

North Wales Police and  
Crime Commissioner

## Third Sector Engagement Event

19<sup>th</sup> November 2020



## Post Event Report

SWYDDFA COMISIYNYDD HEDDLU  
A THROSEDD GOGLEDD CYMRU



OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES

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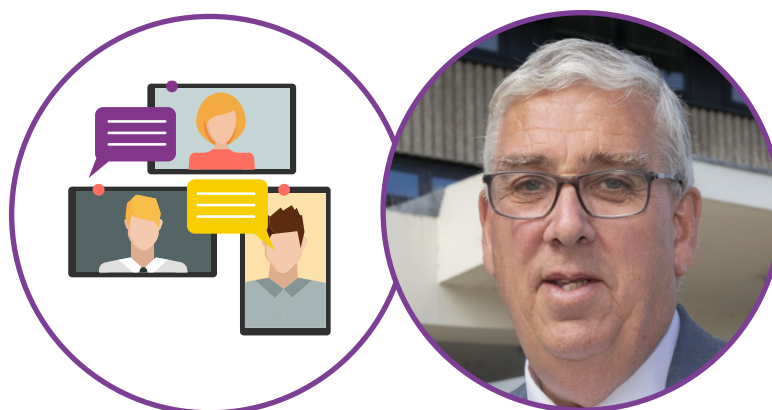


# Event

On the 19th November 2020 the Police and Crime Commissioner hosted his first online Third Sector Engagement Event to engage collectively with organisations from the voluntary and community services sector. Due to the ongoing coronavirus pandemic the event was slightly different than usual and was hosted as a Zoom Conference with representatives from the third sector viewing the event virtually and engaging through the Q&A section. The main purpose of the event was to engage with stakeholders and seek their feedback on the Police and Crime Commissioner's policing priorities and to provide an overview of how the Office of the Police and Crime Commissioner has supported services throughout the Covid 19 Pandemic.

The event was held online with 49 attendees, representing 29 local and regional organisations. Appendix A shows a list of the organisations who attended the conference.

The purpose of this report is to feedback to contributors the key messages and questions raised and how the Office of the Police and Crime Commissioner will progress these comments.



# Presentations

During the event presentations were delivered by a number of key speakers including the Police and Crime Commissioner and various commissioned Third Sector organisations.

## Police and Crime Commissioner Arfon Jones

The Police and Crime Commissioner (PCC) opened the event and thanked attendees for supporting the conference once again this year. The PCC highlighted that 2020 had been an extraordinary year for many reasons but despite the challenges he is proud of how services have adapted to the new ways of working and the work that has been achieved over the last year. The PCC acknowledged the efforts of third sector services in minimising the impact of the pandemic on vulnerable people across the region.

In addition, the PCC paid tribute to all officers, staff, specials and volunteers of North Wales Police who have responded so positively to these extraordinary circumstances.

In order to respond to the emergency and fulfil his responsibilities the PCC developed a Covid 19 response plan which set out his 5 priorities including;

1. Ensuring the Chief Constable has sufficient resources to respond to the emergency
2. Ensuring, on behalf of our communities, that the police respond in ways that are necessary, sufficient, proportionate and ethical (holding to account)
3. Facilitating effective partnership working among agencies and groups working in community safety and criminal justice

4. Commissioning services, particularly for victims of crime, and providing grants for policing and harm reduction purposes
5. Ensuring that the long term health of North Wales Police is protected by monitoring the organisation's recovery planning and activity beyond the Covid-19 emergency.

To see the full Covid-19 response plan please [click here](#).



The PCC advised that the priorities had been successful to date and the positive response of North Wales Police, partners within the Criminal Justice System and the Third Sector have ensured much needed public support for policing.

It was confirmed that another area of success during 2020 had been the partnership working between policing in Wales and the Welsh Government. The Welsh Government has provided over a million pounds of emergency funding this year to support a number of Third Sector Services.

The Police and Crime Commissioner addressed concerns in relation to the new Vulnerability and Exploitation Board that has replaced the Violence Against Women Domestic Abuse Sexual Violence (VAWDASV) Strategic Board and the Modern Slavery Regional Board. The PCC offered reassurance that domestic and sexual violence will remain priorities along with partnership working to tackle modern slavery and human trafficking.

To conclude his presentation the Police and Crime Commissioner highlighted the achievements over the last year which included;

- Investing in additional resources within the victim help centre for modern slavery victims, victims of hate crime, and victims suffering with mental health issues.
- The roll out of body worn video to all officers in North Wales Police
- The new regional IDVA service
- Checkpoint Cymru which is approaching its first anniversary and already delivering positive outcomes
- Investment in additional resources for the Rural Crime Team



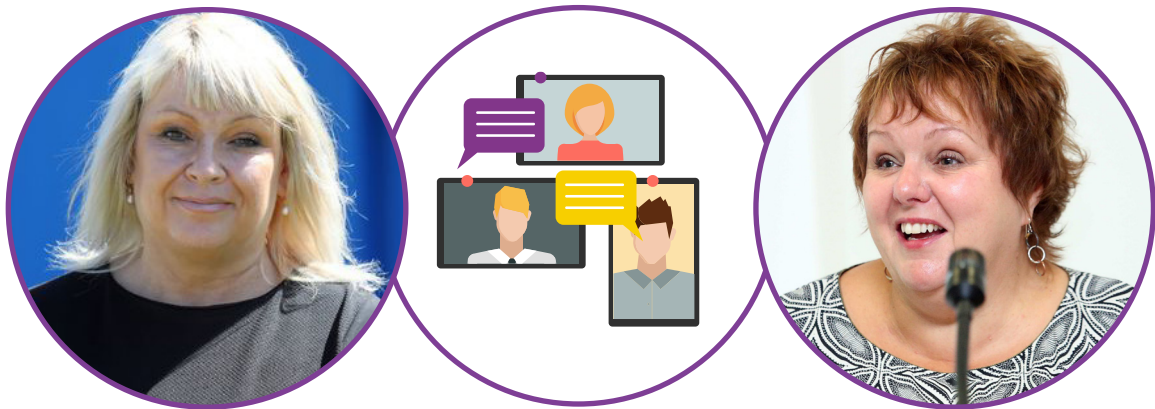
## Diane Jones OPCC Commissioning Manager

Diane Jones' presentation focused on the increased funding that has been received to support services across the region. Since March 2020, both the Ministry of Justice budget and VAWDASV budget has grown considerably, and as a result of this funding it has enabled services to continue to support vulnerable victims across North Wales. Diane Jones did stress that all services have been under pressure due to the tight timescales of the funding and the need to ensure the funding is spent and delivered by March 2021.

Diane Jones' presentation also referenced the challenges that services have faced in relation to the Covid 19 pandemic including additional reporting requirements, confusion around funding, short timescales and difficulties adapting to new technology and ways of working. However, despite the challenges, services have increased efficiency and productivity during the pandemic and have demonstrated flexibility and adaptability throughout.

Diane Jones provided attendees with an overview of the new Home Office Safer Streets funding which has been allocated to two projects in Rhyl West and Queensway, Wrexham in order to tackle burglary and theft in acquisitive crime hotspots.

Finally Diane highlighted the achievements of services over the last year including national awards for the SARC for their Sharing Stories Project and DASU who received a 'Go Award' for the best service in the UK.



## **Gaynor McKeown, DASU North Wales & Gwyneth Williams Gorwel - Regional Independent Domestic Violence Advocacy Contract**

Gaynor and Gwyneth provided members with an overview of the new regional Independent Domestic Violence Advisor (IDVA) contract that is delivered by DASU and Gorwel across the 6 local authority areas. The IDVA service provides a specialist service for high risk victims of domestic abuse in North Wales with particular focus on risk management. IDVA's work directly with survivors to provide advice and support to ensure they understand the options available to them. Since the service began in April 2020 the regional IDVA service have supported victims to access restraining orders, stalking protection orders, occupancy orders and prohibited steps orders. In addition the service has supported victims to access legal advice and child contact issues, target hardening, food banks and referrals for therapeutic support.

It was highlighted that the regional IDVA service providers a consistent approach to commissioning and management and provides a 24/7 response to victims across North Wales. Prior to the regional service the OPCC funded and managed 5 organisations separately.

Finally both providers gave an overview of their response to Covid 19 and advised that all clients have been receiving daily wellbeing calls in addition to support via Zoom and face to face when safe to do so. Both services have also received funding to open and refurbish disbursed refuge units in order to support growing demand from clients.



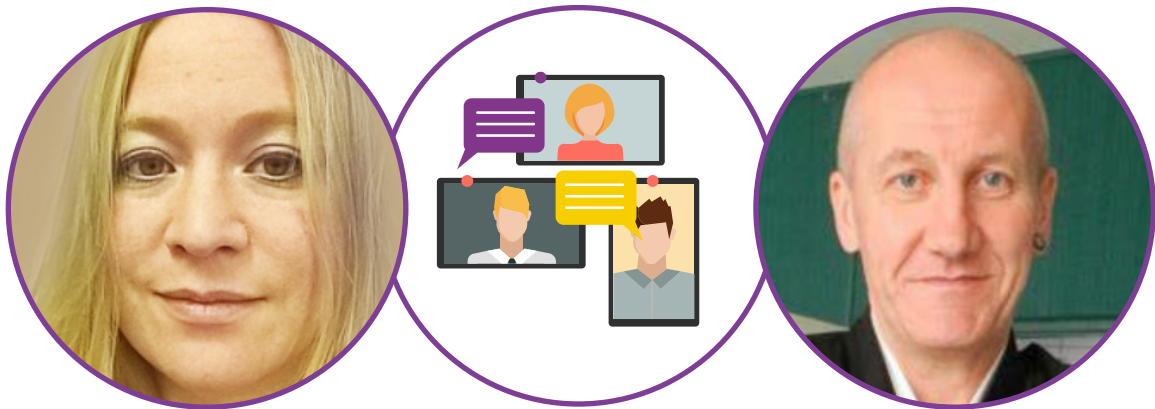
## Anna Baker, Checkpoint Cymru Manager

Anna Baker's presentation focused on Checkpoint and how the service has progressed in its first year. Checkpoint is a diversionary scheme which aims to reduce reoffending and improve life chances. Anna confirmed that despite Covid 19 Checkpoint has adapted their service and continued to support clients via telephone interventions and assessments which has been a positive as some clients have opened up more over the phone. The Checkpoint diversion scheme assesses each individual's needs and make relevant referrals where needed and work collaboratively with various agencies including DASU, Gorwel, Hafal, Women's Pathfinder, Betsi Cadwaladr University Health Board, Dechrau Newydd and Department for Work and Pensions.

In its first year Checkpoint have received 527 referrals across North Wales with the majority of referrals being males aged 18-24. It was highlighted that the most common offence was drug offences and therefore 59% individuals had completed the Drug Education Programme in comparison to 41% who had completed the Checkpoint programme.

Anna focused on the next steps for the Checkpoint scheme to close her presentation which included considering gaps in support e.g. gambling, further work with regards to restorative justice, expanding the complex cases programme and consider the findings from the Bangor University evaluation.





## Jim Henton and Peter Moorhouse, Dechrau Newydd

The Dechrau Newydd presentation was the final presentation of the day and focused on the new North Wales Integrated Substance Misuse Service which is delivered in partnership by Kaleidoscope and Cais. Dechrau Newydd provides an end to end approach from referrals to sentence and beyond. This ensures best practice and effective treatment interventions are used to maximise engagement and retention of drug using offenders in treatment. This is particularly important to those released from prison, those testing positive on arrest and those identified for restrictions on bail conditions. It was advised that the Dechrau Newydd model offers a 14 week intensive framework of support to criminal justice clients prior to planned discharge or transfer to the core drug services.

Jim Henton highlighted the Covid 19 challenges that have been faced by the team following the pandemic. The Dechrau Newydd team have overcome challenges by using video linking facilities, providing telephone support, online support packages and mutual aid, outreach and home visits, pharmacy and community collection and also accessing temporary accommodation for homelessness.

Since the project began in April Dechrau Newydd have received 583 referrals and 196 prescribing places have been allocated.

Finally to conclude, Peter Moorhouse gave an overview of the Social Return on Investment review that had been completed for Kaleidoscope. Following the review 91% of clients said they felt more in control of their life and 91% said they felt a better sense of purpose.



## Question and Answer Session

Below includes a breakdown of the questions asked during and following the event and the responses provided by panel members;

### **Question 1 - What can be done by the OPCC to make representation to Politicians about the need to have suitable time lines when dealing with funding?**

Short term Government funding has always been problematic for Third Sector organisations. The uncertainty surrounding the Covid 19 pandemic however has resulted in the Government having no other option but to provide short term funding. The PCC did state however that the Covid 19 pandemic has improved relationships with Central and Welsh Government in relation to policing. Meetings with the PCC, Chief Constable, Welsh Government, Welsh Ministers and the Home Secretary are taking place regularly. The PCC confirmed that his ability to influence has improved and should any issues need to be raised regarding policing individuals can discuss directly with him.

### **Question 2 - Do your services monitor clients for demographic characteristics? If so could we see the figures?**

The OPCC capture demographics characteristics from our providers on a quarterly basis in order to complete quarterly returns to the Ministry of Justice and VAWDASV. Most recently our quarterly data has been promoted via our social media channels in order to demonstrate the good work of our services.



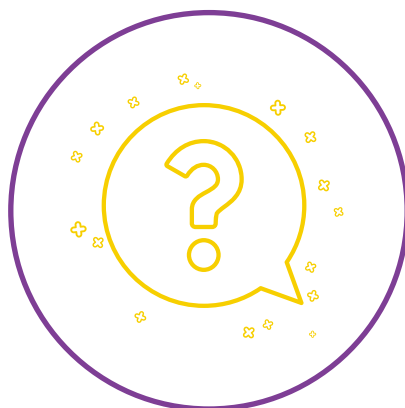
### **Question 3 - Is it possible for you give a short description of what the extra Safer Streets projects are in Rhyl and Wrexham?**

Safer Streets is a Home Office initiative which aims to tackle burglary and theft in acquisitive crime hotspots. Bids were submitted for Rhyl West and Queensway, Wrexham as they had the high volumes of acquisitive crimes across the region along with high Social Landlord Housing, Income Deprivation and people not entering Higher Education and £1,067,000 has been secured in order to fund both projects. The projects will use the funding to increase target hardening in addition to strengthening CCTV resources and the use of ANPR technology to target travelling offenders and organised crime groups. The projects will also identify Community Champions as part of a Neighbourhood Watch Scheme along with providing crime prevention advice within the community.

To request further information regarding the Safer Streets Fund please contact Diane Jones via [Diane.Jones3@nthwales.pnn.police.uk](mailto:Diane.Jones3@nthwales.pnn.police.uk)

### **Question 4 - The Welsh Government is promoting initiatives to address inequality (and especially race inequality) in education and health, and to reducing hate crime. These initiatives are endorsed and supported by minority organisations and the third sector. NWP are equally committed. Where can we see these concerns and commitments reflected specifically in the PCC's priorities?**

Hate Crime forms part of the Delivering Safer Neighbourhoods priority within the Commissioner's Police and Crime Plan. The PCC has regular catch ups with the Chief and the Senior Management Team in order to raise awareness of Hate Crime and the need to do more. An Engagement Plan is currently being prepared in order to increase engagement with Hate Crime victims including LGBT Victims and Disabled Victims.



**Question 5 - Do you think if policing and justice were devolved, we would be better situated to serve people living in Wales? It's saddening to hear that all women living Wales would have to serve sentences across the border.**

The PCC believes that the vast majority of women should not be in prison as the population of women within HMP Style are non-violent low level offences. The PCC is of the opinion that there should be more Women's Centres available across the region in order to support women. HMPPS, Probation and the Court Service operate in a devolved environment and therefore organisations are doing what they can within this environment to support individuals.

**Question 6 - How can someone access pharmacy prescriptions via Dechrau Newydd?**

To request further information regarding Dechrau Newydd and there prescription pathways please contact Jim Henton via [Jim.Henton@dechraunewydd.co.uk](mailto:Jim.Henton@dechraunewydd.co.uk)

## Appendix A – Organisations in Attendance

Authentic Voices

AVOW

BAWSO

CAIS

Citizens Advice Bureau

Clwyd Alyn Women's Aid

Conwy Supporting People

Conwy Voluntary Sector

Crimestoppers

CWYVS

DASU North Wales

Dechrau Newydd

Gorwel

Groundwork North Wales

Hafal

Hafan Cymru

Home Start

Mantell Gwynedd

North Wales Regional Equality Network

NWP PACT

Police and Crime Panel Members

Probation Service

Rainbow Bizz

RASASC

Red Snapper Group

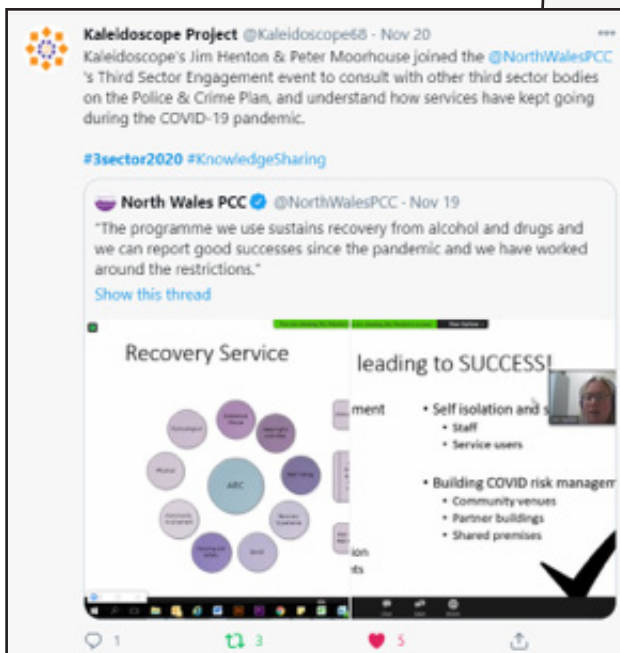
Stepping Stones

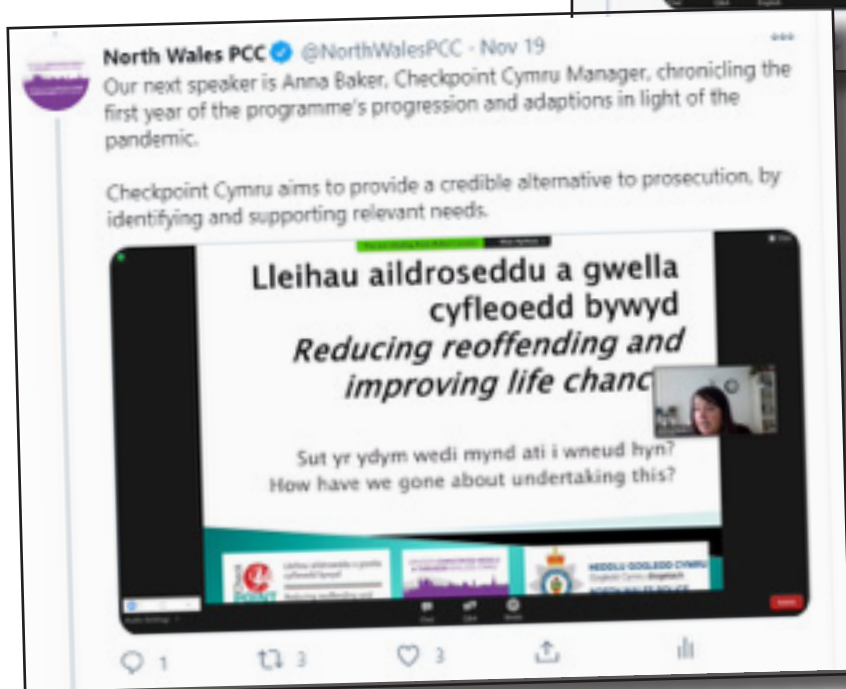
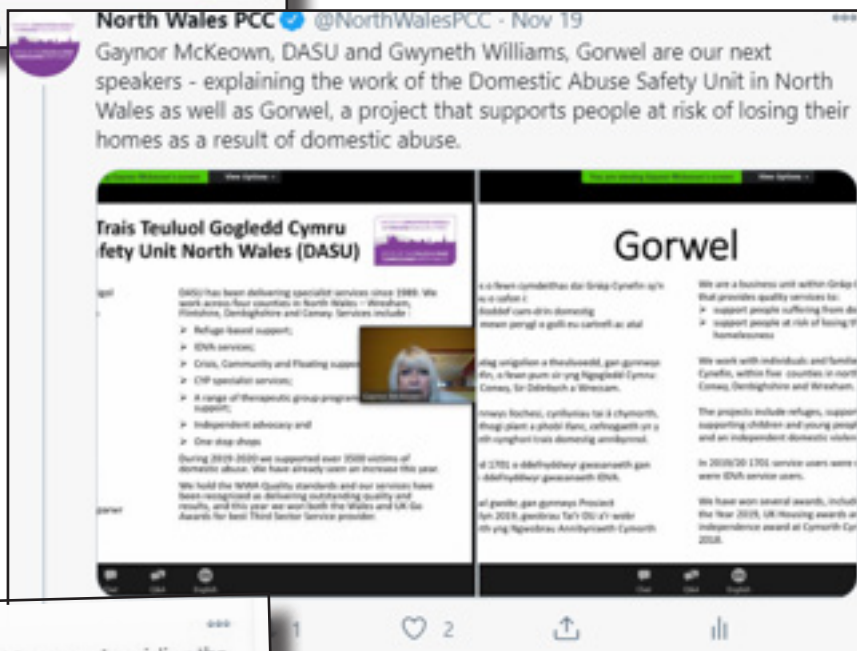
Street Games

Victim Support

## Appendix B – Social Media

Throughout of the event we used the hashtags **#ThirdSector2020** and **#TrydyddSector2020** and encouraged attendees to tweet. Below are examples of twitter posts from the event;







@NorthWalesPCC



[www.nwpcc.cymru](http://www.nwpcc.cymru)

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