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

# North Wales Police and Crime Commissioner Third Sector Engagement Event 1 November 2016

## Post-Event Report



# Post-Event Report

## Event

On 1st November 2016, in my role as Police and Crime Commissioner for North Wales, I hosted the now annual event to engage with organisations from the voluntary and community services sector (also known as the third sector) about policing priorities for the 2017/18 Police and Crime Plan.

The event was held at The OpTIC Centre, University of Glyndwr, St Asaph. There were 56 attendees, representing 40 different local and regional organisations. A list of the organisations that attended and contributed to the consultation is shown in Appendix A.

The purpose of this report is to feedback to contributors of that event about the key messages they raised and how these contributions will be taken forward by me and my Office.

Firstly, however, we will recap on the previous event held on 17th December 2015.

## Updates on outstanding matters from previous third sector engagement

Last year (and in previous years) in our consultation with the third sector we received a great deal of feedback about the problems caused by funding our third sector providers on an annual basis. Annual funding creates uncertainty and hinders specialist organisations in delivering their services effectively. My office recognised the problem and raised it nationally. Last year commissioners received assurances from the Government that from 2017/18 funding would be longer term and allow PCCs to commission services on a 4 yearly basis. Unfortunately the work needed to support this decision has not yet been finalised nationally, therefore for the coming year 2017/18 we will again have annual funding with no indicative funding for the following 3 years. The OPCC is currently working hard to make sure the promise for longer term funding decisions becomes an operational reality. Our work continues in this regard.

The OPCC are undertaking to translate more published materials into British Sign Language. Furthermore we are working with the Force to ensure they do the same. This year North Wales Deaf Association have been recipients of the PCC's Participatory Budget funding to carry out crime prevention workshops for deaf people in North Wales.

With regard to engagement with older people in residential care settings, the OPCC have established a procedure for scrutiny of local police engagement with communities. As part of this scrutiny I will monitor the extent to which direct engagement by the police is happening in residential care settings.

## Police and Crime Plan 2016/17

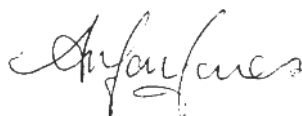
Participants were asked about the existing police and crime objectives that were set for 2016/17 and were asked what should be the key priorities for the coming year (2017/18).

### 2016/17 Objectives

- Work in effective partnerships
- Prevent Crime and anti-social behaviour
- Deliver an effective response
- Reduce harm and the risk of harm

This year throughout all our consultation processes there has been a mix of opinion about where priorities for key crime issues should fall. However, one factor that has been emphasised time and again is the importance of focussing policing resources around vulnerability. Protecting those in our communities who are vulnerable to crime and ensuring a focus on preventing crime, especially for the most vulnerable.

Participants of the event discussed at length the key crime issues that they considered my Police and Crime Plan should prioritise and resource. This report provides a round-up of those issues and my response in relation to these.



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

# Vulnerability

## a. Domestic Abuse and Sexual Violence

### The Issues Raised:

- The majority of comments on this subject stated that all forms of domestic abuse and particularly for vulnerable groups must be prioritised by the police.
- Some felt there needs to be a different approach to domestic abuse and domestic violence starting with more resources going into preventative areas such as education and awareness-raising.
- Police training was highlighted. Are we satisfied that police training and understanding of domestic abuse is at the level it needs to be? Concern was expressed at the turnover/loss of experienced officers in this field of work.

### What people said:

- "We need to build resilient children and educate more people to understand how abuse starts and how to exit the relationship safely and quickly."
- "Be brave, start a conversation with the community about sexual offending."
- "Working with specialist domestic abuse agencies, schools to educate re healthy relationships (preventative)."
- "Remove formal barriers for domestic abuse victims to be able to approach/trust."
- "Police turnover means all move on...so that no continuity of expertise."
- "Domestic Abuse – more secure longer term funding for specialist agencies."

### Police and Crime Commissioner Response

Domestic abuse is an area of crime in which it is vital that effective partnership working exists between all agencies, whether from statutory bodies or third sector. We will continue to press on with our efforts to improve the effectiveness of our partnership work for the benefit of victims of domestic abuse.

There can be no doubt from the feedback I have received in all my consultation for this year's Police and Crime Plan that the people of North Wales consider the issue of domestic violence to be a key policing priority. So in this regard I intend to undertake the following actions.

- I have already purchased an additional 301 Body Worn Video devices for officers. My primary reason for doing this was to ensure their availability when officers attend domestic abuse situations, thereby improving evidence and therefore increasing the number of Domestic Abuse prosecutions.
- I will monitor the impact of body worn video on domestic abuse prosecutions through the Local Criminal Justice Board.

# Post-Event Report

## a. Domestic Abuse and Sexual Violence

- I will be seeking opportunities to increase the number of perpetrator programmes available to reduce repeat offending and repeat victimisation.
- The reporting of domestic abuse will be made as straightforward as possible. Frontline specialist offices will have training as required.
- I will ensure that police training is informed by national reviews and projects such as [Femicide Census](#) (see my website for further detail).
- The National Schoolbeat programme delivers lessons about the importance of healthy relationships from foundation phase to the end of key stage four across the North Wales region. Specific lessons about Domestic Violence and Domestic Abuse educate through the use of role-play, story time and other interactive activities, and help children to explore and understand difficult emotions. The inputs also highlight the importance of talking to a trusted adult if they feel unsafe or uncomfortable. Lessons for older pupils help young people to understand the different forms of domestic abuse so that they are empowered to identify the warning signs of an abusive relationship. Scenarios are used to help the pupils identify how to access help and support.
- Spectrum is an educational programme which has been developed by Hafan Cymru and is delivered in primary and secondary schools across Wales in conjunction with inputs by School Liaison Officers under the School Beat programme. It is a specialist preventative educational programme which deals with issues related to Violence Against Women, Domestic Abuse and Sexual Violence. The programme begins at Foundation Phase level in Year 1 and continues through to Key Stage 4 at Year 11. It encompasses many subjects such as identifying emotions, belonging, sexting, healthy relationships, sexual consent, stages of abuse and many others. The programme has been running in North Wales since 2007.

The above are a selection of initiatives that will be undertaken by my office or the Force throughout 2017/18 to help reduce or prevent domestic abuse and to tackle it swiftly and effectively where it does occur.

Sometimes it may seem frustrating when a police officer who is working particularly effectively in a field then moves to another area of policing. However, promotion and progression of staff is very important to policing as a whole and quite rightly it is not within my control to alter or restrict this. However, I appreciate the importance of having the right people in place in the right roles with the right skills set to deal these important and sensitive policing matters. Through my scrutiny arrangements I monitor the Force's performance to ensure that human resources are managed in the most suitable and effective way.

### Commissioning

I recognise the importance of a joint commissioning process in which all relevant partners share joint priorities, particularly in relation to domestic abuse, child sexual exploitation and modern slavery matters. It is by aligning and addressing our priorities that we are able to provide the right services to the right people in the most effective and efficient way possible. Budgets are decreasing and resources are finite, I am therefore determined to move joint commissioning forward particularly around domestic abuse services so that we get the most out of what we have.

There are many benefits to joint commissioning. In addition to the co-ordinated and effective services it can generate across partners and the certainty it lends to future planning of services, it also helps to avoid duplication and inefficiencies. In the coming year I will engage extensively with partners to ensure that a joint commissioning model is operating and effective in North Wales for 2018.

## b. Hate Crime and Modern Slavery

### The Issues Raised:

- With regard to hate crime a number of commentators noted that there needed to be more education around hate crime, particularly for victims and potential victims so they can identify what is happening to them and take appropriate steps to report it to the police.
- Disability related hate crime has again been highlighted as an area for concern, particularly where it is committed against a victim with mental illness. It often goes unseen and unreported when it happens to people who have mental illnesses.
- There is insufficient understanding and knowledge of modern day slavery out in the communities of North Wales. Many people do not realise that it is a serious problem that is happening in North Wales. A number of third sector organisations are involved in voluntary work to support victims of Modern Day Slavery, however, one of the key barriers to this problem is the lack of understanding and knowledge by people generally. We need to raise awareness of the issue.
- The police need to be careful in their identification of crime that has affected victims. Many victims of modern day slavery may present as being victims of domestic abuse situations. It is important that correct identification of the crime is made.
- North Wales Police need to work effectively with relevant partners to ensure the safety of victims when they are discovered.

### What people said:

- "Hate Crime – political climate is likely to increase hate crime further. We need anticipatory and preventative measures."
- "Hidden crime – hate crime committed against people with mental health issues."
- "Modern Day Slavery – more training is needed re modern slavery as it often presents as domestic violence."
- "Need to raise awareness of modern slavery"
- "Modern day slavery – proper identification and assessment, grooming, reducing exploitation"
- "Modern slavery – Holyhead is an area of concern"

### Police and Crime Commissioner Response

Modern Day Slavery is a general term which refers to the exploitation of vulnerable people through activities such as forced labour and human trafficking. It is a crime which is usually hidden from public view with victims who are often reluctant to approach the police due to the level of control and fear placed upon them.

Modern Day Slavery is a crime which is impacting victims now in North Wales.

I am working with Welsh Government, the Association of Police and Crime Commissioners, police forces and commissioners in the North West of England and the North Wales Regional Modern Slavery Group to get a strategic understanding of the impact and implications of this issue nationally, regionally and locally.

I am working with the Chief Constable to influence the Government to grant fund ports such as Holyhead under the provisions of the Modern Slavery Act 2015.

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## c. Mental Health

### The Issues Raised:

- The police need to understand the vulnerability and impact that mental illness can have on people. Often those with mental illnesses are victims of crime (particularly hate crime). The police need to be trained and resourced to deal appropriately with those with mental illness.
- Dementia and the impact of isolation is a particular concern. Officers need to be made aware of the vulnerabilities that arise for these groups.

### What people said:

- "Impact of isolation/mental health issues on police resources, third sector can help."
- "Often speak to PCs – high demand from people suffering mental health issues."
- "Difficult to get mental health appointments for victims of DV (domestic violence), human trafficking/modern slavery."
- "Also mental health should be part of general training. Policing is massively changing – need a deeper understanding."

### Police and Crime Commissioner Response

Effective partnership working is again key to the success of the Force in dealing with this issue which is a health matter. We will work closely with Betsi Cadwaladr University Health Board and other partners to further develop our understanding of the demands associated with mental illness to improve the response to people who have mental health conditions and in particular to reduce their vulnerability.

North Wales Police now follow the new Authorised Professional Practice guidance devised by the College of Policing to give officers further knowledge and understanding to enable them to deal with people effectively in situations concerning mental health.

I am firmly of the belief that a person suffering mental illness or breakdown should never be placed in police custody. The Chief Constable and I will work with the Health Board to ensure there is suitable provision within the health service to provide for those in crisis.

## d. Age – Older People/Young People

### The Issues Raised:

- Isolation of elderly people (and those with mental illness) can lead to increased vulnerability to crime. More work needs to be done within communities to reduce the isolation of older people and therefore reduce the likelihood of them becoming a victim of crime.
- The Police need to understand the key crime areas that are impacting on older people in order to tackle the crimes, and prevent them from happening in the future.
- What are the police doing to tackle online child abuse?

### What people said:

- "Recognition of crime on older people"
- "Impact of Isolation"
- "Cybercrime – fraud including telephone scams"
- "Police should put more effort into addressing child abuse online – it's common place and too easily accessed."
- "Stalking and cyber-stalking affecting children and young people"

### Police and Crime Commissioner Response

I am actively working with the Force and other third sector partners to raise awareness and therefore reduce the vulnerability of older people being exposed to cybercrime and other fraud.

The Office of the Police and Crime Commissioner has previously given funding to the Force's Cyber Crime Team to develop the Get Safe Online project. Over the past year it has focussed on prevention and protecting vulnerable groups from the threat of cyber-crime. This includes tackling online fraud, highlighting the dangers of "social engineering" and encouraging online users to "think twice before you act". In addition to the numerous campaigns targeting different at-risk groups through Get Safe Online, the Force have provided advice and guidance to children and young people around "sexting" by promotional leaflets and posters and also by taking part in a BBC Week In Week Out broadcast on the subject.

There is a lot of information, support and guidance around cyber-crime and how to keep safe available on the Force website.

The work of North Wales Police in this area, particularly benefits young and older people. However, all members of North Wales' communities are able to benefit from this advice.

There were also some wider issues raised in relation to the isolation of older people and how this can make them vulnerable to crime. My scrutiny of local policing engagement now includes a focus upon how local officers engage with elderly people, particularly those within a care setting. Furthermore my office is supporting the Action Against Elder Abuse campaign to increase awareness of Elder Abuse and to signpost and support victims.

# Post-Event Report

## e. Community Policing, Community Contact and Communication with the Police

### The Issues Raised:

- A wide variety of views were expressed in relation to police contact with the public. These ranged from the attitude of officers and staff in their dealings with the public (particularly towards young people) to the disruption caused by the changing police personnel across different roles, to problems encountered when calling the non-emergency line 101. People also talked of the importance of good engagement by the police with vulnerable people.

### What people said:

- "Visible policing"
- "More PCSOs, don't move PCSOs on so quickly"
- "Give young people more respect"
- "Operation Cinnamon events to engage with older vulnerable residents"
- "Training for control room staff re reports made under All Wales Child Protection Procedures"

### Police and Crime Commissioner Response

The visible presence of the police deters crimes which occur in public places, reassures the majority of the public and can reinforce links with the police. However, 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. I have a huge challenge to balance resources to focus on serious criminality and vulnerability whilst also having a visible, accessible service.

The Force introduced a new structure to their local policing teams in 2016 to enable more effective engagement with the public and to assist with visibility. The Office of the Police and Crime Commissioner now scrutinises the new local policing structures to ensure effective engagement and consultation by local policing teams with the public. The points raised here on engagement with younger and older people will form part of my scrutiny.

Safer Neighbourhood Teams (SNTs) are in place across all areas of the force, and local people should have access to their policing services through named and familiar points of contact. There is a strong emphasis on PCSOs getting to know their local area through visible foot patrols, face to face meetings and community events. 'Pop up' police stations are used in areas where there are particular issues or concerns, such as in Rhyl, where there was a problem with street drinking. Community engagement plans and district control plans have been introduced in order to set out how the Force intends to communicate with communities.

The OPCC continues to monitor the performance of the Force Control Centre through the Strategic Executive Board. Monitoring is carried out on how quickly calls are answered and also the rate of abandoned calls. We will introduce an additional method of scrutiny for the 101 number by dip sampling recorded calls.

Vulnerable people have been highlighted as the most important issue in policing throughout my consultation sessions for the 2017/18 plan. I have recognised this and it is reflected in the new Police and Crime Plan.



## f. Crime Prevention and Partnership Working

### The Issues Raised:

- Statutory organisations need to be more innovative in their approach to working with each other and make better and more productive use of third sector organisations. Many complex crime issues can only be tackled when organisations work together effectively in partnership.

### What people said:

- “Residents need the police to work with the third sector. Makes them feel safe.”
- “Partnership “Pot “where different organisations decide on a priority and pool finance and resources.
- “A handful of families cause the problems – pool resources of agencies to tackle. Concentrate more on the problems.”
- “Funding is really important – need to work proactively to make better use of money. All [third sector] chasing the same money – all good at different things.”
- “There needs to be volunteer expansion within the criminal justice system – include the community in policing.”
- “Innovation in partnership working is key to change”.

### Police and Crime Commissioner Response

The importance of effective partnership working cannot be underestimated. The police service alone cannot deliver all the solutions to the issues that give rise to crime. Particularly in the areas of crime prevention and victim care, it is vital that statutory services work effectively together and with third sector providers.

Concerns have been highlighted by third sector organisations that vital services provided for victims by the third sector are funded on a year by year basis thus making it difficult for those providers to maintain their service year to year. As explained in my introduction I continue to press the Government on this funding issue to enable me to allocate funding on a longer term basis, therefore providing that security for the specialist organisations I Commission.

I am in the process of revising my commissioning model in the area of domestic abuse to ensure there is a pooling of resources to allow service providers to offer the best service without duplication or unnecessary gaps.

I have asked all the partners within the Safer Communities Board to hold an “operating budget”, a joint pool of funding supplied by each of the partners in order to deal with vital community safety issues as they happen. A budget such as this would allow all the partners to deal with a number of issues that cause the greatest harm in our communities quickly and efficiently. I have received positive support for this proposal from Carl Sargeant, the Cabinet Secretary for Communities and Children in Welsh Government.

There is more work to be done over the coming year to improve partnership working and I have highlighted this in my police and crime plan. The focus in my plan is on the crimes that cause the most harm. As North Wales Police increase their focus and invest more resources into crimes such as domestic abuse, child sexual exploitation and modern slavery, it will be necessary for the response of our partners to be equally effective and efficient. I will work with the Chief Constable and the Safer Communities Board to ensure that our statutory partners fully engage and support the delivery of my police and crime plan.

# A Word from the Commissioner

## Policing Priorities for 2017/18

### Objectives

#### **Effective partnership working to reduce harm**

- Domestic Abuse
- Modern Slavery
- Organised Crime
- Sexual Abuse including Child Sexual Exploitation.
- Delivering Safer Neighbourhoods

#### **Protecting Vulnerable People**

- Mental Health
- Children, young people and older people
- Drugs
- Hate Crime

As Police and Crime Commissioner I am grateful to all who attended this event and/or provided separate feedback to inform my Police and Crime Plan for 2017/18. This was my first formal public consultation event with the third sector and I am pleased and grateful for your enthusiasm and recognising the importance of such engagement. Without your contributions issues may go unexamined and unexplored – your input puts victims in a stronger position and helps me to set effective and relevant priorities that will truly make a difference to our communities.

It is clear to me through the feedback you gave and also through the feedback I've received from my online survey and from other statutory partners, my priorities have to lie with meeting the needs of those most vulnerable in North Wales. Domestic Abuse, Modern Slavery, Organised Crime and Child Sexual

Abuse and Exploitation are crimes encountered by the most vulnerable victims. I have aligned my priorities to ensure that these extremely vulnerable victims are protected and supported. My budget will be used to support prevention, increase awareness and directly tackle these crimes.

I thank you wholeheartedly for your participation and support for my work to ensure a safer North Wales.

# Appendix A - Organisations in Attendance

1. Victim Support
2. Cyngor Tref Rhuthun Town Council
3. Clwyd Alyn Housing Association Women's Aid
4. Unique Transgender Network
5. Girl Guiding Clwyd
6. OWL (Online Watch Link) Association Flintshire and Wrexham
7. Flintshire Local Voluntary Council
8. CAIS
9. West Rhyl Young People's Project - VIVA
10. Family Action
11. Domestic Abuse Safety Unit (DASU) Flintshire
12. North Wales Victim Help Centre
13. Rape and Sexual Abuse Support Centre North Wales
14. Dangerpoint
15. North Wales Women's Centre
16. Clwyd Alyn Housing Association (staff and residents)
17. Wrexham County Borough Council
18. Localgiving
19. Cartrefi Conwy
20. Rhosllannerchrugog Community Council
21. Unllais
22. RainbowBiz Limited
23. Flintshire Disability Forum
24. NWAMI
25. North Wales Filipino Association (NWFA)
26. Communities First (North Denbighshire)
27. Hafan Cymru
28. Conwy Community Voice Project
29. Cartrefi Cymunedol Gwynedd
30. PACT
31. Mantell Gwynedd
32. Community and Voluntary Support Conwy
33. Royal Voluntary Service
34. AVOW
35. BAWSO
36. Stepping Stones
37. North Wales Regional Equality Network
38. Vale of Clwyd Mind
39. Glyndwr Women's Aid
40. Cymdeithas Alzheimer's