime Plans, we cannot expect to continue to fund such posts if ASB no longer features as a priority in the Police and Crime Plan. All of the services which I commission must have deliverable outcomes which are agreed in partnership. A lack of performance data against the agreed outcomes will lead to the cessation of the funding.

The OPCC has previously provided Community Safety Partnerships (CSPs) with funding so that they can commission their own services. However, I have recently proposed a review of this process in order to consider alternative options including whether there is an opportunity to commission such services directly. In the meantime, the status quo remains until all the CSPs have conducted risk assessments on the withdrawal of this funding and a report will be submitted to the Safer Communities Board in due course.

Reassurance would need to be given to some local authorities as there are concerns that any change to commissioning would lead to a reduction in community safety funding. However, my intention is not to reduce the funding, but explore options that may benefit service providers as all funding will go directly to the service providers rather than going to administer CSPs, with the intention of reducing bureaucracy and being more cost efficient. It should be borne in mind that all that has been finalised to date is an amalgamation of grants previously paid from the police force budget, with the (previously ring-fenced) crime and disorder budget held by the OPCC. Notwithstanding that, it is only right to review grant allocations periodically, to reflect the priorities within the current police and crime plan and to ensure value for money.)

I am working closely with partners in the local authorities to assist me in gaining a better understanding of how the CSPs are funded and whether all partners contribute fairly and also making sure that there is a balanced approach applied by the OPCC to the funding allocated. While this funding has historically been based, and some might argue been logically based, on population I would argue that (whilst the grant has been allocated in proportion to population) this method disproportionately takes no account of local need.

Partners should rest assured that I am not against providing funding to Local Authorities (especially if the review concludes that this is the most effective arrangement) however the current arrangement which enables Local Authorities to receive two or more funding streams via the OPCC and the Force for the same partnership needs to be avoided (especially since the PCC is ultimately responsible for overseeing the OPCC and the Force's funds).

To end this section on a positive note I must praise the co-operation of all partners and am particularly grateful to the Probation Service, Housing Associations 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.

#### 4. Co-operate with the other police and crime commissioners

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 already clear to me that in order to reach the goals that I set, the support of our partners will be imperative.

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 Welsh commissioners and their chief constables to discuss common interests and cross border matters in particular.

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, Robert Evans, to work on collaboration opportunities within Wales. The work of Deputy Chief Constable Evans and the working together in Wales will form a greater part of my annual report next year.

I also 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.

On a national basis during my first year in office all forces in England and Wales have collaborated on the Delivery of the ACPO Criminal Records Office (ACRO) and the National Ballistics Intelligence Service. From 6th June 2016 the Tri-Force (Cheshire, Merseyside and North Wales) Niche Enabled Collaboration Programme officially started, the programme will deliver a single instance of Niche RMS across the three forces.

More locally we now have a joint Firearms and Dog Unit with Cheshire Constabulary. The four PCCs in Wales support the devolution of policing and agree that devolution of policing to Wales will undoubtedly occur at some point in the future.

# A year of engagement

As I said at the beginning of this report I cannot do this job alone. Equally I cannot gather information without attending events, meetings, conferences and meeting members of North Wales' vibrant and diverse communities. I therefore provide here information of some of the events I have hosted or attended during my first year in office.

## Anglesey

- Sioe Môn
- "Have your Say", Consultation Evening, Llangefni
- Ynys Môn Gymnastics Club PACT Visit
- Grwp Cynefin, Llangefni

## Gwynedd

- Independent Recovery, Bangor
- Child Sexual Exploitation Roundtable, Bangor
- "Have Your Say", Consultation Evening, Pwllheli
- GISDA, Blaenau Ffestiniog
- Meirionnydd County Show
- FUW Meirionnydd County Committee
- Guest Speaker, Llan Ffestiniog

## Conwy

- On foot patrol in Llandudno
- Launch of Caniad - Deganwy
- Guest Speaker Welsh Women's Institute, Colwyn Bay
- Visit to Ysgol John Bright, Llandudno
- Cartrefi Conwy Visit

## Denbighshire

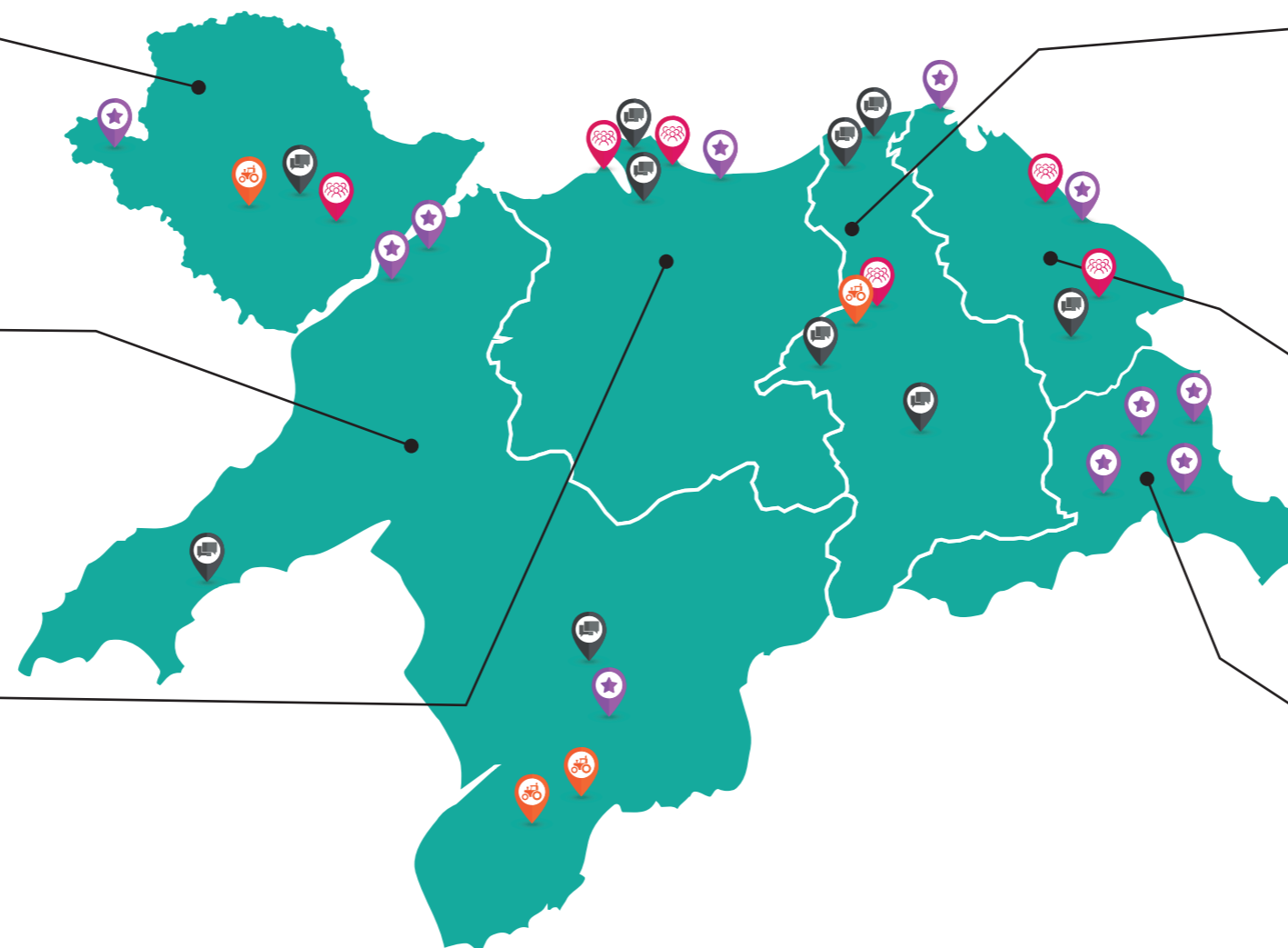
- Mock trials, Ysgol Penbarras, Ruthin
- White Ribbon Campaign, Rhyl
- Visit to Hwb Denbigh
- Denbigh and Flint
- Llangollen Chamber of Trade & Tourism Meeting
- "Have you say" Consultation Evening, Rhyl

## Flintshire

- Dangerpoint Visit, Talacre
- Eisteddfod yr Urdd, Flint
- OWL Visit, Mold
- High Sheriff of Clwyd Community Awards evening, Mold
- 12 Steps to Freedom Guest Speaker, Holywell

## Wrexham

- BAWSO Visit, Wrexham
- Visit Champions House to meet the Recovery in Action Group, Wrexham
- Attended the Eid Party in Wrexham
- Wrexham Warehouse Project, Art Exhibition



**Key:** Agricultural/National Shows Consultation Event Third Sector Community Groups

# Police and Crime Objectives 2016/17:

## 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 are a great location 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.

As Police and Crime Commissioner, I am responsible for the strategic direction of policing in North Wales and the Chief Constable is responsible for operational matters.

The strategic direction is set out in the Police and Crime Plan.

This section of the annual report will focus on the progress made against the priorities outlined in the 2016/17 Plan.

The 2016/17 Plan retained the three outcomes which featured in the first police and crime plan following the introduction of the commissioner role, namely security in the home, safety in public places and visible and accessible policing. To secure those outcomes, four police and crime objectives were set. These were

1. Working in effective partnerships
2. Prevent crime and Anti-social behaviour
3. Deliver an effective response
4. Reduce harm and the risk of harm

## 1. Working in effective partnerships

Working together in effective partnerships supports the delivery of the other three police and crime objectives, preventing crime and anti-social behaviour, delivering an effective response and reducing harm and the risk of harm.

To hold the Chief Constable to account and to measure the performance of North Wales Police against this objective, the 2016/17 Plan set out four measures:-

1. The level of repeat offending, including high risk repeat offenders of domestic violence
2. The implementation of the regional child sexual exploitation plan
3. The implementation of the All Wales mental health concordat
4. The development and implementation of the Safer Communities Board Plan in support of this plan

The issues arising out of cases involving domestic violence, child sexual exploitation and other serious crimes of that kind are very wide in their effect. They touch and concern the responsibilities of other agencies involved with public safety and health, and an effective response can only be delivered in partnership with the other agencies. As the focus on these crimes continues to sharpen, the importance of partnership working grew.

Throughout 2016/17 I worked with partners on the North Wales Regional Leadership Board, the North Wales Safer Communities Board, Substance Misuse Area Planning Board, the Safeguarding Boards (for both children and adults) and the Local Criminal Justice Board to identify means of working together more effectively in these challenging financial times. Work is progressing on introducing a joint commissioning hub for substance misuse services, ensuring we maximise the benefit from our commissioned services and that the money gets to the front line where needed most.

An efficiency review in 2016 found that the top two demands on North Wales Police are matters relating to missing from home enquiries and mental illness. An appropriate and effective response to these serious matters can only be delivered in partnership. Consequently, part of my scrutiny activities included establishing how the Force worked with its partners to tackle these issues.

As stated previously I am keen to drive forward a regional working approach, especially regarding community safety. I am currently working with local authorities and seek assistance from them so that I can gain a better understanding of how the Community Safety Partnerships (CSPs) are funded and whether ALL partners contribute fairly. In the circumstances I have recommended that a full review is carried out of all CSPs to ensure that they provide value for money and that partners contribute in accordance with the Crime and Disorder Act.

In line with the White Paper on the future of Local Government, Regionalisation and Collaboration any such Community Safety review should recommend a regional model for Community Safety Partnerships along with regional budgets. Secondly, there is a need to issue guidance on the role of CSPs, Public Service Boards and the Area Planning Board as there is much confusion, inefficiency and duplication at present.

## **Mental Health**

The implementation of the All Wales Mental Health Concordat has been overseen by the North Wales Criminal Justice Mental Health Partnership Board with a representative from Betsi Cadwaladr University Health Board (BCUHB) leading on this piece of work. Work streams have been created with a view to developing plans to deliver the Concordat. Developments include the revision and planned improvement to Mental Health training for new police recruits and newly appointed PCSOs.

Work to implement the Keep Safe Cymru Card Scheme continued in 2016/17 and the Scheme officially launched at the National Eisteddfod in Anglesey in August 2017. The Scheme allows a vulnerable person, including those experiencing mental illness, to register for the scheme and consent to their information being recorded onto North Wales Police's Record Management System. This in turn provides the police with the opportunity for the early identification of vulnerability, the best method of communication with the person and with details of a specific point of support.

## **Child Sexual Exploitation**

The Regional Child Sexual Exploitation (CSE) Action Plan has been implemented and in support of that Plan the North Wales Safeguarding Board commissioned a Task and Finish Group consisting of representatives from North Wales Police, Children's Services, CAHMS, and Barnardo's. The principal aim of the Group, which was chaired by North Wales Police, was to gain an understanding of the way each local authority was approaching the issue of CSE with a view to then gaining an agreement for the implementation of a clear and consistent pathway between social care and the police when dealing with CSE related referrals. A report was completed and presented, along with a number of recommendations, to the North Wales Safeguarding Board.

Joint CSE training has been delivered to taxi drivers in the counties of Denbighshire and Conwy. This was organised by the respective Local Authority Licencing Department and was delivered by staff from North Wales Police's Onyx team, Barnardo's and Social Services.

In addition, further CSE training has been delivered to all Child and Adolescent Mental Health Services (CAHMS) staff across north Wales.



## Rural Crime

As part of this policing priority North Wales Police committed to maximising the impact of the Rural Crime Team in conjunction with partners.

Partnership working continues to be key to the Rural Crime Team success, with North Wales Police maintaining a close working relationship with Natural Resources Wales (including receipt of a monetary contribution). There is also regular liaison, especially in respect of livestock attacks, with the farming unions and other organisations, such as BASC<sup>1</sup>, RSPCA<sup>2</sup>, the CLA<sup>3</sup> and DEFRA<sup>4</sup>. These healthy relationships allow for distribution of updates to their members on rural crime patterns and prevention.

There has been continued development of Special Constables and volunteers within the rural crime team. The volunteer Horse Watch coordinator has now been attached to the rural crime team and will provide an important link to the horse community in North Wales via the team.

In 2016/17 North Wales Police engaged with DEFRA on livestock attacks by dogs and presented before a select committee of MPs and Lords at the Houses of Parliament. This work now has full national support and a project has been initiated involving 5 key UK rural forces to address the specific issue of livestock attacks with a view to changes in the law and education.

A number of forces from throughout the UK continue to visit North Wales' Rural Crime Team to see how it is established and the methods it uses.

<sup>1</sup>British Association of Shooting and Conservation, <sup>2</sup>Royal Society for the Prevention of Cruelty to Animals, <sup>3</sup>Country Land and Business Association, <sup>4</sup>Department for Environment, Food and Rural Affairs

## 2. Prevent crime and anti-social behaviour

Preventing a crime from occurring is the most effective way of protecting our communities and ensuring that people are safe at home and in public places.

To hold the Chief Constable to account and to measure the performance of North Wales Police against this objective, the 2016/17 Plan set out six measures:-

1. The level of total recorded crime
2. The level of victim based crime
3. The level of resolved crime, by crime type
4. The level of recorded anti-social behaviour
5. The level of domestic burglary
6. The number of active Special Constabulary officers, Volunteers and Cadets

At the end of the 2016/17 policing year the total volume of recorded crime stood at 40,822 compared with 38,517 during the previous year. This was an increase of 5.7%. The level of victim based crime was up by 6.5%.

I appreciate that North Wales Police saw some significant demand in 2016/17 from some high profile crime incidents, which tested resilience but also identified some excellent police work and support from the local community.

According to the Office of National Statistics' data, in the 12 months to December 2016 North Wales saw an overall increase of 7% in all crime excluding fraud, and North Wales Police was ranked joint 8th along with Gwent Police in England and Wales (out of 43 police forces) in respect of this increase. This was the joint lowest increase in Wales.

Anti-Social Behaviour (ASB) increased by 9.2% in 2016/17 compared to the previous year. In 2016/17 there were 23,142 incidents compared to 21,188 last year.

Recent satisfaction surveys indicate that 82.1% of ASB victims are satisfied with the 'whole experience' of the policing services they received.

Having reviewed the ASB figures I concluded that total ASB, which encompasses the three categories of environmental, nuisance and personal saw a statistically significant positive step change in week 32 from a mean of 484 down to the current level of 368. This represents a reduction of approximately 24% and now brings the recorded mean to the approximate levels recorded in 2015/2016. Eight of the ten districts are seen to follow and contribute to the same Force trend, which is generally replicated in each Area. The highest recording category is ASB Nuisance.

Each of the three policing areas (Anglesey/Gwynedd, Conwy/Denbighshire, and Flintshire/Wrexham) have a multi-agency partnership ASB tasking group that oversee the tactical responses to locally highlighted issues and trends. Delivery groups sit beneath each ASB tasking group, providing operational level requirements. These are however in the process of being reviewed so as to ensure their effectiveness.

In 2016/17 I continued to scrutinise Out of Court Disposals (cautions, fixed penalty notices and restorative resolutions etc) issued by the Force and I am represented on a multi-agency Out Of Court Disposals Scrutiny Panel which meets quarterly and reports to the North Wales Criminal Justice Board.

### 3. Deliver an effective response

The police, their partners in the criminal justice sector and responsible authorities such as the local authorities and the other emergency services, have a statutory duty to deliver an effective response to criminal offences or public safety issues. The police and crime plan sets out a number of expectations in the delivery of this objective, including the delivery of the Victims' Code of Practice and addressing the threats within the Strategic Policing Requirement.

To hold the Chief Constable to account and to measure the performance of North Wales Police against this objective, the 2016/17 Plan set out four measures

1. The average response times of attendance at police emergencies
2. The amount of non-emergency calls classified as 'abandoned calls'
3. The savings target for 2016/17 being achieved
4. The feedback received through victim surveys, in particular satisfaction levels

In 2016/17 the average response time continued to be stable at 18.8 minutes.

The THRIVE (threat, harm, risk, investigation, vulnerability and engagement) protocol was introduced for all calls in the North Wales Police control room in early 2017. Following the THRIVE protocol enables the Force to assess vulnerability at the point of initial contact and allocate resources accordingly.

The abandonment rate for non-emergency calls has actually reduced despite the introduction of THRIVE on all events and North Wales Police has achieved its target of 5%.

THRIVE can, and has, increased some call times, however evidence suggests that having the THRIVE structure fully embedded and working appropriately is actually reducing call time overall allowing us to answer more calls.

Whilst we have seen an increase of 2,227 '999' calls in 2016/17, North Wales Police still exceeded its target and answered 91.3% of these calls within 10 seconds.

The Force received 29,798 calls which were graded as immediate during 2016/17 and exceeded the national target by attending 93.7% of these incidents within 20 minutes.

In order to deliver an effective response North Wales Police conducted targeted public awareness campaigns to maximise visibility and accessibility of its resources. As a result of this commitment North Wales Police's corporate Facebook and Twitter pages have been split into separate Welsh and English Language pages.

News releases and social media posts are continuing to be issued as and when appropriate to increase submissions of video and photographic evidence relating to driving offences that members of the public have seen.

In order to deliver an effective response I have overseen North Wales Police's implementation of a new mobile data solution to support the efficiency of its workforce.

The first release of the new mobile data app was developed, tested and released to an initial group of 50 officers and PCSOs. This release focussed on allowing the officers to search for people, vehicles and addresses from the mobile device to enable them to view/record data/evidence whilst away from the station. This will ensure that they are better informed before dealing with situations or responding to jobs. They are also able to update records from their mobile device to log when tasks have been completed. This release was rolled out to a further 150 officers in May 2017 and then to all users thereafter.

In 2016/17 my office continued to scrutinise the Force's compliance with the Home Office's Counting Rules by attending the Force's Crime Recording User Group meetings.

### 4. Reduce harm and the risk of harm

Reducing harm and the risk of harm to our communities is of great importance. On August 29, 2014 the UK threat level from international terrorism was changed from Substantial to Severe. It has remained at this level, only being increased to Critical on May 23, 2017.

We are not immune to terror threats in North Wales and it continues to present further challenge for the Force during a time of substantial financial cuts. The tragic death of Labour MP Jo Cox and more recently the terror attacks on Westminster Bridge and in Manchester are some examples of extremism within the UK which causes threat and greatly challenges Policing services right across the country.

Other crime types included within this objective are often committed behind closed doors and have victims who are vulnerable and fear the consequences of reporting incidents to the police. Domestic abuse is an example of this. Also included within this objective is the number of people killed and seriously injured on our roads each year.

To hold the Chief Constable to account in the performance of this objective, the 2016/17 Plan contained four measures

1. The number of people killed or seriously injured (KSI) in road traffic collisions
2. The number of arrests and prosecutions of child sexual exploitation perpetrators
3. Number of indecent images of children cases prosecuted
4. Number of reported hate crimes

Road traffic collisions where a person is killed or seriously injured (KSIs) fell by 14.4%, down from 347 to 297.

## **Road Traffic Collisions**

Operation Darwen is part of a continuing programme to improve road safety for all through engagement, education and, where necessary, enforcement. It was launched at Rhug Farm in Corwen on the 27th March 2017 with support from the Cabinet Secretary for Economy and Infrastructure, Ken Skates AM.. Throughout the campaign BikeSafe representatives spoke to riders and promoted the initiative which offers free workshops in North Wales. A number of BikeSafe engagement days have been organised for the summer months including visits to the Ponderosa, Betws-y-Coed, Corwen and Llangollen. Social media users can also follow the campaign via the #OpDarwen and #RideSafely hashtags. North Wales Police continue to police priority routes across North Wales throughout the duration of the campaign to reduce the number of KSI motorcycle casualties.

## **Child Sexual Exploitation**

In relation to child sexual exploitation (CSE), there were 145 arrests of CSE perpetrators in 2016/17 and 322 indecent images of children cases detected (which represents an increase of 60.1% compared with the previous year).



## **Domestic Abuse and Violence Against Women and Girls**

In respect of domestic abuse services it is agreed by numerous parties that the current funding landscape for organisations across England and Wales is fragmented and often difficult for victims to navigate. To address these issues a Funding Landscape Review led by the Ministry of Justice, will be examining the sustainability of the current funding landscape for rape victims' support services. This links into the Welsh Government's Violence Against Women Strategy as the Strategy emphasises the need to ensure that funding is sustainable and that commissioned services are supporting victims effectively. My office is participating in this scoping exercise on an all-Wales and a North Wales basis, to ensure services are effectively coordinated for victims.

The OPCC is a member of a Welsh Government Task and Finish Group the purpose of which is 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. This is undertaken with a view to ensuring better alignment of funding streams to support evidence based service planning and commissioning on a regional basis with some evidence based national service commissioning. The group commenced its work in 2016 and is due to conclude its work by the end of 2017, providing a recommended sustainable funding model and draft statutory guidance to the VAWDASV National Advisory Group, chaired by the Welsh Government Cabinet Secretary for Communities and Children.

In 2016/17 a Protecting Vulnerable People (PVP) Scrutiny Panel was established within North Wales Police and I am represented on that 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) and to dip sample all areas on a rolling structured basis. Members of the Panel are expected to share the key themes and learning with colleagues in their various departments and to aid this, a summary of the panel's findings is made available via the chair in a 'lessons learnt' format.



# Summary of Outcomes

Performance is measured by comparing 2016/17 against the year April 2011 to March 2012. Comparison is made against that particular year because it was the last full year before the governance of policing changed in November 2012 with the elections of the first police and crime commissioners.

I have also provided a comparison against the previous financial year (2015/16) 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.

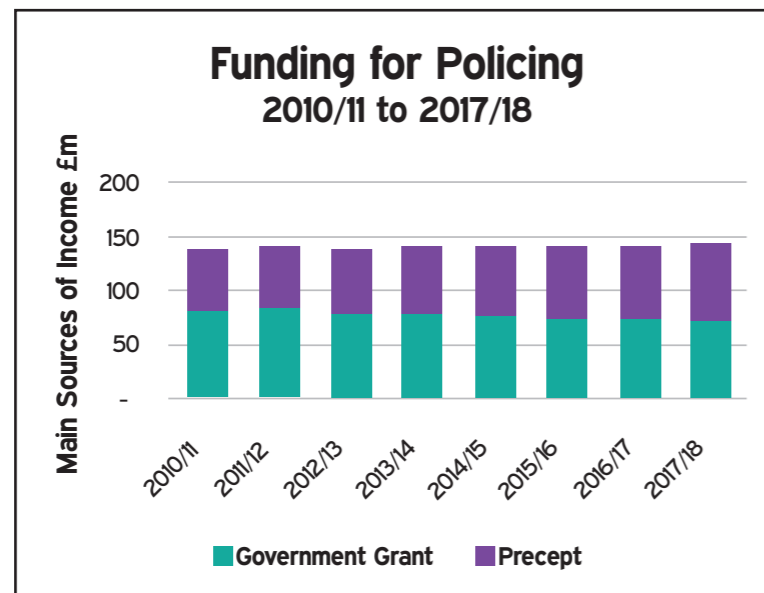
Objective	Measure	2016/17	2015/16	2011/12 baseline	% change from baseline	
Prevent crime	Total recorded crime	40,822	38,517	41,947	-2.7%	↓
	Victim based crime	37,074	34,751	41,214	-10.0%	↓
	Resolved crime, by crime type	25.7%	30.2%	34.5%	-8.8pp	↓
	Recorded anti-social behaviour	23,142	21,188	30,160	-23.3%	↓
	Domestic Burglary	1,393	1,341	1,872	-25.6%	↓
	Increased number of active Special Constabulary officers, volunteers and cadets	410	342	n/a	n/a	-
Deliver an effective response	The average response times of attendance at police emergencies (mins)	18.8	17.7	15	+25.3%	↑
	The amount of non-emergency calls classified as 'abandoned calls'	4.8%	5.3%	6.5%	-1.7pp	↓
	The feedback received through victim surveys	81.1%	83.9%	80.6%	+0.5pp	↑
Reduce harm and the risk of harm	The number of people killed or seriously injured (KSI) in road traffic collisions	297	338	382	-22.2%	↓
	The level of repeat offending	5434 (crimes generated - all crime)	7,120	10,035	-45.8%	↓
	The number of arrests and prosecutions of child sexual exploitation perpetrators	145	107	n/a	n/a	-
	Number of indecent images of children cases detected	322	214	16	1912.5%	↑

In 2014 Her Majesty's Inspectorate of Constabulary (HMIC) carried out an inspection into crime recording standards and practices in all police forces in England and Wales (this was a review of how accurately forces record crime). North Wales Police achieved a compliance rate of 94% and are in the top five performing forces. This is of fundamental importance. It tells me, and the people of North Wales, that the Plan is built on the foundation of accurate data. It confirms that my scrutiny of the Force's performance is based on accurate information. The Force was further inspected on crime data integrity in May 2017 and I will provide you with more information about this next year.

In March 2016, the Force implemented recommendation 12 from HMIC's Crime Recording Making the Victim Count report. Recommendation 12 requested that forces change their crime recording time from 72 hours to 24 hours to ensure that all crime will be recorded at first point of contact. This change provides victim's with the reassurance that their report has been taken seriously.

# The Financial Challenge

On 25 November 2015, within the Comprehensive Spending Review and Autumn Statement, the government committed to protect overall police spending in line with inflation. However, this came with the caveat that this would be the case only if Police and Crime Commissioners maximised their council tax. The graph shows how, since 2010/11, overall expenditure has increased less than 4% in cash terms, whilst government grant has decreased by almost 13% over the same period, and has continued to decrease since the announcement in November 2015, albeit at a slower rate than previously.



Taking into account inflation and new responsibilities, cuts of almost £30m have been made since 2010/11, and with the austerity period potentially extending to 2022 and beyond, unless there is a change in government policy, cuts will continue for the period of the current and next Medium Term Financial Plan.

In addition to the uncertainty over how much overall funding is available for policing in England and Wales for 2018/19 and beyond, there is considerable ambiguity over the Police Funding Formula (which determines how much grant is allocated to each police force area) and Home Office Central Allocations (formerly known as top-slicing) where the Home Office holds back a proportion of the policing budget before allocating the remainder per the formula. Announcements are typically made in mid-December each year, and in recent years have been for one year only, making medium term financial planning extremely challenging.

At the same time, additional costs have had to be met, which have been beyond my control and that of the Chief Constable. For example, National Insurance rates increased on 6 April 2016; and from April 2017 the Apprenticeship Levy was introduced. At the current time, it is unclear whether this levy may be used for the training of police officers (in the same way as in England). Additionally, the cost of training is set to increase as new officers will need to study for a degree, either before joining, or as part of their training programme.

Taking into account the £30m of savings which have already been achieved, the additional cost pressures we are experiencing, and the prospect of continued austerity, further cuts will need to be made, which will inevitably lead to changes to policing in North Wales.

# 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 £139m was allocated to the Chief Constable for 2016/17. The remaining £1.9m 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 52% of funding, 48% was funded by local taxpayers. The draft Statements of Accounts are available on my website and the audited accounts will be published by the end of September 2017.

Ynys / Department	2016-17	2015-16	2014-15
<b>Ynys Gyhoeddus / Publicity</b>	7,000	7,000	7,000
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	71,282	70,817	69,227
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	40,213	40,800	40,174
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	3,100	3,100	3,000
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	6,167	6,811	6,054
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	30,792	30,700	29,844
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	100,000	100,000	100,000
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	17,000	17,000	16,211
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	130,000	141,000	140,710
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	40,213	40,800	40,174
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	11,200	10,213	10,177
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	9,204	10,200	10,200
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	10,204	10,200	10,200
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	36,162	36,162	36,162
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	66,076	66,000	65,617
<b>Ynys Gyhoeddus a Gwasg / Publicity and Press</b>	112,000	112,000	112,000

## Delivery of the Estates Strategy

The Estate Strategy 2012-16 is now complete, and a new strategy will be drafted by the end of 2017.

Considerable work has taken place during 2016/17. The Eastern Command and Custody Facility in Llay and the Town Centre Police Station in Wrexham are both scheduled for completion in 2018. A new Police Station in Llandudno is being built on the site of the old one, which is due to open in December 2017.



Artist's impression of Llandudno Police Station and Eastern Command and Custody Facility

## 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 Sector and market leading organisations to understand the contribution they can make and consider investing within those areas to enhance service delivery

## The Office of the Police and Crime Commissioner

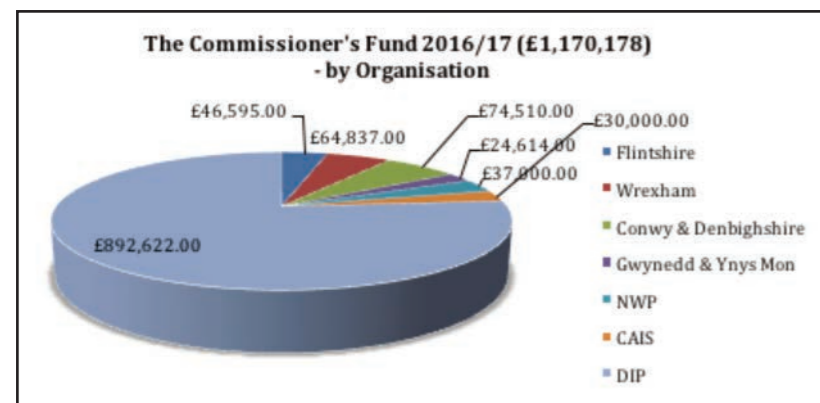
The annual budget for 2016/17 was set at £741,000 – 0.53% of the overall budget for policing in North Wales. For 2017/18 the budget is £792,673. This increase reflects my office's share of the Apprenticeship Levy, and an increase in internal audit fees (the budget for which is held by my office).

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.

My commissioning work has been developed to deliver services around two specific work streams which are the Crime and Disorder Grants from the Commissioner's Fund and the Victims Services Fund.

### The Commissioner's Fund

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.



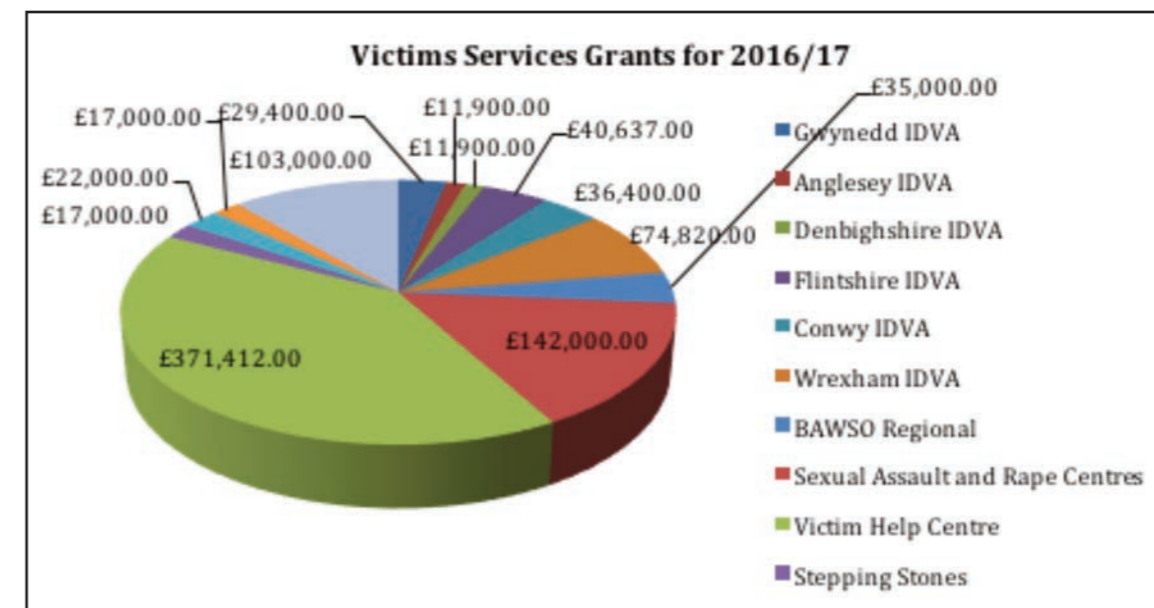
From 2017/18 all financial support for the Youth Offending Teams which was previously provided by the Force and from the Commissioner's Fund has been combined, and will now be administered completely by my office. This small change makes it simpler for local authorities to administer, provides me with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

### 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 2016/17 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 and they have been recommissioned in 2017/18.



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

A total of 43,683 victims were supported across the region through this fund. Moreover it brought in additional revenue support of £221,645.81 to support these activities across North Wales.

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. The difference that this service can make to victims' lives has been shown in the evaluations that have been undertaken and demonstrated in the statements below:

*"I have overcome problems that I had for many years"*

*"Counselling was extremely beneficial in relation to work and family issues"*

*"Counselling has given me back my life, also saved me from more mental illness"*

*"I have been able to return to college and resume my degree"*

*"Counselling has been the turning point in my life"*

*"It's kept me safe from suicidal thoughts"*

*"I have a car and have been too frightened and anxious to drive and not had the confidence. I am driving again now after counselling and beginning to enjoy it"*

*"Without my support worker I wouldn't have got through the court case".*

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 last year and I have agreed to continue this funding for 2017-18. 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:

*"I don't feel alone anymore, it feels good to know support is there. I used to be scared to call the police but now I know they are there to support me"*

*"I really appreciate the IDVA not giving up on me"*

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.

# Looking to the Future

## My Policing Objectives

Crime has changed. Since I retired from the police service nine years ago North Wales Police is now dealing very different types of crime that were not reported when I was a Police Officer, for example cybercrime, child sexual exploitation and modern slavery. This was an eye opener for me as these are hidden crimes which you may not see. As can be seen on the diagram below, as much as 95% of crime may not be seen, but we must ensure that these are addressed.



I have therefore revised the policing objectives which set the direction for policing in North Wales and will be the basis on which I will work in partnership with the Chief Constable and hold him to account for the delivery of policing services.

The revised policing objectives were developed following consultation with my statutory consultee, the chief constable, our main stakeholders, our colleagues from the third sector and over 1000 residents in North Wales. This ensures the Plan reflects the views of our communities along with the changing political, partnership and policing demands.

Therefore my policing objectives are:-



## Domestic Abuse

Domestic Abuse is happening every day, in every part of the UK, including North Wales. Every day North Wales Police record an average of 26 domestic incidents. Over the past seven years, 936 women were killed by men in England and Wales.

Domestic Abuse is the highest risk facing North Wales Police due to the broad impact on the victim (physical, psychological and financial), the number of recorded crimes and an increasing trend.

The public were overwhelming in their support for Domestic Abuse being one of my priority areas and we are fortunate in North Wales that we have a third sector of dedicated and experienced people ready to support our victims.

## Modern Slavery and Human Trafficking

Over the past year Modern Slavery has emerged as a key priority in policing. Its existence in North Wales is evident and the harm it causes is far reaching. It has been recognised that there is a need for a role within the Victim Help Centre to support victims of modern slavery and I have commissioned the appointment of a Modern Slavery Support Officer to work from the Victim Help Centre alongside the Force in the support of victims. I will be able to report on the impact this appointment has had on victims of Modern Slavery in next year's report.

## **Sexual Abuse**

The number of rape and other serious sexual assaults, often committed by partners or people known to their victims, reported to the police are high. However, they remain under reported and more needs to be done to encourage victims to come forward, regardless of when the crime was committed.

Non recent crimes will be treated with the same professionalism and respect as current offences.

In relation to child sexual exploitation (CSE), a multi-agency regional CSE plan was developed some time ago. The Onyx team established by North Wales Police to tackle these abhorrent offences will continue to further develop their work.

I will work with our partners to ensure all that can be done to safeguard these children is given the priority it deserves.

## **Organised Crime**

The Government regards serious and organised crime as one of the greatest threats to the UK's national security and costs the UK more than £24 billion a year. The National Serious and Organised Crime Strategy is built on the framework used for counter terrorism and sets out how opportunities will be taken to prevent people getting involved in serious and organised crime, strengthen protection against and responses to it, and most importantly to pursue the criminals behind it, prosecuting and disrupting their activities.

It is estimated that the costs of Organised Crime Groups (OCGs) across various crime types are: drugs supply (£10.7 billion), organised fraud (£8.9 billion) and organised immigration crime types (£1.0 billion).

Threat, risk and harm assessments have highlighted that Higher Tier Organised Crime and drugs supply bring greatest harm to our communities. There is effective planning in place to tackle Criminal Use of Firearms, Drugs Supply and Possession, Child Sexual Abuse and Exploitation, Terrorism and Domestic Extremism.

## **Deliver 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 have stated earlier, there are now more crimes committed online than on the streets. Accordingly, our diminishing resources must be focused on the areas of greatest threat, risk and harm.

As Police and Crime Commissioner, this presents a tremendous challenge for me. I am determined that our diminishing resources must focus on the areas of serious criminality and vulnerability, yet our communities repeatedly tell me they want a visible police force.

Delivering visibility is extremely challenging and we must differentiate between being visible and being accessible.

I will continue to meet with the Chief Constable on a regular basis so he can update me on how the North Wales Police are tackling the priorities that have been set. I will continue to build on my scrutiny strategy with plans to scrutinise the force on its human resources function, engagement and collaboration.

## **Setting a budget for investment**

An important part of my role as Police and Crime Commissioner is to set the budget for policing in North Wales. This is not something that I take lightly. I need to fund the police to prevent and reduce crime, place vulnerable people and victims at the centre of the services they deliver and protect and support front line policing.

Current police funding has made setting the budget challenging. North Wales Police have already achieved cost efficiencies amounting to £30m since the Government's Austerity Programme began in 2010, but there is still a further £2.238m of cost reduction that must be achieved to maintain a balanced budget; at the same time it is important to address the policing objectives and meet all the demands of policing our communities.

I will continue to work with the Chief Constable to identify how significant savings can be made to meet the budget gap.

I am also a member of the Association of Police and Crime Commissioners' Finance and Reorganisation Group, and I will continue to lobby for a fair allocation of funding from the Home Office to avoid placing more demand on the residents of North Wales through the policing precept.

## Your Community, Your Choice

I intend to continue with the initiative of my predecessor and set money aside to support local communities and organisations who want to make a difference in North Wales. This is a great initiative as it is the residents of North Wales who vote on which community projects should receive funding. I intend to allocate up to £42,000 to various projects in the next financial year, and we will start to welcome bids for funding from September 2017. I will also ensure the money is fairly distributed to all six counties in North Wales. The table below shows how the funding was allocated in 2016/17.

Ynys Mon Gymnastics Club	1,738
Llangoed FC Youth Football Club 2014	2,500
Llandudno Cricket Club	2,500
Hope Restored, Llandudno	2,000
Corwen Youth Football Club	2,500
Prestatyn High School	2,500
Flintshire & Wrexham OWL Association	2,500
Flintshire Against Business Crime	2,500
Barmouth & Holyhead RNL	2,500
Bangor Gymnastics Club	2,490
CAIS Ltd	2,500
Racecourse Community Foundation, Wrexham	2,500
The Aloud Charity	5,000
North Wales Deaf Association	5,000
Partneriaeth Maesgeirchen Partnership, Bangor	1,270
	<b>39,998</b>

## Drugs

During my first year in office I have been clear about my views on the benefits of decriminalising drugs, not only for the user but for the wider community. 90% of drug use is recreational and causes no harm and the criminal justice system should not be used to prosecute people that cause no harm.

I am a firm believer that people addicted to drugs should be referred to the health service for help as opposed to being dealt with as criminals by the Police. Drug Addiction is a disease and not a crime.

The war on drugs was lost a long time ago and I will continue to work to change the way the Police deal with drugs. It must be recognised that it is not the users that are the problem it is those that exploit the most vulnerable in our communities for monetary gain.

## Drug Consumption Rooms

I am very keen in piloting what is commonly known as a 'Safe Injecting Facility' in areas of problematic drug use. The benefit of these facilities is to reduce the number of 'drug related deaths' and to help prevent fear of crime and anti-social behaviour in local communities. The Welsh Government Advisory Panel on Substance Abuse is currently carrying out research on the value of a 'Safe Injecting Facility'. The outcomes of this research will be presented to the Deputy Cabinet Secretary, Rebecca Evans in the near future. Following this I am hoping to pilot a facility in the North Wales region.

## Mental Health

I am concerned that officers are being used as first responders to mental health incidents on a regular basis when those in crisis are in need of medical attention. This is an area that I will be monitoring and I will seek further support from other blue light services and the health board in an attempt to reduce this demand. I shall report on this further in next year's report.



## **Commissioning of Services - Joint Commissioning what do we mean?**

In a nutshell it is about securing the best values and outcomes in a long term sustainable manner by making the best use of all the money available from the services we commission in the community. For example I will provide considerable funding to support the domestic violence priority together with the Welsh Government. All agencies have to work with reduced budgets but by working together we can ensure that all the priorities across the region are being met. It is about adding value to the work we support and making sure that by understanding the needs of the users and communities are put at the heart of the commissioning process.

Future work is being undertaken by the Office of the Police and Crime Commissioner on Social Value. A consultant has been working on putting together a policy which will enable me to demonstrate how my office and the Force will implement the Public Services (Social Value) Act 2012 and the Wellbeing of Future Generations Act (Wales) 2015, and how we will deliver social value through our commissioning and procurement activities. The policy will require our suppliers to take responsibility for what is commissioned and procured and to ethically and legally support me in delivering our Social Value priorities.

These principles are enshrined within my Commissioning Framework.

## **Collaboration**

We have collaborated with police forces in Wales and the North West on operational matters such as organised crime, counter terrorism, forensics and armed policing. There are many areas of policing that is best carried out on a collaborative basis, and due to the geographical location of North Wales we effectively do this with the forces in Wales and with our colleagues across the border. We must continue to collaborate and I am keen to look for further areas where we can work together with other Forces and to develop our relationship with colleagues in Ireland as the main port for entering the UK from Ireland is in Holyhead, North Wales.

## **Consultation**

I will again consult on the new policing objectives during the year to ensure that they are still fit for purpose and meet the needs of our communities and the Strategic Policing Requirements. I will consult by an e-survey to all the main stakeholders, colleagues and contacts and make full use of social media to ensure a wide distribution.

## **Policing and Crime Act 2017**

The Policing and Crime Act will create more reforms and will impact on my role and on North Wales Police. The changes include the way complaints from the public are dealt with, other matters relating to police conduct and further provision relating to the Independent Police Complaints Commission (IPCC). There will be changes to the powers of inspection of police forces by **Her Majesty's Inspectorate Constabulary HMIC**.

I am very pleased to see the changes in respect of Mental Health as police custody will no longer be a place of safety for a young person with mental health problems and can only be used in exceptional circumstances for adults. This part of the Act will come into force in September 2017 (at the earliest) and I can report on how North Wales Police and my office have addressed the changes from the new Act in my report next year.

As from August 2017 I have asked the Force to provide me with details of young people held in custody, how many young people were referred to safe and secure accommodation and whether the use of force was necessary. In addition as part of my scrutiny of professional standards, I shall be proactively monitoring complaints brought by children and young people. The scrutiny of this will be provided to the Police and Crime Panel in my update reports.

# Contacts

## Children's Strategy

I want young victims of crime to be able to recognise the fact and feel confident enough to report it to the police. When people report crime it allows the police to get a clear understanding of the issues that affect our communities and therefore allows them to deal with it effectively. Increased reporting is also a demonstration of improved confidence in the police. However, I also want to see fewer young victims of crime overall.

The intention of my Children's Strategy is to ensure children and young people have confidence in North Wales Police resulting in good relationships between the police and young people and willingness of children and young people to report crime. I also want to see reduced numbers of young people being drawn into the criminal justice system and a reduction in repeat offending.

Measuring success will be challenging as measuring and understanding confidence levels is not an exact science. However, I will employ a number of methods to help gauge opinion, such as carrying out a survey and carrying out regular engagement to give an indication around confidence and trust in policing services.

I am the Chair of the North Wales Local Criminal Justice Board and I will work with partners across all the criminal justice agencies to consider ways in which criminal justice and wider community partners can play their part to reduce the numbers of young people committing criminal offences and entering the criminal justice system.

## 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](mailto:OPCC@northwales.pnn.police.uk)

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

- visit my website [www.nwpcc.CYMRU](http://www.nwpcc.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](mailto:northwalespolice@nthwales.pnn.police.uk)

[@nthwales.pnn.police.uk](https://twitter.com/nthwales)

Website:- [www.north-wales.police.uk](http://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 / 0300 30 30 159**

Website - [www.victimhelpcentrenorthwales.org.uk](http://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](http://www.pactnorthwales.co.uk).