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OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES

# 2019/20

## Annual Report



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# Introduction

Welcome to my 2019-20 Annual Report, covering the period April 2019 to March 2020<sup>1</sup>.

This was to be my final annual report before the Police and Crime Commissioner (PCC) elections in May 2020. These elections were postponed by 12 months due to the coronavirus pandemic.

The UK entered lockdown on 23rd March 2020. For further detail on my, and the Office of the Police and Crime Commissioner (OPCC) and the North Wales Police response to coronavirus, please read my response plan [here](#).

Such is the scale of the challenge presented by the pandemic, at the outset of this annual report I want to express my sincere thanks and pay tribute to all officers, staff, specials and volunteers of North Wales Police who have responded so positively to these extraordinary circumstances. I also wish to extend my thanks to the communities of North Wales for adhering to the regulations put in place and their support for the Force's response to the crisis.

This annual report once again provides an update on overall progress against delivery of my Police and Crime Plan strategic priorities. My Plan was informed by a broad range of information that is reflected in five key priority areas:

- **Domestic Abuse**
- **Modern Slavery**
- **Sexual Offences**
- **Serious and Organised Crime**
- **Delivering Safer Neighbourhoods**

While I give equal weight to all five strategic priorities, the overarching theme of **'reducing the criminal exploitation of vulnerable people'** is once again highlighted throughout this report. These priorities will remain for the year ahead before the rescheduled elections in May 2021.



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

2019/20 was another successful year for North Wales Police who continue to deliver an excellent policing service to our communities during challenging times. There are many examples of its success included within this report, including Operation Tide. Operation Tide was the name given to a Serious Organised Crime operation which in September 2019 saw 24 warrants being executed across North Wales, Merseyside and Police Scotland. This operation involved over 300 officers and staff and was the culmination of nearly 12 months' worth of work. The Organised Crime Group dismantled through this operation were responsible for the supply of Heroin and Cocaine in the Deeside area of the force via a County Line. Op Tide was the largest operation of its kind ever undertaken by North Wales Police and I applaud all officers and staff involved.

2019/20 was also a particularly successful year for the Office of the Police and Crime Commissioner with the launch of our diversionary scheme Checkpoint Cymru, reform of the Independent Domestic Violence Advisor service across North Wales, commissioning a new drug and alcohol support service and the establishment of the first North Wales Youth Commission are just some of the outstanding achievements this year.

<sup>1</sup>Events of note that have occurred between 1st April 2020 and the time of writing may also be included in this report.

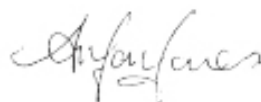
In last year's annual report I wrote "The financial climate continues to be extremely challenging of course, although at the time of writing I am cautiously optimistic that the tide is turning and the Government recognise that the financial cuts to policing for over a decade have gone too far and too deep". In October 2019, the UK Government announced Operation Uplift, a pledge to recruit 20,000 extra officers nationally for the front line over the next 3 years. As part of this drive, North Wales Police will see up to 250 additional officers recruited over this period in addition to the projected numbers required to replace officer leavers (actual figure still to be confirmed at time of writing). In the first wave of the national uplift, North Wales Police received funding for an additional 62 police officers. North Wales Police had a planned window of recruitment already scheduled for October 2019 which has enabled the recruitment of these additional officers quickly, with all officers expected in post by the end of June 2020.

During this reporting period, changes were seen in the chief officer team of North Wales Police. Sacha Hatchett was appointed as North Wales Police's new Assistant Chief Constable on 23rd April 2019. Sacha is the first female Chief Officer to be appointed in North Wales and returned to her home force of over 20 years' service the following week, after temporarily working as ACC in Cheshire since December 2017. Sacha has been in post for one year now and is in charge of crime and operations. Seb Phillips was appointed as North Wales Police's new Director of Finance and Resources in November 2019.

My Deputy, Ann Griffith also recently left the role after her fixed term contract came to an end. I would like to thank Ann for her work and support since being appointed in 2016 and wish her well for the future.

I would also like to thank the Police and Crime Panel for their continued contribution in the governance of policing in North Wales. Openness, transparency and accountability continue to be very important to me. At the time of writing I am awaiting confirmation that I have once again been recognised by CoPaCC with their Transparency Award for 2019. Should our submission be successful, which I fully expect it to be, this will be the 4th year in a row, a tremendous achievement my office and I will be very proud of. It is my intention to continue to sustain this high level of accountability and this report reflects that commitment.

The forthcoming year (2020/21) will be my final year during this term of office before the rescheduled elections in May 2021. My achievements to date are set out in this report, but this is in no small part due to the outstanding support from all officers, staff and volunteers of North Wales Police and the small team working within my office.



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



## Working in effective partnership

Many of the challenges I face as PCC are ones that the police cannot tackle in isolation and require innovative and effective partnership working to truly make a difference.

I have a **small team of dedicated staff** that work alongside me and the Force to ensure that the Police and Crime Plan is delivered and that all my statutory duties are met. The team consists of two statutory officers, namely the Chief Executive Officer and Chief Finance Officer, and support staff specialising in research, policy, governance, finance, commissioning and communication. Many duties that are carried out are not routinely reported on, for example responding to HMIC reports, Freedom of Information Requests, arranging police appeal tribunals, facilitating conferences, recruiting and maintaining an Audit Committee as well as recruiting Independent Assessors and Custody Visitors. Full details of the staffing structure can be found on my [website](#).

Domestic Violence and Sexual Abuse remain key priorities within my Plan. The work of the Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVA) remains key to ensuring the victims of these abhorrent crimes receive the support they deserve throughout the criminal justice system.

That service, and our approach to tackling Domestic Violence and Sexual Abuse more widely, is managed through the **Violence Against Women, Domestic Abuse and Sexual Violence Strategic Board** which is chaired by my Chief Executive. In addition to the funding I make available for these vital services, funding is also received from Welsh Government. In order to ensure the grant was not spent on commissioning costs and was spent on the front line where needed most, I continue to be the accountable body for the grant and its expenditure.

Prior to April 2020, the IDVA<sup>2</sup> service in North Wales was provided by a number of different specialist service providers and this led to



inconsistencies of provision, including operating processes and times within which the service could be accessed. In 2019 the North Wales VAWDASV Strategic Board commissioned a more consistent and cohesive service whilst still maintaining local expertise. This led to a commissioning process, with the region split into three separate sub regions and providers were invited to apply for one, two or all three sub regions.

The new service commenced on 1st April 2020 is offered across six local authority areas, provided by Gorwel in Gwynedd and Ynys Môn and Domestic Abuse Safety Unit (DASU) North Wales in Wrexham, Flintshire, Denbighshire and Conwy. The service operates on a 24/7 basis, with the IDVAs working on a regional rota basis to cover evenings and weekends. This rota has been developed with North Wales Police to ensure that all Domestic Abuse Officers are aware of which IDVA is operating when. This enables a smooth and consistent service for the victim, regardless of their geographical location.

In my 2018/19 annual report I highlighted the exceptional work undertaken across Wales in tackling **Adverse Childhood Experiences (ACE's)**. The North Wales Early Action Together Programme (EATP) transformed the way in which vulnerability is policed.

<sup>2</sup>EIDVAs work to address the safety of all people at high risk of domestic violence and abuse from intimate partners, expartners and family members to secure their safety and the safety of their children. The service works with men and women.

Using a public health approach, the Programme worked with a number of third and public sector agencies to give police and partners a better understanding of the generational cycle of crime and address the lack of early intervention. Some of the positive outcomes delivered included

- **Reduction in inappropriate safeguarding referrals**
- **Improvement in the quality of safeguarding referrals**
- **Increase in Early Help Hub referrals**
- **Improvement in Early Help problem solving by police officers**
- **Improvement in communication and collaboration among police and partners**
- **Importance and relevance of improving knowledge about ACEs, trauma and**
- **Resilience among the public established**

It was therefore of great disappointment to learn of the Home Office decision to end the funding in March 2020. The Chief Constable and I remain committed to this programme and ensuring North Wales Police will continue to have a better informed and skilled police workforce, empowered to respond using an ACE lens.

The **Joint Audit Committee** is a committee made up of four independent members and a key component of the corporate governance of the Police and Crime Commissioner (PCC) and Chief Constable (CC) for North Wales. The purpose of the Joint Audit Committee is to provide independent advice and assurance to me and the Chief Constable on the adequacy of the governance and risk management frameworks, the internal control environment, and financial reporting, thereby helping to ensure efficient and effective assurance arrangements are in place. To this end the Committee is enabled and required to have oversight of, and to provide independent review of, the effectiveness of the Office of the Police and Crime Commissioner's (OPCC) and Force's governance, ethics, risk management and control frameworks, the financial reporting and annual governance process, and internal and external audit. I am grateful for the continued work and support of the Committee and the assurances given. Where the Committee have not been able to give assurance, I am satisfied

that the Force and my office have plans in place so that the Committee will be in a position to give that assurance in the year ahead.

The **Professional Standards Scrutiny Board (PSSB)** 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. During 2019/20 the PSSB was chaired by my Deputy, Ann Griffith with professional advice provided by my Chief Executive, the Deputy Chief Constable and the Head of the Professional Standards Department. The PSSB will now be chaired by my Chief Executive.



In last year's Annual Report I informed you of the impending **reforms to police complaints** and how I was working with North Wales Police to ensure a smooth and effective implementation of these changes. Following extensive consultation, a package of reforms to the police complaints and misconduct system has been developed by the Home Office and the Independent Office for Police Conduct. As part of this work, since 1st February 2020, I have a new enhanced role in the police complaints system.

I am now responsible for reviews of police complaints (previously known as appeals) where the previous appeal body would have been the Force itself. Along with the Police and Crime Commissioners in Dyfed Powys and Gwent, I have appointed a firm of consultants, Sancus, who are experts in dealing with police complaints to consider the reviews on my behalf but the final sign off will be made by myself or my Chief Executive. The new complaints reform allows me to make formal recommendations to the Force's Professional Standards Department on their handling of complaints.

The reforms have introduced a less bureaucratic method and a more reflective practice, focusing on learning outcomes for both individual police officers and staff, and the Force. The new system is more flexible and of course far more independent with me as the Relevant Review Body.

Another criticism of the old system was that the threshold for misconduct was too low creating a system where significant amounts of time was spent investigating officers for low level breaches of professional standards. Some investigations previously took several months, sometimes years, to complete. This could lead to stress for both the complainant and the officers concerned, adverse impact on the operational effectiveness of the Force, reduced public confidence in the Force, as well as increased expenditure to the public purse.

I also have a responsibility of providing independence in the more serious cases of breaches of police standards. I provide a Legally Qualified Chair and an Independent Member to sit on Police Misconduct Hearings and Police Appeals Tribunals. These reforms ensure that there is independence in the whole police complaints system from the less serious dissatisfactions to cases of gross misconduct.

I have a statutory duty to ensure that the policing area provides an efficient and effective criminal justice system. One of my key mechanisms to achieve this is to Chair the **North Wales Criminal Justice Board (NWCJB)**. Membership of the board includes the Chief Constable, Crown Prosecution Service, Her Majesty's Court & Tribunal Service, National Probation Service, Wales Community Rehabilitation Company, Her Majesty's Prison Service and Youth Justice Services. The Board's overarching vision is "To provide a multiagency forum for the exchange of information, to provide leadership and governance, and to identify and overcome obstacles and blockages in order to deliver a more efficient and effective Criminal Justice Service in North Wales that puts the needs of victims and vulnerable people (including drug users) at its centre".

At the time of writing, the Criminal Justice System has been significantly impacted by the COVID-19 crisis and there is currently a significant backlog of cases waiting to be heard at the criminal courts in North Wales.

Accordingly representatives from my office have been meeting frequently with the Association of Police and Crime Commissioners, the Ministry of Justice, and the National Criminal Justice Board in order to discuss issues such as reopening the courts and the challenge of keeping Victims & Witnesses engaged as court times continue to be extended. Commissioners have called for an impact assessment of what that means to victims and witnesses nationally and for comprehensive data which would enable us to assess the extent of the backlog issue.

I am working with partners, both in North Wales and on an all Wales basis to develop plans to ensure that the Criminal Justice System both locally and nationally is able to recover from the impact of the COVID-19 crisis. It was agreed early on that steps should be taken to focus on recovery planning for the local criminal justice system as a way of mitigating some of the emerging strategic risks.

I am also engaging with partners to ensure that new protocols such as the new Charging Protocol, the new Police Custody Interview protocol, the Early Prisoner Release Scheme and the new Custody Time Limit protocol, is effective in North Wales and nationally.

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

2019/20 saw the seventh year of 'Your Community Your Choice' which continues to attract high quality grant applications from across North Wales. 'Your Community Your Choice' is managed by **PACT (Police and Community Trust)**, and is funded with £30,000 from the Commissioners Fund and £20,000 from Proceeds of Crime Act monies. Additionally, in 2019/20 I provided an additional £5,126 from the Commissioners Fund to support additional worthy grass-roots projects. This year the over-arching theme for applicants to consider was 'Building Resilient Communities', including proposals that address issues such as County Lines.

A total of 20 community groups were successful last year with grant applications totalling £45,126. This included Digartref in Holyhead working with disaffected young people; Llanfairfechan Foodbank and their support for vulnerable families which has become even more important in these times; Youth Shedz Cymru to set up a new venture in Blaenau Ffestiniog; road safety workshops for young drivers through the Denbigh Workshop; support for adults and young people living with autism in Gwynedd/Anglesey and Wrexham; and working with disaffected young people in Rhyl with the All Afloat project.

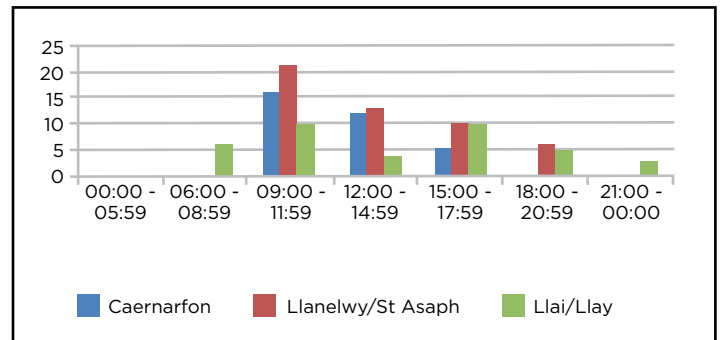
Additionally PACT also manages the Police Property Act Fund which has the on-going involvement of the Board of Trustees, of which I am a member. This fund continues to support many other community groups across the six counties of North Wales through the Main Grant Fund and the Neighbourhood Policing Team Small Grant Fund - full details of these projects will be published in the PACT Annual Report and Accounts. The management of these funds has also meant that PACT have been able to leverage other external monies to support their work, together with the headline schools education programme 'Justice in a Day' which is now in its tenth successful year of delivery with our partners at Theatr Clwyd. 2019/20 has also seen the appointment of our new chair of trustees, Ashley Rogers, Commercial Director of the North Wales Business Council. We are very much looking forward to working with Ashley and utilising his skills, knowledge and experience to develop our work.

Under the Police Reform Act 2002 and Police Reform and Social Responsibility Act 2011 all Police and Crime Commissioners have a statutory duty to establish and maintain an Independent Custody Visiting Scheme. The Independent Custody Visiting Scheme in North Wales enables appointed representatives of the local community to observe, comment and report on the conditions under which persons are detained at custody suites. In addition, it offers an extra level of mutual protection to detained persons and police officers by providing independent scrutiny of the treatment of detained persons and the conditions in which they are held.

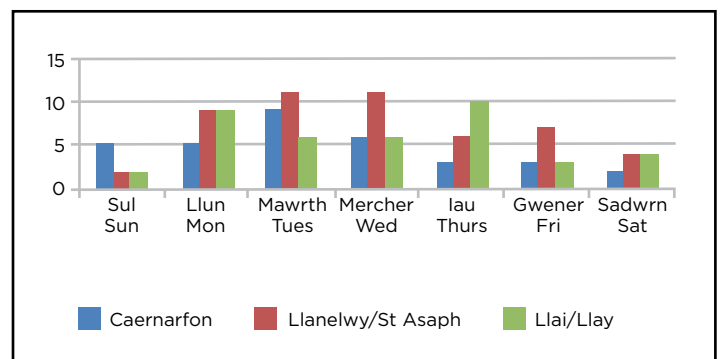
The day-to-day management of the scheme, including recruitment and organising training for custody visitors, is undertaken by my Chief Executive and his team. The induction and refresher training is provided by North Wales Police. Custody visitors are all volunteers and work as part of a team to meet the targets of the visiting programme. Currently there are 21 custody visitors in North Wales, who visit 3 designated custody suites; these are Eastern (Llay), Central (St Asaph), and Western (Caernarfon). Visits are only carried out at Dolgellau, Mold and Holyhead when the Custody Suites are in use. A total of 121 visits were made by Independent Custody Visitors across north Wales during the reporting period.

Co-ordinators and Visitors are asked to vary their visits as much as possible. During the year, visits were carried out on various days of the week and at various times. The charts below demonstrate that visits are held on each day of the week and at various times. All visits are unannounced.

Graph 1 - Times of visit in each area



Graph 2 - visits in each area





During the reporting period a total of 10,784 detainees were held in Custody in North Wales and 467 held during the visits. Of the 467 detainees that were held in custody during the visiting times 332 were available to be seen and 135 were unavailable. Of the 332 detainees who were available to be seen, 305 consented to a visit (92%) and 27 declined a visit (8%). The high number of detainees requesting a visit from the custody visitors proves the effectiveness of the scheme. Matters raised by custody visitors during their visits are resolved by the custody sergeant immediately, occasionally some issues cannot be resolved but will be referred to the custody inspector for his/her action.

In addition to these independent visits made to people held in police custody the Commissioner's office, Custody Inspectors and Custody Policy Inspector dip sample and scrutinise the custody records. I am grateful for the continued hard work and support of our volunteers.

## Youth Engagement North Wales Youth Commission

The North Wales Youth Commission was a project I commissioned in August 2019 and led by the Deputy PCC to undertake consultation and engagement with young people in North Wales on crime and policing matters.

25 young people aged between 14 and 25 were recruited to be on the Youth Commission. They were from across North Wales and from various backgrounds and demographics including rural and urban communities and those with Welsh as their first language. Some had experience of the police and criminal justice system, others were looked after children. Some were from an ethnic minority background and some were disabled young people. A great deal of effort was made to ensure that a wide variety of backgrounds and experiences were represented by those on the Youth Commission.

The Youth Commission met a number of times between August 2019 and February 2020. In their initial meeting they discussed what they considered to be priorities in relation to crime and policing in North Wales. Over the following 6 months the group then carried out extensive consultation and engagement with their peers. The project captured the views of over **1,200** young people living in North Wales.

In February 2020, the Youth Commission presented their findings to a conference of key delegates including senior members of the police service, elected members of local authorities and organisations who support and represent young people. The conference was also followed up by a report detailing key findings and recommended actions.

A link to the report can be found [here](#). Both North Wales Police and the Office of the Police and Crime Commissioner have undertaken to look at the issues raised by the project and how these can be effectively tackled by the police and partners. We will also investigate how to continue with an effective model of youth engagement going forward from this project.



## Making a difference

I am extremely proud of the work and achievements of my office, North Wales Police and our partners during 2019/20. I have listed below examples of just a few achievements with the overall aim of making North Wales the safest place in the UK.

### Changes to Chief Officer Team

Sacha Hatchett was appointed as North Wales Police's new Assistant Chief Constable on 23rd April 2019. Sacha is the first female Chief Officer to be appointed in North Wales after temporarily working as ACC in Cheshire since December 2017. Sacha has been in post for one year now and is in charge of crime and operations. Seb Phillips was appointed as North Wales Police's new Director of Finance and Resources in November 2019.



### Checkpoint Cymru

CheckpointCymru, my adult offender diversionary scheme, was introduced in December 2019.

Checkpoint Cymru is a voluntary adult offender diversion scheme based on the successful model that has operated in Durham since 2015. The programme seeks to support low level offenders entering the criminal justice system by providing them with an alternative to a criminal prosecution. Further detail regarding the programme can be found in this report.

### Priority Resource Planning (PRP) – First year

In June 2019, North Wales Police commenced its planning cycle for the 2020/21 financial year. To ensure that resources supported the Chief Constables vision and the delivery of my strategic

priorities, business plans were developed using Priority Resource Planning to allocate resources to the highest areas of harm and to improve the services that are most important to the communities of North Wales. This is the first year that North Wales Police has allocated its budget with this recognised technique.

There were various panels held throughout the process to determine which levels of service would best fit the organisation moving forward. This was led by the Deputy Chief Constable with support from the staff associations and my Chief Finance Officer and included making decisions to move resources from lower to higher areas of priority to contribute in improving the efficiency and effectiveness of the organisation.

### Launch of FCC Mental Health Triage

On 20th December 2019, North Wales Police launched its Mental Health Triage Facility based in the Force Control Room. The service provides mental health advice to officers attending incidents and improves the access to patient information between the police and local health board.

The facility comprises of six Mental Health Practitioners who are all members of the local health board and the team operates 16 hours a day, 7 days a week. The practitioners can provide officers with recommendations on patient care, including Section 136 advice, liaising with Mental Health Units and making referrals to other services. Access to patient information provides considerable improvement on previous processes and greatly assists in response to mental health incidents such as high risk missing persons.

Over the years the force has encountered a number of problems with mental health service provision including limited A&E resources and sites, lack of available NHS transport for people requiring mental health assessment and inconsistent availability of secure mental health assessment facilities. This new team allows officers to take appropriate safeguarding and signposting action with patients at scenes, reducing the number of patient transport jobs and uses of Section 136s, therefore freeing up police resources in a much quicker and efficient manner.

## County Lines Needs Assessment

The North Wales Safer Communities Board commissioned a partnership project to produce a regional understanding of what vulnerability, the criminal exploitation of children and adults and the association of drugs, gangs and violence looks like across North Wales.

Following open and transparent data sharing exercise the County Lines Needs Assessment was produced. The information gathered allows us to collectively fully understand the demand and risk of violence related incidents and create sustainable problem solving interventions to meet the needs of each community as well as proactively working with our partners who are currently engaged in the prevention of this serious harm.

I was personally fully supportive of the work and financed a partnership engagement event to allow all the partners involved to discuss the findings and co-produce meaningful recommendations. I also financed a regional county lines conference which not only delivered the final report and its resultant recommendations to more than 100 partners from North Wales and the North West but also provided an opportunity for people in our communities who have been impacted by the county lines/drugs market to have a voice and explain exactly how they, or the people they support, have been impacted by this serious crime. This pioneering work is the first of its kind in the U.K.

## County Lines Lesson

Recognising the need to support the early intervention and prevention of young people becoming involved in county lines activity I financed the development of a county lines lesson for schools through the 'Your Community Your Choice' fund and a North Wales Police grant.

The lesson has been created by the North Wales Police School Liaison Co-ordinator and the Centre for Sign, Sight and Sound in Colwyn Bay. The lesson is fully supported by the All Wales Schools Liaison Core Programme known as Schoolbeat.

The 'Tricked and Trapped' Do you know its happening?' lesson is aimed at year 8 pupils and

will be delivered across Wales by Schools Liaison Police Officers from September 2020.

Learning outcomes for all pupils after the input will ensure that every pupil will:

- Know what child exploitation is
- Be able to recognise the signs of criminal exploitation
- Know about the impact on the child
- Know that the Law protects children and no child can consent to exploitation and it's never their fault
- Understand and resist child exploitation
- Know where to get help and support

The Rights of the Child are highlighted throughout the lesson with the pupils completing their 'Pupil Pledge' to keep themselves safe and pupils are also reminded about trusted adults and specialist agencies that are always available to help them.

This lesson is of particular interest to the National County Lines Co-ordination Centre who disseminates and promotes innovation and best practice throughout the UK.



## Operation Encompass

Encompass is a Home Office approved project that runs jointly between schools and North Wales Police. The project went live in Wrexham and Flintshire on 20th January 2020. Whilst outside of the reporting period for this report, I am pleased to confirm that Anglesey, Gwynedd and Denbighshire went live on 27th April 2020 and in Conwy on 4th May 2020. Encompass is a national initiative to enable information sharing between police and education in an effort to support children who have witnessed domestic abuse. Primarily, its aim is for a school to be alerted of a child's exposure to domestic abuse as early as possible so to enable immediate support. The partnership recognises that all incidents of domestic abuse can be harmful to children and young people.

Trained Key Adults are placed in all schools to allow them to liaise with the police and to use the information that has been shared, in confidence, to ensure that the school makes provision for possible difficulties experienced by children or their families.

## Serious Violence Prevention Project

The OPCC obtained £60,000 in funding from the Early Intervention Youth Fund during 2019/20. This money supported St Giles Trust working in a local high school to provide direct intervention work with young people on the cusp of becoming involved in serious violence.

The money also allowed the continuation of 'Justice in a Day' a unique award-winning project (now in its tenth year) that uses professional actors to examine, in a hard-hitting and realistic drama, key issues about the criminal justice system and young people.

The money also supported the Stand Against Violence Initiative (SAVI). This collaborative pilot project identifies and reaches young people at risk of being affected by violent crime in Rhyl; recognising the duality of experience whereby young people may be vulnerable to becoming potential victims and perpetrators. SAVI brings together 3rd sector organisations and community groups with statutory services - including the police, youth justice and schools,

to share knowledge, ideas and resources in the development and delivery of imaginative local solutions with a holistic approach to tackling the drivers of serious violence.

## Force Awards

Chief Constable Carl Foulkes held his first Force Awards ceremony on 5th March 2020. The awards recognised police officers, staff and volunteers for their exceptional contribution to policing with a total of sixteen awards presented to recipients in the company of distinguished guests, senior officers, family and friends.

Amongst the winners were officers being recognised for their bravery, investigations relating to trafficking and serious sexual offences, an innovation award and volunteers being recognised for their commitment and duty to the force.



## Launch of the Gender Equality Network

North Wales Police officially launched the Gender Equality Network on 11th November 2019. This was a transition from the Women's Association with the aim to provide a more inclusive network focusing on issues which affect all members of the organisation. Both a male officer and staff member have been appointed as vice chair positions.

## Joint Strategic Equality Plan – 2019/2023

The Force and PCC Joint Strategic Equality Plan was published in April 2019 and can be accessed on my [website](#). In accordance with requirements under the Equality Act 2010, we consulted with stakeholders, partners and staff to establish the new priorities for the 2019/2023 Equality Plan. As always some of our priorities continued from the previous plan such as tackling hate crime and ensuring effective and fair use of powers (e.g. stop & search). However, in the new plan there has been a dramatic increase in activity to ensure appropriate workforce representation across Welsh language, gender, race and other protected characteristics.

The Force is not currently reflective of the communities of North Wales. Operation Uplift, referred to in this report, presents a good opportunity to improve representation across the protected characteristics. Therefore significant resources have now been dedicated to Operation Uplift and increasing applications from minority communities. Several initiatives have been launched to encourage and improve applications and to promote North Wales Police as an employer of choice for everyone. Both the Force and the OPCC continue to work together on delivering the Equality Plan which is monitored and scrutinised on a quarterly basis through the Equality and Diversity Committee which is now chaired by the Deputy Chief Constable.

## Launch of Internal Ethics Committee

North Wales Police launched its Ethics Committee in April 2019. The committee was created to enable an appropriate forum outside of the Professional Standards Department, for ethical dilemmas to be discussed with a group of officers and staff, of varying ranks across the organisation as well as external members. The ranking structure of the group is of an equal standing in that seniority is not distinguished; all members are of a fair and equal stature. The implementation of this committee enables the force to maintain its ethical approach to a decision-making problem between two possible moral imperatives, neither of which is

unambiguously acceptable or preferable. My office is represented at this Committee.

Employees are invited to submit any ethical dilemmas they have or may come across; this can be submitted anonymously. This could be policy, practices, moral or 'grey' areas. Once a dilemma has been submitted and discussed at the committee any advice or decision will be submitted to the Chief Officer team and outcomes will be published via the forces internal intranet and feedback is provided to the staff member submitting the dilemma.

## Results of Op Tide

Operation Tide was the name given to a Serious Organised Crime operation which in September 2019 saw 24 warrants being executed across North Wales, Merseyside and Police Scotland. This operation involved over 300 officers and staff and was well publicised by both the local and national media.

Operation Tide is the culmination of nearly 12 months' worth of work. The organised Crime Group dismantled through this operation were responsible for the supply of Heroin and Cocaine in the Deeside area of the force via a County Line known as the 'Echo line'. This group did not just pose a threat in relation to the supply of harmful drugs, it was responsible for serious violence, rape, threats to kill and intimidation of vulnerable people.

The operation was led by the Serious Organised Crime Unit with many of North Wales Polices' covert assets having to spend a vast amount of time in the Merseyside area. The operation required a huge amount of analytical support, the biggest operation of its type experienced in relation to data analytics, to enable the team to link the criminal activity.

The executive action which involved a full command structure in both North Wales and Merseyside was a success and resulted in 16 arrests and 15 remands in custody for supply offences and conspiracy to commit Grievous Bodily Harm. The majority of the police remands then resulted in court remands which is always rewarding and whilst recognising there is a long way to go with obtaining convictions, we are confident some of those individuals will be spending significant time in prison.

## Results of Op Blue Fulgent

On 19th April 2019, Gerald Corrigan was fatally shot with a cross bow bolt outside of his home in Anglesey. A five week-long trial was held over January and February 2020 which delivered unanimous guilty verdicts and Terence Michael Whall was found guilty of murder and conspiracy to pervert the course of justice. He was sentenced to thirty-one years imprisonment. Co-defendant Gavin Jones was convicted of conspiracy to pervert the course of justice and was jailed for five years. Darren Jones was sentenced to two years and 10 months for arson, and Martin Roberts, 35, was jailed for two years and four months for arson.

The outcome is the culmination of many months of hard work by a dedicated investigation team and the complexity of the enquiry cannot be understated. There was no forensic evidence, no direct eye witness evidence to the shooting and he was not seen going to or from the scene. This was a case based on circumstantial evidence. The investigation was supported with over 300 further officers and staff as well as partner agencies.

## Police Cadets

The Police Cadets have been involved in a number of events force wide over the last year and have assisted in the following areas of policing;

- Remembrance Sunday, assisting local NPT representing North Wales Police at local events
- Offering Crime Reduction advice as part of the #BigEasy campaign into local neighbourhoods
- Assisted with 'Wales in Bloom' with planting and caring for flower beds
- Tested Purchasing restrictions working with our partner agency Trading Standards, resulting in
- premises receiving formal warning for breach of age sales
- Operation Sceptre, a national campaign aimed at reducing knife-related crime, where Cadets have been assisting with proactive deployments

## Op Uplift

Operation Uplift is the UK Government pledge to recruit 20,000 extra officers nationally for the front line over the next 3 years. This was announced in October 2019. As part of this drive, North Wales Police will see up to 250 officers recruited over this period in addition to the projected numbers required to replace officer leavers (still to be confirmed at time of writing). In the first wave of the national uplift, North Wales Police received funding for an additional 62 police officers. North Wales Police had a planned window of recruitment already scheduled for October 2019 which has enabled the recruitment of these additional officers quickly, with all officers expected in post by the end of June 2020.

## Official launch of Chief Constable's new vision

The Chief Constable launched his new vision for the organisation in May 2019; the aspiration of making North Wales the Safest Place in the UK. This vision has been communicated well internally and externally to the public, informing them that the key areas of focus are the proactive prevention of crime, protecting communities and pursuing offenders. I fully support this ambitious vision.



## Christmas Drink Drive Campaign

Disposable breath test kits were distributed to hotels across the region as part of the Christmas campaign 2019/2020 to reduce the number of drink-drive related incidents. A number of hotels agreed to distribute the 'indication only' kits to guests who wanted to check for alcohol levels the 'morning after' after a night of drinking. The new initiative caught the attention of ITV Wales with interviews being conducted with RPU and one of the hotels involved in the scheme. Key locations were identified as part of this process to target 'hot spot' areas for drink driver arrests.

The breath test kits were received well, with a number of the hoteliers wishing to continue with the scheme. A total of 2600 breath test kits were distributed to 12 hotels identified within hot spot areas for drink drive offences. In addition a number of kits distributed to key police stations, Wrexham, Rhyl, Llandudno, Bangor, Caernarfon and Holyhead.



# Delivering the role of the Police and Crime Commissioner

My core responsibilities as Police and Crime Commissioner are to:

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

## 1. Efficient and effective police force

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

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

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



## PEEL Inspection

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) conducted North Wales Police's integrated PEEL (Police Effectiveness, Efficiency and Legitimacy) inspection in April and May of 2019.

This was a two week inspection covering all aspects of North Wales policing. The report was published on 6th February 2020 and resulted in a grading of 'Good' in each category and overall.

North Wales Police continues to be recognised as good at reducing crime and keeping people safe. The inspection found that the force overall has a good understanding of the nature and scale of vulnerability in the area and that its officers and staff are good at protecting vulnerable people from initial contact to when cases reach the courts. North Wales Police were commended for the issuing of Domestic Violence Protection Notices (DVPNs) to prevent domestic abuse offenders from committing further offences. This was the highest amount issued per head of population in 2018/19 out of all 43 forces in England and Wales. Since the findings of the inspection were presented to the force, a significant amount of work to improve those areas identified for improvement has commenced, including the management of registered sex offenders.

The Firearms Alliance Collaboration between North Wales and Cheshire constabularies was identified as an effective joint working arrangement to provide armed policing with assured deployments, training and command of armed operations in both forces.

North Wales Polices' new approach to budgeting (PRP) was recognised in enabling the force to better meet demand and the priorities set for policing, but the need for additional data to enhance the assessment for future demand was recommended from the inspectorate for accurate forecasting.



## HMICFRS North Wales Child Protection Inspection

HMICFRS conducted North Wales Police's Child Protection inspection in July 2019. This was part of the rolling programme of inspections that HMICFRS carry out of all police forces in England and Wales. The inspection took place over a two week period and inspected how the force protects children and investigates reports of child abuse. HMICFRS found that the force is performing to a generally good standard with respect to child protection and safeguarding.

North Wales Police proved it had positive practice and effective working arrangements with partner agencies.

Our control room staff are thorough at sharing information with frontline response officers to help them make better decisions about the best way to protect children. North Wales Police also proved that investigations led by specialist officers were good, with joint decisions and clearly recorded investigative activity.

The areas of concern identified by the inspectorate have been accepted and work has been completed and remains ongoing to rectify those which required improvement. HMICFRS were due to re-visit the force's in April 2020 to inspect progress against these recommendations but due to COVID19, this has been delayed. I am confident that progress has been made in areas identified and look forward to HMICFRS returning to review its progress once their inspection regime re-starts.

I write to the Home Secretary following all inspections specific to North Wales Police. All letters to HMICFRS inspections can be found on my website [here](#).

## 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 the Use of Force, Care not Custody, Human Resources and sustainable development to be considered at this Board.

Further scrutiny of the Force is made at my Professional Standards Scrutiny Board, Multi-Agency Scrutiny Panel, Joint Governance Board, Independent Custody Visitors Panel and dip sampling exercises of Professional Standards complaint investigations and calls to the 101 system. I have provided more information on my scrutiny role and the support I have in place on my [website](#).



## Control Room Scrutiny - 101 Dip Sampling

The 101 dip sampling is carried out on a quarterly basis with 20 calls being reviewed on a randomly picked day within the previous quarter. This system has now been in place for a year and is working well. We have identified areas of improvement such as the use of a bilingual greeting at the start of any calls. Following feedback the Force has provided additional guidance and there has been an improvement.

There have also been excellent examples of good public service identified during the dip samples with individuals going above and beyond their roles and demonstrating compassion and patience during difficult calls. All feedback is given to the call handlers and their supervisors.

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

It is clear to me that in order to deliver the strategic priorities set out in my Plan, the support of our partners is imperative – the police cannot deal with vulnerability and exploitation in isolation.

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

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

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

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

The Board’s overarching vision is “To provide a multi-agency forum for the exchange of information, to provide leadership and

governance, and to identify and overcome obstacles and blockages in order to deliver a more efficient and effective Criminal Justice Service in North Wales that puts the needs of victims and vulnerable people (including drug users) at its centre”.



### Checkpoint Cymru

Checkpoint Cymru, my adult offender diversionary scheme, was introduced in December 2019.

Checkpoint Cymru is a voluntary adult offender diversion scheme based on the successful model that has operated in Durham since 2015. The programme seeks to support low level offenders entering the criminal justice system by providing them with an alternative to a criminal prosecution.

This alternative is a four month programme (typically, but can be tailored to individual circumstances) which identifies and treats the underlying causes of their offending behaviour. If the offender fails to complete or comply with the programme they will return to the criminal justice system and face prosecution.

In this report, I refer to my views on drugs policy and that drug users should be treated as a health issue rather than a criminal matter. Checkpoint Cymru builds upon that ethos and a desire for a greater focus on the underlying causes of offending behaviour.

Tremendous progress has been made during 2019/20 to bring my vision into reality. A Checkpoint Cymru Manager was appointed in July 2019 and the interviewing process began for the team of nine Navigators who work closely with the clients.

Whilst I fund the programme in its entirety, the Navigators are employed by North Wales Police. When appointed they underwent an intensive package of training including:

- **Mental Health**
- **Professional Boundaries**
- **Substance Misuse Awareness**
- **Train the Trainer Drug Education Programme**
- **Women in Justice “POWER” training**
- **ACEs Recovery Toolkit training**
- **Restorative Justice**
- **GDPR**

Since the programme went live in December 2019 we have had a steady and increased number of referrals per month. At the time of writing, referrals are at 40-60 per month which has included offences such as shoplifting, public order and drug possession. Through the Drug Education Programme we have successfully diverted nearly **200** people away from the CJS who had personal possession of drugs. It remains early days for Checkpoint Cymru but the signs to date are encouraging with many positive outcomes being delivered and I am extremely proud to see this programme come to fruition and look forward to its development over the coming months.

## 4. Co-operate with the other Police and Crime Commissioners

Co-operating with the other Police and Crime Commissioners to formulate and implement strategies across police force areas is an important function and contributes towards delivering the Strategic Policing Requirement. I have endeavoured to fulfil this function by regular meetings with my fellow Commissioners and their Chief Constables in Wales and the North West of England.

The collaboration work between North Wales Police and the police forces of the North West of England is of particular importance to the policing of North Wales as the geographical

proximity means that we have shared priorities for tackling serious and organised crime, as well as providing operational cooperation for the police service. I continue to be impressed by the results delivered by the Regional Organised Crime Unit (NW ROCU). It is an outstanding example of collaborative working delivering tangible outcomes that keeps the communities of North Wales safe.

Significant progress has been made during this reporting period on numerous **collaboration projects** taking place between the four Welsh forces, the North West and national projects. Particular progress to note includes:

### eRecruitment (OLEEO) launched July 2019

- All four Welsh police forces are now live with E-recruitment on the Oleeo platform ensuring all officer
- recruitment across Wales is fully automated and consistent across the forces.
- Dyfed Powys and South Wales Police have now joined North Wales and Gwent by launching Police Staff recruitment online.

### National Enabling Programme (NEP)

The **National Enabling Programmes** – or NEP – was created to introduce a secure platform and national standards that enable new ways of working and collaborating for the 43 police forces that make up policing across England and Wales. North Wales Police have made good progress during this period with background works. To date NWP have;

- National Sign off 50 Users for a technical pilot
- National Sign off for Acceleration to deviate from national plan to support COVID19 mitigation
- NEP ICT infrastructure in use to support home working

The force reported just under 1,000 staff working from home successfully in April as a result of COVID-19 and this has benefitted from the works already completed for the NEP.

## Single Online Home (SOH)

Single Online Home (SOH) is a national, digital front counter service offering people a high quality and consistent range of policing services (more than 40 in total), such as online crime reporting, applying for a firearm's licence or requesting information about past domestic violence cases (under Clare's Law).

NWP preparatory works for SOH has progressed during this period with the project moving into the start of the implementation stage. However, a number of issues were identified with the system, including concerns around the Welsh language, Our Area pages and the system on test.

Single Online Home presents a tremendous opportunity for policing to reduce the demand placed on the 101 telephone system, which is an issue that continues to be raised with me frequently directly by members of the public and those contacting my office to complain of poor service. With that in mind, I look forward to further progress being made in 2020/21.

## Transforming Forensics/Digital Forensics/Forensic Collision Investigation

Forensics is an integral part of policing which faces the challenges of an increasingly digital world. Our forensic service needs to modernise, to become more efficient and effective, taking advantage of leading edge technology and innovation to respond to present and future demands.

Transforming Forensics is a programme that will:

- Design and build forensic services that will offer better protection to the communities we serve and the best possible service to victims of crime;
- Envisage modern, efficient, world leading and sustainable services ensuring consistent and high-quality delivery, innovation, training and support in forensics across the UK;
- Support forensic science across law enforcement to meet future challenges and deliver enduring transformational change.

North Wales Police implemented changes immediately to ensure and maintain operational forensic capability and capacity whilst meeting the restrictions from COVID-19. Measures have included the physical distancing of teams wherever possible and providing PPE for staff and ensuring procedures for the handling of potentially infected exhibits.

## Forensic Collision Investigation

North Wales Police are recognised as the leading Force in England and Wales for forensic collision investigations. Therefore, the Forensic Collision Investigation Network (FCIN) will be hosted by North Wales Police with ACC Sacha Hatchett the NPCC lead for forensic collision investigation.

The Forensic Science Regulator has directed that all police force's Forensic Collision Investigation functions must be compliant with strict standards by October 2020 (now extended to October 2021 owing to COVID-19), and that forces who join the FCIN will have a further extension to October 2022.

The expectation is that all Forces in England and Wales will join the network and I look forward to continued progress over the next 12 months.

## Emergency Service Network (ESN)

The advent of COVID-19 has reaffirmed a cross-Government appetite to push forward with major projects which bring economic benefit, ESN is amongst them whilst the Home Office has stated, that ESN remains at the top of their priorities.

Forces in Wales have continued to progress works in readiness for ESN and this includes the mapping of current contracted systems and any contract extensions to local systems that are interactive or interdependent with the ESN programme.

I remain concerned around the continuous delays being incurred within this programme and have raised my concerns with the UK Government about the additional costs being incurred by North Wales Police as a result of the technology not being available, both in terms of the topslicing of government grants to fund the scheme, and also the increasing costs of continuing with Airwave.

## Tri-Force Collaboration

The future direction and work of the Tri-force Programme (North Wales Police, Merseyside Police and Cheshire Constabulary) is currently under review. The original intention was to build business cases for collaboration in relation to:

- **Niche RMS**

RMS is the record management system used by the 3 Forces. The Merseyside and North Wales merged platform went live on the 14th October 2018. Since that time, and specifically during this reporting period, the intended outcomes of having shared data were realised almost immediately. Since go-live, because of the richer information available to staff, many arrests and better informed decisions have been made that have undoubtedly significantly improved our ability to keep the public safe.

- **Intelligence**

Collaboration work is on-going between the three intelligence Departments.

- **Criminal Justice**

Collaboration work has been suspended in this area at the time of writing due to COVID-19.

- **Custody**

Preliminary consideration is being given to the possibility of collaboration with custody training.



# A year of engagement

I represent all of our communities across North Wales in ensuring their policing service is as efficient and effective as it can be. I therefore place great importance on getting out of the office and meeting the public at every opportunity. I cannot gather information without attending events, meetings, conferences and meeting members of North Wales' vibrant and diverse communities. I therefore provide here only a snapshot of some of the events my Deputy and I have hosted or attended during 2019/20.



## Gwynedd

- Visit to Prosiect Rhwyd Arall, Caernarfon
- High Sheriff of Gwynedd Event
- Visit to Mantell Gwynedd, Caernarfon
- Nefyn Show
- Visit to the Wisdom Project, Caernarfon
- Street Surgery with Local Councillors in Caernarfon
- Jam Portmeirion Festival
- Street Surgery with Local Councillors in Harlech
- Street Surgery with Local Councillors in Barmouth
- Street Surgery with Local Councillors from Neuadd Dyfi
- Street Surgery with Local Councillors from Dinas Mawddwy



Crime Commissioner in Barmouth



## Conwy

- Welsh Language Champions Workshop, Eirias Park
- County Lines Steering Group, Eirias Park
- Health and Wellbeing Strategy Launch, Conwy
- Windrush Event, Colwyn Bay
- Youth Work Excellence Awards 2019, Deganwy Quay
- Mountain Rescue Visit, Betws y Coed
- National Eisteddfod, Llanrwst
- Problem Orientated Partnership Awards, Deganwy Quay
- County Lines Needs Assessment Multi Agency Group, Llandudno
- Youth Commission Event, Colwyn Bay
- The Gender Equality Network Launch, Llandudno



Youth Commission Conference

## Wrexham

- Official opening of Llay Divisional Police Headquarters
- Mini Police launch
- Crime Stoppers County Lines campaign launch
- Gwersyllt primary school logo competition
- Bawso Event
- Forced Marriage, Honour Based Violence, Female Genital Mutilation & Modern Slavery Event
- Guest Speaker to 90 Year 5/6 Pupils, Wrexham



Mini Police



## Denbighshire

- Guest Speaker Age Connects North Wales Central, Denbigh
- International Eisteddfod, Llangollen
- Making the Cut Domestic Abuse Launch, Rhyl
- West Rhyl Young People’s Project
- Launch of ADAPT & Close event, St Asaph
- Visit to the Women’s Centre, Rhyl
- Annual meeting with the Chairs of both Safeguarding Boards
- FUW event, Corwen
- Industry Specific Modern Slavery Awareness Conference, St Asaph



Rhyl Womens Centre

## Anglesey

- Street Surgery with Local Councillors in Llangefni
- Anglesey Show
- Early Action Together Event, Llangefni



Crime Commissioner visits Gorwel

## Flintshire

- Guest Speaker at the Rotary Club of Mold
- Commissioner’s Award Ceremony, Mold
- Met with Broughton Neighbourhood Watch
- PACT Cymru Volunteer Awards and Showcase Event, Mold
- DangerPoint Knife Crime Display Press Launch, Talacre
- Denbigh and Flint show



Connah’s Quay and District Angling Club



## National Events

In addition to meetings and events across North Wales, my Deputy and I have also attended a number of meetings and events across the UK to build partnerships with key stakeholders and to represent the communities of North Wales. The below are only a few attended during this period.

- Opening Wales Association of Community Safety Officers Conference, Newport
- Serious Violence Event, Cardiff
- County Lines meeting, Cardiff
- National NPCC LGBT Conference 'Changing Workplaces Together, Creating Harmony', Cardiff
- Wales First Survivor Led Domestic Abuse Conference for Survivors, Newport
- National Police Memorial Day Service, Glasgow
- Women in Leadership Annual Conference, Newport
- Naloxone Learning Event, Birmingham
- Lord Ferrers Awards 2019, London
- 5th International Conference on Law Enforcement & Public Health, Edinburgh
- World Class Policing Awards 2019, London

## Agricultural and National Shows

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

## Consultation Events

In order to write or review my Police and Crime Plan and to inform my precept proposals each year, I must consult with the people of North Wales to hear their views. 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.

The Precept Consultation Survey was open between 2nd December 2019 and the 17th January 2020. There were a total of 489 responses to the survey with 44 in Welsh and 445 in English. The total number of responses was considerably lower than the number received in previous years. The General Election in December 2019 prevented extensive promotion of the survey because of the restrictions within the pre-election guidance.

Following feedback from previous survey's this year I ensured that the survey was accessible in a number of formats. The survey was available online, in paper format and in an Easy Read format. There were 15 paper copies received and five Easy Read surveys received. In addition the Deputy Police and Crime Commissioner attended a number of groups for Older People to ensure that they were aware of the consultation and had the opportunity to complete it either online or in paper format.

## 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.

On the 21st November 2019 I hosted my annual Third Sector Engagement Event to engage collectively with organisations from the voluntary and community services sector. The main purpose of these events is to engage with stakeholders and seek their feedback on the policing priorities. 95% of those in attendance agreed or strongly agreed with the current priorities. A full report on the 2019 event can be found on my website [here](#).

## 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.

## PCC's Community Awards Evening - 3rd October 2019 - Theatre Clwyd, Mold

The Police and Crime Commissioner's annual community awards evening was held on 3rd October 2019 at Theatr Clwyd in Mold. The event is moved across North Wales each year to a different location within the three different divisions of the Force.

Ten awards were presented at the ceremony, all of whom were extremely worthy winners. The categories for the awards reflect my policing priorities set out in the police and crime plan. This year there was a strong focus on "Early Action" initiatives with a group of awards for organisations who take preventative measures to tackle the issues that arise in relation to Adverse Childhood Experiences or community based problems which create vulnerability and need which can end in crisis.

Cobra Life CIC, Medrwn Môn and Rhwyd Arall are all organisations who have supported people who are vulnerable and who may have experienced trauma. The work carried out by these bodies is key to preventing vulnerability and further, more complex crime and community problems.

As always rehabilitation and good performance by domestic abuse services were highlighted and recognised, as were equality and diversity and good partnership working.



# Police and Crime Plan Strategic Priorities, 2019/20 Progress Report:

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

This section of the annual report will focus on the progress made during 2019/20 against my strategic priorities set out in my Plan.

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

I have identified five priority areas for North Wales Police.

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

In addition, in 2018/19 I introduced an overarching aim of 'reducing the criminal exploitation of vulnerable people'. The Chief Constable's Delivery Plan sets out the specific actions North Wales Police will take in delivering these priorities. Of note is the importance of partnership working in tackling them. All priority areas present issues beyond policing and an effective response can only be delivered in partnership.

## Domestic Abuse

### Operation Encompass

Encompass is a Home Office approved project that runs jointly between schools and North Wales Police. The project went live in Wrexham and Flintshire on 20th January 2020. Whilst outside of the reporting period for this report, I am pleased to confirm that Anglesey, Gwynedd and Denbighshire went live on 27th April 2020 and in Conwy on 4th May 2020. Encompass is a national initiative to enable information sharing between police and education in an effort to support children who have witnessed domestic abuse. Primarily, its aim is for a school to be alerted of a child's exposure to domestic abuse as early as possible so to enable immediate support. The partnership recognises that all incidents of domestic abuse can be harmful to children and young people.

Trained Key Adults are placed in all schools to allow them to liaise with the police and to use the information that has been shared, in confidence, to ensure that the school makes provision for possible difficulties experienced by children or their families.

### Regional IDVA provision

Prior to April 2020, the IDVA<sup>3</sup> service in North Wales was provided by a number of different specialist service providers and this led to inconsistencies of provision, including operating processes and times within which the service could be accessed. In 2019 the North Wales VAWDASV Strategic Board commissioned a more consistent and cohesive service whilst still maintaining local expertise.

This led to a commissioning process, with the region split into three separate sub regions and providers were invited to apply for one, two or all three sub regions.

<sup>3</sup>IDVAs work to address the safety of all people at high risk of domestic violence and abuse from intimate partners, expartners and family members to secure their safety and the safety of their children. The service works with men and women.

The new service commenced on 1st April 2020 is offered across six local authority areas, provided by Gorwel in Gwynedd and Ynys Mon and Domestic Abuse Safety Unit (DASU) North Wales in Wrexham, Flintshire, Denbighshire and Conwy.

The service operates on a 24/7 basis, with the IDVAs working on a regional rota basis to cover evenings and weekends.

This rota has been developed with North Wales Police to ensure that all Domestic Abuse Officers are aware of which IDVA is operating when. This enables a smooth and consistent service for the victim, regardless of their geographical location.

## Domestic Violence Protection Orders (DVPO) and Domestic Violence Protection Notices (DVPN)

The aim of a **DVPN** and **DVPO** is to provide victims with immediate protection following an incident of domestic violence and to give them the time to consider what to do next.

### WHAT IS A DVPN?

A **Domestic Violence Protection Notice (DVPN)** is a notice served by the police against a person who is aged over 18, where the **police reasonably believe that he or she has been violent or has threatened violence and that a victim** needs to be protected from him or her.

**The law allows the police to serve a DVPN on this person even if the victim does not agree to it.**

### WHAT DOES A DVPN DO?

A DVPN places certain conditions on the person which may include:

- stopping him/her from entering, and being within a certain distance, of the victims home;
- stopping him/her from making the victim leave or excluding them from their home;
- requiring him/her to leave their home.

DVPN usage and application is still very strong in North Wales, and we continue to see considerable applications made to the courts which are being supported. Victim feedback obtained is positive and supports the DVPN approach. This tactic is considered an effective mechanism in the overall reduction in repeat offenders for Domestic Abuse.

In their PEEL inspection, published in January 2020, HMICFRS stated “The number of domestic violence protection notices (DVPNs) used in 2018/19 by the Force to prevent domestic abuse offenders from committing further offences was the highest per head of population across all forces in England and Wales.

The importance of using DVPNs to protect victims is embedded at all levels in the force.”

### Victim satisfaction and confidence survey (ten months data to September 2019)

Measure	Result	Measure	Result	Measure	Result	Measure	Result
Initial Contact	<b>90.2%</b>	Follow up	<b>67.4%</b>	Officers believed what you said	<b>94.9%</b>	Officers reassured you	<b>90.1%</b>
Initial Police Actions	<b>90.3%</b>	I feel safer as a result of the police response I received	<b>82.6%</b>	Officers understood your situation	<b>90.3%</b>	Satisfied with treatment	<b>86.5%</b>
DAO Contact	<b>95.2%</b>	Officers listened carefully	<b>91.5%</b>	Officers treated you with respect	<b>94.5%</b>	I feel confident in calling the police again	<b>88.2%</b>
<b>Overall satisfaction 84.2%</b>							

## Sexual Abuse

### Police Online Investigation Team (POLIT)

In 2019 POLIT investigated 100 referrals relating to online child sexual abuse, including 2 contact offences and 17 referrals which were risk assessed as Very High/High, requiring prompt action. Recent Undercover Online deployment through NW ROCU (North West Regional Organised Crime Unit) identified a high risk offender and father of five who was engaging in sexual communication and inciting the profile of a child to engage in sexual activity. A joint operation with NW ROCU and POLIT resulted in the suspect being arrested, and the children being safeguarded pending further investigation.

During this period, POLIT deployments from the National Crime Agency referrals under Operation Habitation II (Dark web) also led to the recent arrest of a Rhyl male who has been accessing the dark web and amassed a large collection of indecent images.

### Child Sexual Exploitation

#### *Return Home Interviews*

Academic research has shown that return home interviews can provide intelligence to protect a child from being exploited if they have been missing from their home. In the current climate the exploitation of children has increased with the inclusion of criminal as well as sexual exploitation due to the number of children used in county lines models.

There appeared to be a gap in the return home interview provision across North Wales so I wrote to all local authorities in North Wales requesting information on the current service provided. This information request demonstrated that there is an inconsistent provision across the region. Although there is some form of return home interviews being carried out in each area only two have a specific member of staff who carries out these interviews. We will continue to monitor the progress of return home interviews across the region in the year ahead.

## Modern Slavery

Modern Slavery continues to be a largely hidden crime but it exists across North Wales and emerges in different ways. In North Wales much of the Modern Slavery crime dealt with this year has been criminal exploitation in the form of County Lines crime – around half of crime dealt with by the Criminal Exploitation Unit has involved County Lines criminality. This year has also seen the first use of a Slavery and Trafficking Risk Order which followed a closure order on premises. The Force continue to monitor intelligence and emerging trends in modern slavery criminality and have significantly increased the number of officers who have attended the Police Transformation Unit Specialist Investigators Course.

Raising awareness is still an important factor in tackling Modern Slavery. In January 2020 with funding provided by the Modern Slavery Police Transformation Fund, I hosted a conference aimed at private sector business areas identified to be vulnerable.

Sometimes businesses are specifically established to hide or disguise crimes such as laundering money, trafficking and exploiting people. Other models use existing legitimate businesses to carry out and support criminal activity. Well established and successful businesses can be infiltrated by modern slavery without the knowledge or the consent of the business owners and managers. The purpose of the conference was to highlight how in 3 key business areas, modern slavery can be played out within legitimate businesses. The event was aimed at the construction industry, farming/agriculture and hotels and hospitality.

Ultimately the police alone cannot hope to be able to tackle the issue without the knowledge and awareness of the people and businesses of North Wales.

The event was successful in raising awareness amongst those who attended. It also inspired a further event which was hosted in Ruthin in March 2020. The OPCC continues to focus on raising awareness of modern slavery.

## Organised Crime

### Launch of the Intercept Team

County Lines gang activity is an ongoing threat and one of the biggest issues facing the North Wales community which is why I introduced the overarching strategic priority of reducing criminal exploitation of vulnerable people. In February 2020, a new high tech policing unit was set up to curb organised crime and drug gangs in North Wales. The team use Automatic Number Plate Recognition (ANPR) technology to identify the vehicles of gang members and make the region a hostile environment for crime groups to operate in. This growth was funded by the precept increase agreed by the Police and Crime Panel in January 2019.

The team is based in two locations; Llay and Llandygai. Each area team is made up of a sergeant and seven constables and focuses on individuals and locations across the North Wales road network, including Organised Crime Groups and County Lines targets that are causing significant crime-related problems for local communities.

The Intercept Team bolsters North Wales Police's capability to disrupt criminal activity even further and demonstrates the commitment to maintaining a pre-emptive approach to policing to prevent criminals causing misery across North Wales. The team works closely with the Roads Policing Unit, Firearms Alliance Team and Local Policing Team with proactive operational tactics and responses to major investigations. They also support and develop new intelligence by identifying links across Organised Crime Groups and respond to specific tasking requests from Senior Investigating Officers. The team allows North Wales Police to intercept offenders to disrupt such activity, seize their assets and then convict them to protect our local communities.

### Drugs

Class A Drug supply is inextricably linked to organised crime. My views on current drugs policy are well documented. I am an advocate of treating drug misuse as a health issue rather than a criminal matter. I continue to research

and raise awareness on the importance of drug reform and the issues associated with the illegal drug market.

Whilst I am an advocate of treating drug misuse as a health issue rather than a criminal matter, I am also clear in my support of North Wales Police in targeting those organised crime groups who exploit the most vulnerable members of our society. Some tremendously successful operations took place during this reporting period as highlighted within this report.

There have been a lot of developments within the drugs portfolio during this time period from continued research, consultation responses and the introduction of a pilot for police officers to carry Naloxone.

### National Picture

The drug related death figures have continued to increase with the 2018 ONS data showing a 16% increase from the previous year. Following this data release I wrote to the Prime Minister to ask him to consider reviewing the Misuse of Drugs Act 1971. The continuing increase in drug related deaths demonstrates that the current system isn't working and change is needed to provide such vulnerable individuals with the support that they need. The current law prevents drug consumption rooms which allow individuals to take their own drugs in a clean and sterile environment. Without changing the current laws it is believed that the drug death rate will continue to increase.

### Harm Reduction - Drug Consumption Rooms

Over the past year I continued to research and promote the benefits of drug consumption rooms and their importance to the most chaotic users. Drug consumption rooms that are in place across Europe are successful in reaching users who live chaotic lifestyles, especially those from the homeless community. Over the coming year I will be seeking to write a letter of comfort to allow a drug consumption room to be piloted in North Wales and I am hoping it will demonstrate that despite the current law it is essential in reducing the number of drug related deaths.

## Harm Reduction - Heroin Assisted Treatment

Heroin Assisted Treatment (HAT) is a public health approach to treat individuals with a long term opioid addiction who have been unresponsive to other treatments. Patients attend a specialised clinic up to twice a day to receive and take their prescription under the supervision of medically trained staff. The benefits of a HAT are reduction in drug related deaths, reduction in crime and a disruption to organised crime groups.

I will be looking at ways to introduce a HAT Pilot into North Wales over the next twelve to eighteen months and will be hosting a conference called Lost Voices - Lost Lives at Venue Cymru on the 2nd November to increase awareness and gain support.

## Naloxone

Naloxone is an emergency antidote that reverses respiratory depression from opioid overdose. It works by temporarily binding to opioid receptors in the brain and body and counteracting the effects of the opioid. Over the last year I have worked closely with North Wales Police to set up a pilot for police officers to carry Naloxone to reduce the number of drug related deaths in North Wales.

Twelve North Wales Police officers and myself have been trained by a Senior Nurse from the Substance Misuse, Harm Reduction unit of Betsi Cadwaladr University Health Board and have been allocated a provision of Nasal Naloxone for use in the Flintshire pilot. A decision was taken to put the pilot on hold as a result of COVID 19. There were several factors at play, the need to protect the workforce to maintain the resilience to deal with the unknown demands, the need to cater for internal isolation/sickness and the pressure these would place on the organisation. Medical advice was continuously changing at this time and obtaining information around the adequate PPE for officers involved in such a pilot was, at times, difficult. All these factors created a scenario that increased the level of risk for our officers to an extent that we weren't entirely confident we could comprehensively control.

At the time of writing, we are now, however, in a position where we are looking at re-instating the pilot. We have upgraded our PPE, staffing levels are in a very good place; there is no further training required and a decision is imminent on the timing of the pilot to ensure we are in a position to proceed in keeping with the Force recovery plans.

## Medicinal Cannabis

In January 2020 a court in Cumbria found it not to be in the public interest to prosecute an individual with Multiple Sclerosis for growing cannabis for medicinal purposes. Following the court case I wrote to the CPS to question whether a policy had been put in place to prevent individuals being prosecuted in similar situations. Unfortunately no official policy has been put in place and individuals who are unable to access the NHS prescription of medicinal cannabis continue to be at risk of prosecution. I will continue to demonstrate my support to prevent individuals being prosecuted for using cannabis for medicinal purposes.

## Delivering Safer Neighbourhoods

The visible presence of the police deters crimes which occur in public places, reassures the majority of the public and reinforces its links with the police. However, as I state within my Police and Crime Plan, 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 am determined that our diminishing resources must focus on the areas of serious criminality and vulnerability, delivering visibility is therefore extremely challenging. We must differentiate between being visible and being accessible.

The increase in officer numbers through Operation Uplift will of course be of assistance, but the public should be aware that the officers to be recruited over the next 3 years will not replace the number lost over a decade of cuts and austerity.

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

## Personal issue Body Worn Video

In September 2019 I approved the funding that enabled North Wales Police to move from a pool-issue model of Body Worn Video to a personal issue model, upgrading from 492 devices to 1,185 devices. This was a huge investment for North Wales Police at over half a million pounds, the devices purchased were of a high-specification with many improvements compared to the previous pieces of kit.

## Personal issue devices for all front line Police Officers

The Connected Officer Project was announced in September 2019 and would deliver new equipment to frontline officers to enable them to become more agile and do more complex work away from police stations. The delivery of these devices commenced in December 2019 on a rolling deployment across all districts one at a time. Allowing officers to work more remotely enables the public to see more of our officers and staff and to complete certain police tasks with victims and witnesses in their homes, rather than having to physically visit police stations.

## Special Constabulary

We can look back over the year 2019 / 2020 as having been a challenging yet hugely positive year for the North Wales Police Special Constabulary (SC).

Despite the steady decline in the number of Special Constabulary Officers across England and Wales, we have bucked the trend here in North Wales. We have not only maintained our numbers but recruited additional officers to bring our total to a peak of 219 SC Officers across North Wales. This is an average of 197 officers over the year.

Between them these officers have contributed over 48,000 hours of policing contribution, a staggering achievement. This is the equivalent of having an additional 6,000 hours of police officer time available or the equivalent of 27 additional full time police officers.

Whilst the core responsibilities remain within Local Policing and in particular Response Policing the force have actively increased the number of SC officers working in more rural areas, for example Llangollen and Gwynedd South. The Force have also added to specialist areas, for example by embedding an SC Sgt within the Modern Day Slavery Unit to best ensure that they are able to utilise the support of the SC officers as required.



## Hate Crime

Since 2016 there had been steady increases in the number of hate crimes recorded in North Wales. This has been in line with national increases and is attributable to a number of factors, including wide reaching and sustained campaigning to raise awareness of hate crime.

For the year 2019/20 there was a slight (2%) reduction in the overall number of recorded hate crime. However 2019/20 also saw a reduction in satisfaction levels for hate crime across all measures, but in particular in relation to police “follow-up” and “overall satisfaction” with how the police dealt with the matter.

North Wales Police have now introduced measures to improve the quality of service received by victims of hate crime. Tackling hate crime effectively is important and sits within police and crime plan priorities as victims are so often very vulnerable. I will continue to monitor satisfaction levels through the Strategic Executive Board.

The OPCC has carried out a number of activities within the last year to promote hate crime awareness and encourage reporting. The 2019 Hate Crime Awareness Week Campaign saw a sustained social media campaign using materials we have developed over several years of campaigns. We also shared new material aimed at perpetrators of hate crime, developed by the Home Office. In addition we shared campaign information and messages with public sector partners and the OPCC has supported and attended local events such as the Hate Crime Awareness event hosted by Community Cohesion Coordinators at Ty Pawb in Wrexham and also by NWAMI at Coleg Llandrillo, Rhos-on-Sea.

### Hate crime victim survey results

Measure	Result Sept 19	Result Sept 18
Initial contact	88.6%	87.7%
Initial Police actions	65.6%	73.3%
Follow up	63.6%	76.8%
Treatment	87.2%	92.2%
<b>Overall Satisfaction</b>	<b>68.4%</b>	<b>82.5%</b>

## Knife Crime

Fortunately in North Wales knife crime is not at the level seen in some urban areas, but that doesn't mean we are complacent about it.

North Wales Police works closely with other agencies to tackle this issue, as this cannot be solved merely through arrests. Operation Sceptre, run jointly with Trading Standards has proved successful in removing many offensive weapons from circulation. We regularly raise awareness through social media campaigns highlighting the dangers and consequences of carrying knives; our School Liaison Officers have spoken to thousands of local pupils at 'Knife Crime Assemblies', and I provided funding for night clubs to purchase wand detectors in order to reassure the public.

North Wales is one of the safest parts of the UK, and through our relationships with other statutory agencies and the public, we work together to help prevent and stop knife crime, which is a wider community safety challenge.

Dangerpoint, the award winning interactive visitor centre in Talacre recently unveiled a new feature specifically designed to teach children about the dangers of knife crime. A new display board offers youngsters the chance to discover the different outcomes that can occur when they choose to carry knives. Funded by the Office of the Police and Crime Commissioner, the board is an important addition to the fun and interactive activities where visitors journey from the home to the beach, countryside, playground, farm & highways. North Wales Police is a founder member of the organisation and Chief Constable Carl Foulkes is a member of the board of trustees.

## Summary of Outcomes

Performance is measured by comparing 2019/20 against the previous year (unless stated) in order to identify any areas of concern, which also assists me in carrying out my scrutiny of the Chief Constable and holding him to account in the delivery of my Plan.

## Domestic Abuse Outcomes

### Main points

- Overall demand during this period was stable across domestic crime and non-crime
- The positive outcome 1-8 rate shows year on year reductions
- Domestic abuse repeat offending remains at a lower level
- Domestic related crimes continue to make up a bigger proportion of crime in North Wales than in most other forces
- Satisfaction rates for domestic victims are encouragingly high including for high risk victims

### Reported Domestic Abuse Crime 2019/20 compared to 2018/19

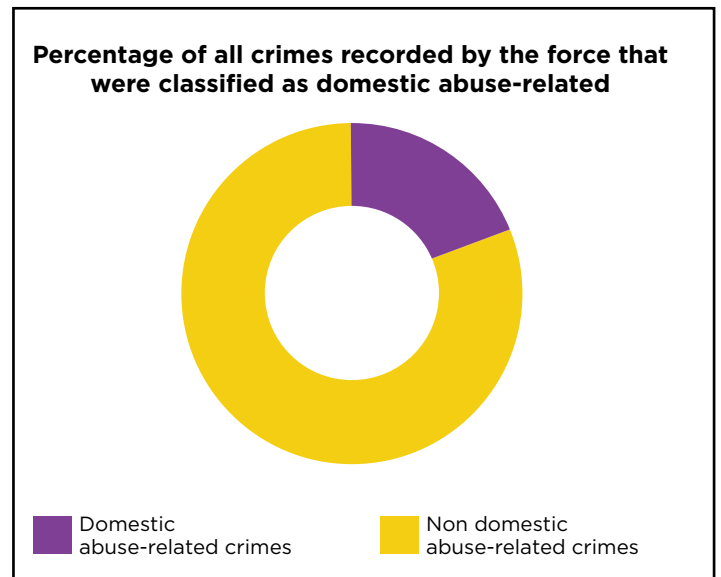
Division	Area	Reported YTD	Reported LYTD	% Change
Western	YM	876	950	-7.8%
	GN	904	919	-1.6%
	GS	535	634	-15.6%
Central	WC	1,377	1,410	-2.3%
	DC	1,814	2,031	-10.7%
	CR	570	586	-2.7%
Eastern	FN	1,272	1,380	-7.8%
	FS	782	840	-6.9%
	WR	1,225	1,538	-20.4%
	WX	1,025	1,093	-6.2%
<b>Total</b>		<b>10,380</b>	<b>11,381</b>	<b>-8.8%</b>

## Domestic abuse repeat offending remains at a lower level

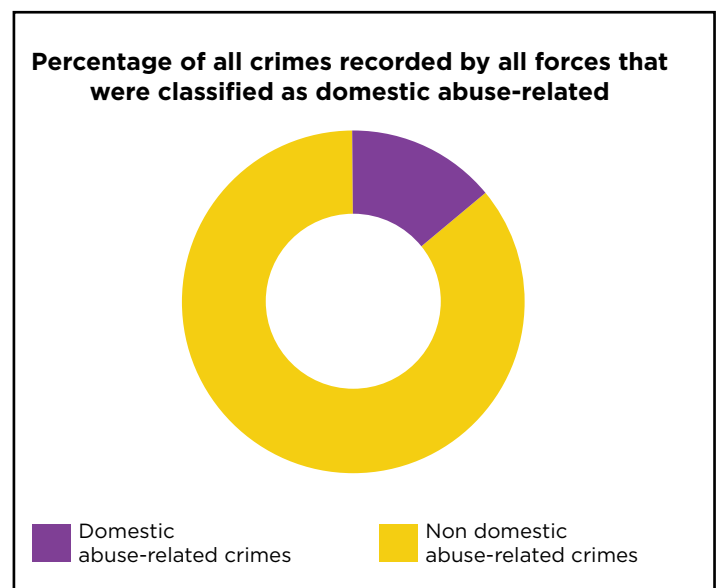
Offenders who commit crime three or more times in the previous 12 months continue to remain lower than in previous years, although this has become a new norm and is still relatively stable. There has now been a **13.0%** reduction in the number of repeat domestic abuse offenders three or more times this year.

**Domestics make up a greater proportion of crime in North Wales than most other forces** Fig.5: Proportion crimes classified as domestic abuse 2018/19

### North Wales



### England and Wales



Domestic related offences as a proportion of total crimes continue to make up a larger proportion than in many other forces, currently sitting at 19% compared with a 14% level for England and Wales.

North Wales has one of the highest rates per 1000 population for domestic abuse crimes, sitting at 16 per 1000.

51% of these crimes were allocated to Outcome 16 – victim does not support action – in the 12 months to March 2019.

### Satisfaction rates for domestic victims remain encouragingly high including for high risk victims

Survey data as at February 2020. Of the 473 people that have taken part in the survey so far:

- 90.9% were satisfied with the initial contact
- 90.4% were satisfied with the initial police action
- 93.2% were satisfied with the DAO contact
- 66.4% were satisfied with follow up
- 85.8% were satisfied overall

Other areas are showing similarly high responses.

- 93.4% were satisfied officers listened carefully to what they had to say
- 95.7% were satisfied officers believed what they said
- 91.0% were satisfied officers understood the situation
- 95.1% were satisfied officers treated them with respect
- 90.4% felt reassured
- 89.4% were satisfied with the way officers treated them
- 87.7% felt confident in calling the police again
- 83.7% felt safer as a result of the police response received



## Sexual Abuse Outcomes

### Main points

- Levels of reported sexual offences remained stable during this period
- Rise in recorded sexual grooming offences
- North Wales still have the highest rate of recorded sexual offences per 1000 population in England & Wales
- CSE intel submissions have recently risen but CSE occurrences maintained at lower levels
- Positive outcome rate for sexual offences is currently matching the national average

### Levels of reported sexual offences are currently stable and below the levels forecasted

The number of reported sexual offences shows no significant change over the last 12 months, but shows a 4.7% reduction on the last year.

Division	Area	Reported YTD	Reported YTD	% Change	Outcome 1-8 Rate YTD	Outcome 1-8 Rate LYTD	pp Change
Western	YM	194	255	-23.9%	6.7%	12.9%	-6.2
	GN	287	244	17.6%	9.8%	4.5%	5.2
	GS	207	149	38.9%	18.8%	10.7%	8.1
Central	WC	310	301	3.0%	11.6%	11.3%	0.3
	DC	395	392	0.8%	7.8%	6.9%	1.0
	CR	155	181	-14.4%	9.7%	9.4%	0.3
Eastern	FN	283	304	-6.9%	9.5%	4.3%	5.3
	FS	139	191	-27.2%	7.2%	15.7%	-8.5
	WR	260	267	-2.6%	6.9%	11.2%	-4.3
	WX	225	293	-23.2%	8.0%	14.0%	-6.0
<b>Total</b>		<b>2,455</b>	<b>2,577</b>	<b>-4.7%</b>	<b>9.6%</b>	<b>9.8%</b>	<b>-0.2</b>

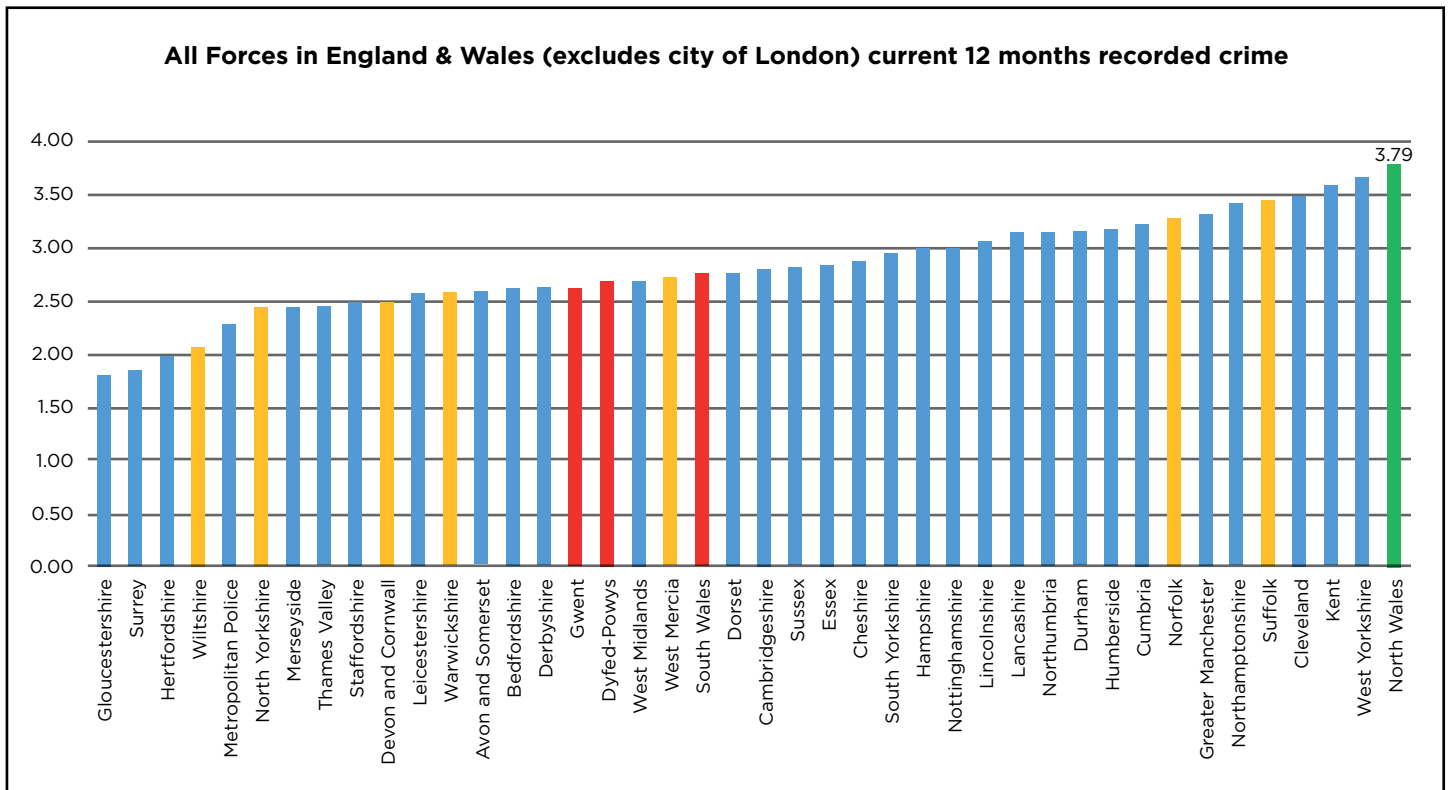
Changes in reported volumes across areas are relatively small volume, with four areas experiencing increases, which are within expected boundaries.

### North Wales still have the highest rate of recorded sexual offences per 1000 population in England & Wales

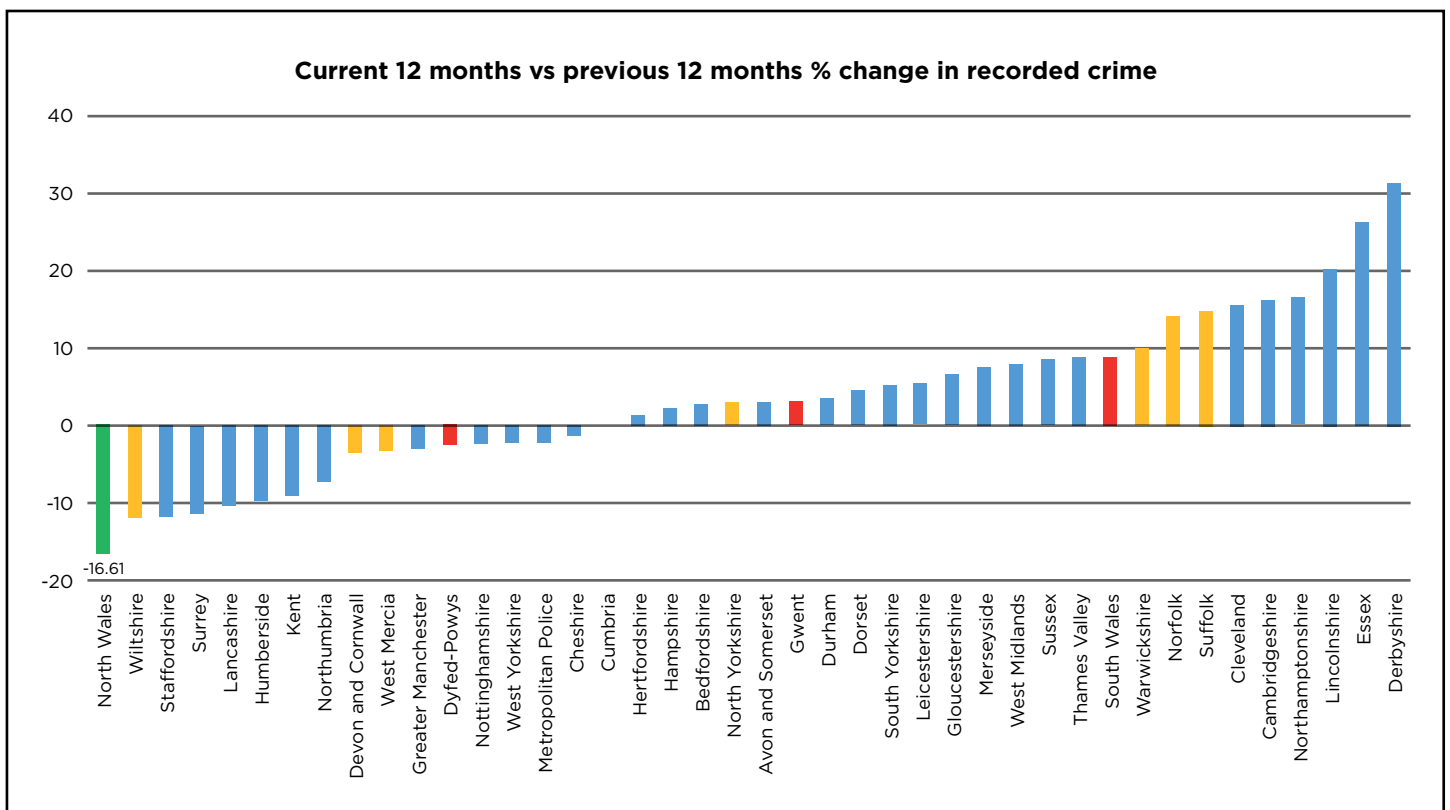
In the year to January 2020, North Wales recorded 3.79 sexual offences per 1000 population, which is the highest rate in England and Wales, despite the largest reductions in recorded offences.

### Overall Sexual Offences

- National data are currently available to January 2020, and the data showed North Wales to be the highest recording Force
- In spite of this, North Wales has the highest reduction, when compared to all Forces



National Recorded Sexual Offences Rates to January 2019  
 (Green = NWP, Orange = Group of most similar forces, Red = other Welsh forces)  
 National Recorded Sexual Offences, Year-on-Year % Change (key as above)



## Rape offences

- When considering Rape offences only, North Wales are 26th nationally, indicating that this is not the main area of sexual offence to be driving the high national levels for overall sexual offences.
- North Wales are showing reductions in rape against the trend of the majority of Forces who have increases

## Other Sexual Offences

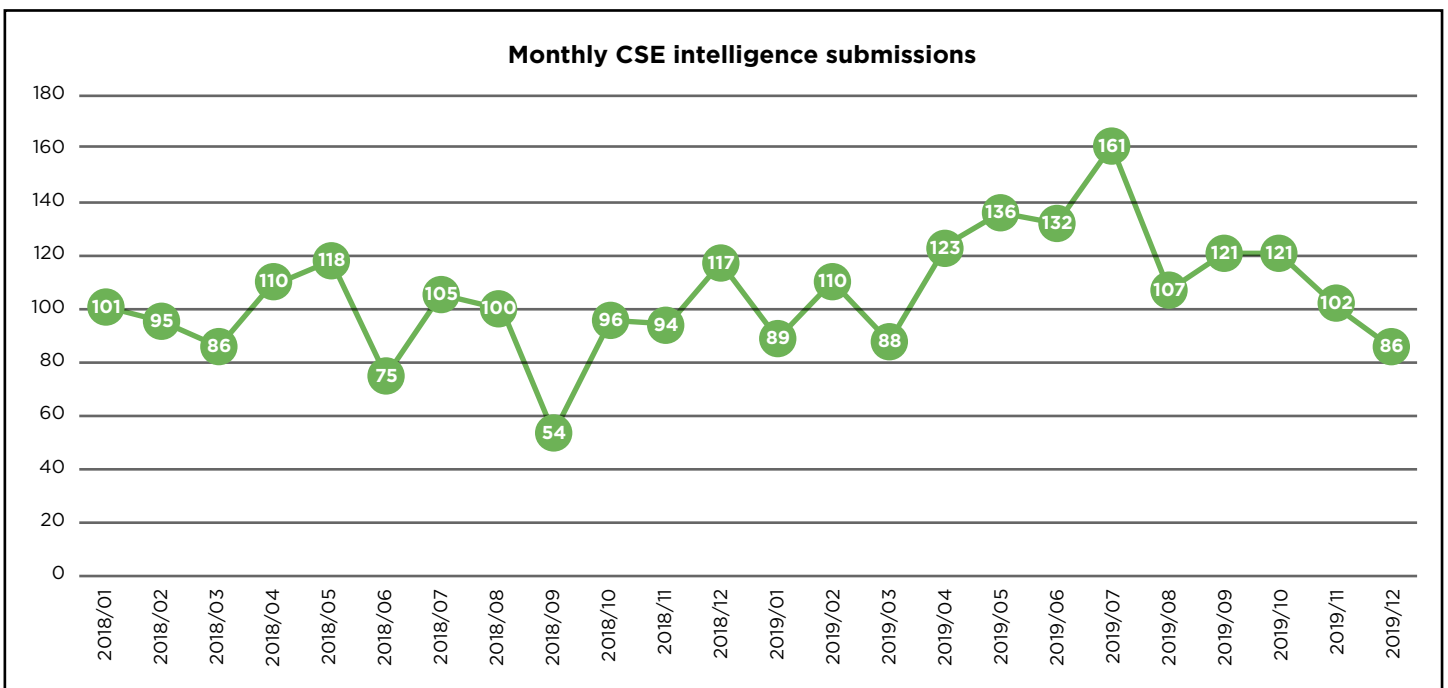
- Other sexual offences is the group of sexual offences where North Wales Police are by some margin the highest Force in England and Wales.
- Despite this, North Wales has the largest reductions in this crime group year on year
- North Wales has been significantly higher than its Most Similar Force average for other sexual offences since June 2017. The timing of this coincides with the Force's increased focus on crime recording, including THRIVE, 3rd party reporting and additional crimes.
- 115 sexual grooming offences were recorded

in the past 12 months, which is a 15.0% increase on the previous year. Although forming a relatively small proportion of overall sexual offences (4.7%), this area shows the most significant change within the category of sexual offences.

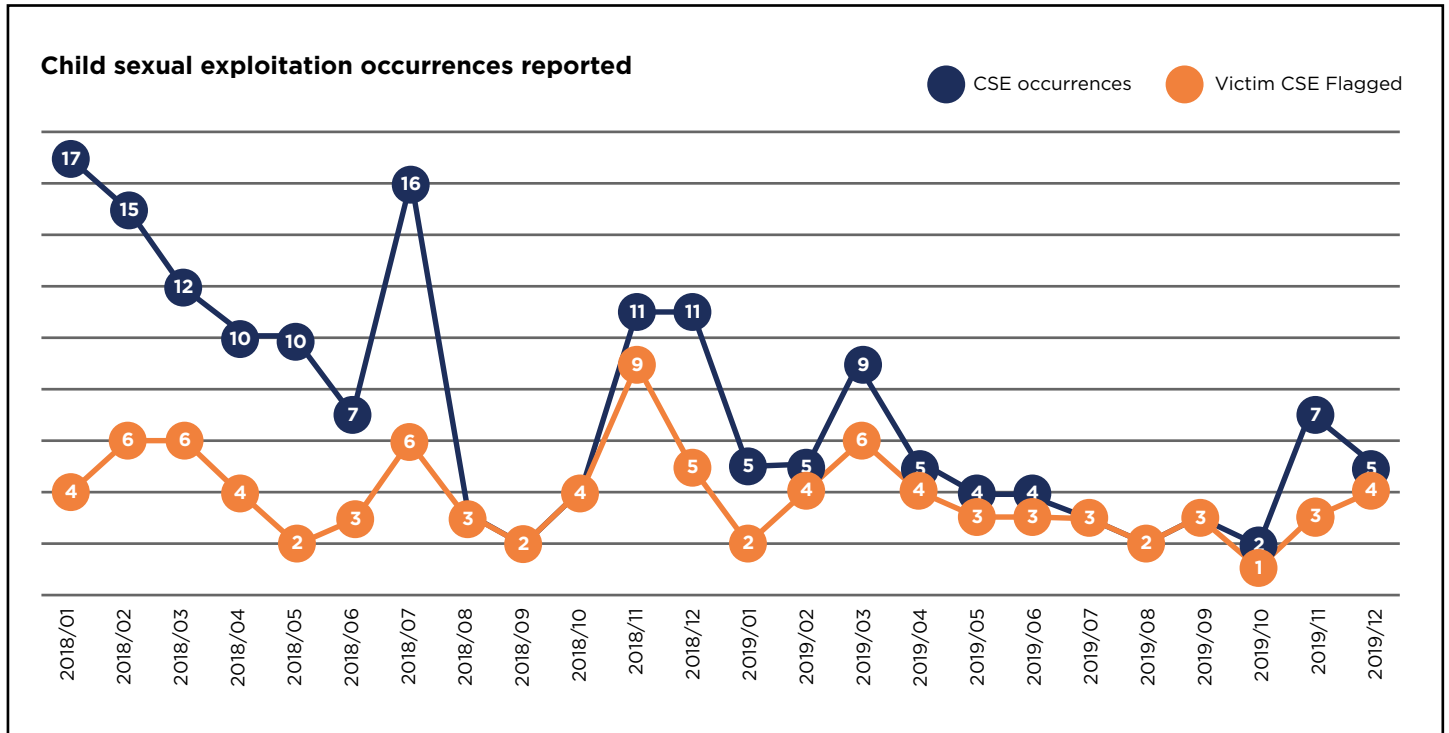
- The changes are not isolated to a particular area of the force, with smaller changes at an LPA level aggregating to a large increase overall.
- For the current 12 months, the offence of "Engage in sexual communication with a child" forms 96.5% of the total offences, and the previous year's proportion stood at 96.0%. These offences have increased by 15.6%, year-on-year; this has been the driver behind the overall increase in Sexual Grooming offences. This increase is now showing real signs of abating.
- The trends beginning in April 2017 in North Wales coincide with those seen nationally, indicating this was due to a process change. However, whereas the national increase abated in 2018, North Wales' recording of sexual grooming continued to escalate.
- The increase does, however, appear to have abated somewhat in the past 6 months, but spiking again in January 2020.

## Are we effectively safeguarding sexual abuse victims?

The number of CSE intelligence submissions has seen a 23.3% increase year on year.



The number of victims tagged with a CSE flag has been in line with recorded occurrences in the 7 months before February 2020, and coming back into line in March 2020 which is a good indication that NWP have taken an active approach to safeguard the individual identified.



## Modern Slavery Outcomes

Recorded levels of Modern Slavery remain relatively low despite a 31% increase in recorded offences during this period but that does not mean these offences do not occur in North Wales. Modern Slavery continues to be a priority area which is reflected in the growth in the North Wales Police resources tackling this particular offence type. I was also one of the first PCC's to invest in a dedicated support officer for victims of modern slavery.

## Reported Modern Slavery Crimes 2019/20 compared to 2018/19

Division	Area	Reported YTD	Reported LYTD	% Change
Western	YM	6	0	-
	GN	5	7	-28.6%
	GS	5	4	25.0%
Central	WC	5	4	25.0%
	DC	8	10	-20.0%
	CR	3	5	-40.0%
Eastern	FN	15	12	25.0%
	FS	6	5	20.0%
	WR	15	2	650.0%
	WX	8	9	-11.1%
<b>Total</b>		<b>76</b>	<b>58</b>	<b>31.0%</b>

As shown in the table above, there has been an increase in recorded offences during this reporting period. This offence type remains a hidden crime therefore I welcome any increase in reported offences. Of greater concern to me is that outcomes are almost exclusively outside of outcomes 1-8 with evidential difficulties being the most prevalent issue. On a more positive note, intelligence submissions continue at a steady rate.

Investigations dip sampling has commenced in order to tackle the issues of gathering suitable evidence.

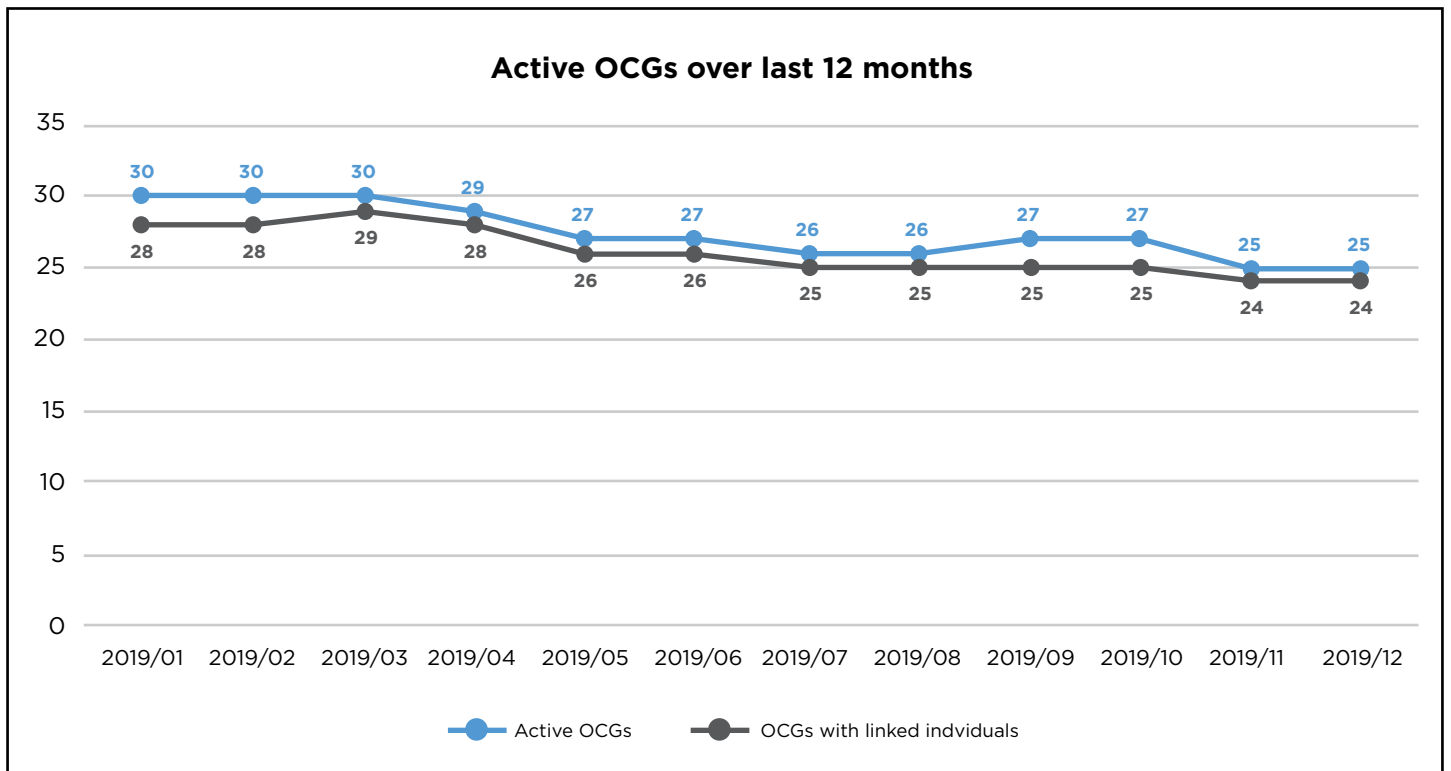
**Next steps planned**

- Review of platforms North Wales Police use to engage with potential victims of all exploitation types and explore the use of Microsoft chat bots to engage with potential victims.

- Develop standard operating procedure for Central Reception Centre and train pool of staff so it can be implemented 24/7. Identify suitable locations in Eastern and Western areas of the Force for similar facility.
- Identify and implement Force wide best practise response to cuckooing.
- Modern Slavery Hydra course to be planned
- Internal specialist investigators course to ensure succession planning and increase pool of specially trained officers to be developed.
- Update Modern Slavery intelligence collection plan
- Identify and remove blockers to Crown Prosecution Service providing positive charging advice via multiagency case reviews.

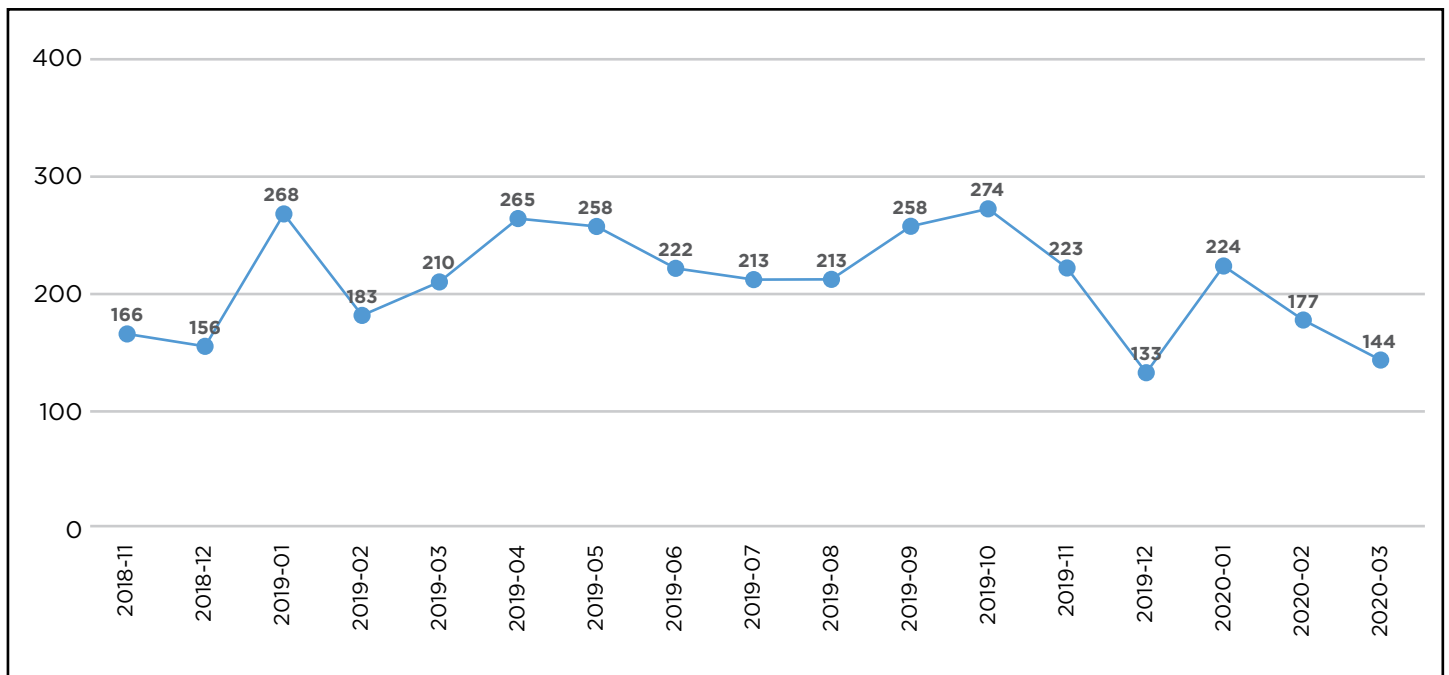
**Organised Crime Outcomes**

The number of Organised Crime Groups has reduced over the last 12 months with the profile shifting from high to low classification groups.





County Lines linked intelligence continues at a steady rate



## Success during 2019/20

As with Modern Slavery, measuring performance against this strategic priority is an area when quantitative measurement is less applicable. The continued success of North Wales Police, ably supported by Titan, is demonstrated below with examples of only a few of the successful operations carried out during this period.

- Vehicle stopped on A55 by intercept team and Roads Policing Unit and over 150g Class A of drugs found
- Driver arrested for possession with intent to supply class A.
- Vehicle linked to drug supply from Merseyside area as part of an operation with Gwynedd South. Vehicle stopped on its way out of the Force area and found to have a large amount of cannabis hidden on the back seat and a burner phone was found underneath the seat. Both driver and passenger arrested for being concerned in the supply of class A.
- Hire vehicle linked to drug supply in Wrexham was stopped and a large ball of cannabis was found taped under the bonnet. Driver arrested for being concerned in the supply of class B.
- Numerous patrols carried out by Intercept and RPU AT HMP Berwyn due to intelligence to suggest more throw overs as prison closed to visitors. Vehicle identified and was stopped, passenger decamped, a police dog tracked into the woods where two large packages of drugs wrapped in insulation tape were found.
- Male not located but throw over was prevented and drugs seized.
- A Warrington based taxi was stopped in Kinmel Bay and found to have around £32,000 worth of cannabis hidden in a bin liner in the back of the vehicle. Driver charged with possession with intent to supply.
- Vehicle linked to drug supply in Wrexham was stopped after recognition by the Automatic Number Plate Recognition system. Within the vehicle officers located cannabis and a quantity of cash. The driver, also provided a positive drug swipe for cannabis. The driver was charged and following a search, £20,000 worth of cannabis was found.

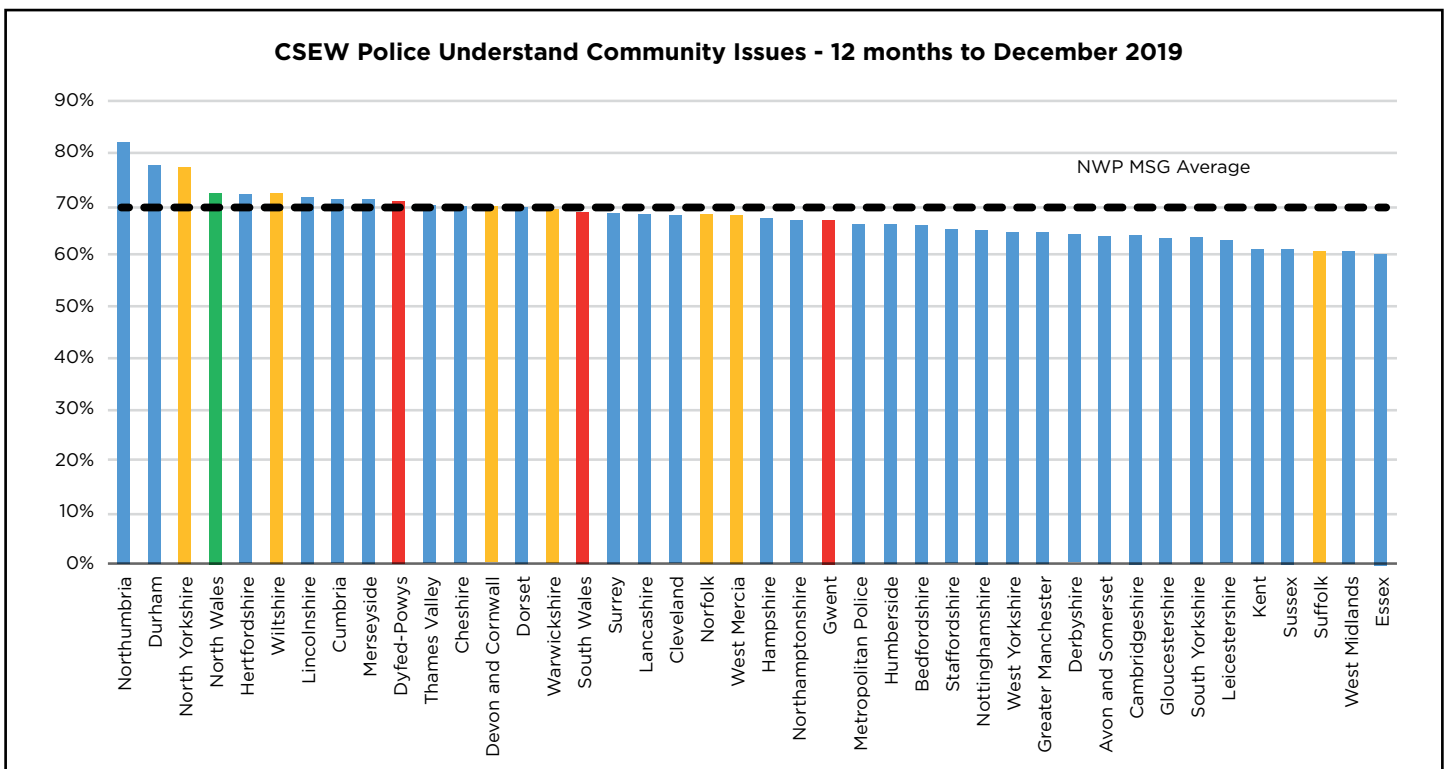
- Vehicle was intercepted on the A55 at Caerwys following intelligence the vehicle was being used in OCG activity. Three males from Merseyside were found within the vehicle. The vehicle and males were searched and within the vehicle 8 phones (3 personal and 5 burner type) £2,000 cash and small bags of cannabis hidden in the centre console of the vehicle. All 3 males were arrested for being concerned in the supply of Class B drugs.
- Vehicle travelling A55 Eastbound Bangor in excess of the speed limit. Stopped and a search of vehicle locates large amount of cannabis within vehicle; 3 bin bags full of cannabis and approximately 7 kilos in cocaine.
- Stop check of motor vehicle used by known members of Organised Crime Groups resulted in seizure of 1kg cocaine. Occupants arrested.
- Operation Blue Lyuba is the overarching name for the County Lines disruption in the Central policing area. In partnership with Merseyside police, significant disruption

caused to a number of County Lines resulting in the holders of 2 lines being arrested in Merseyside and arrests and seizures of Class A drugs and cash in the North Wales area.

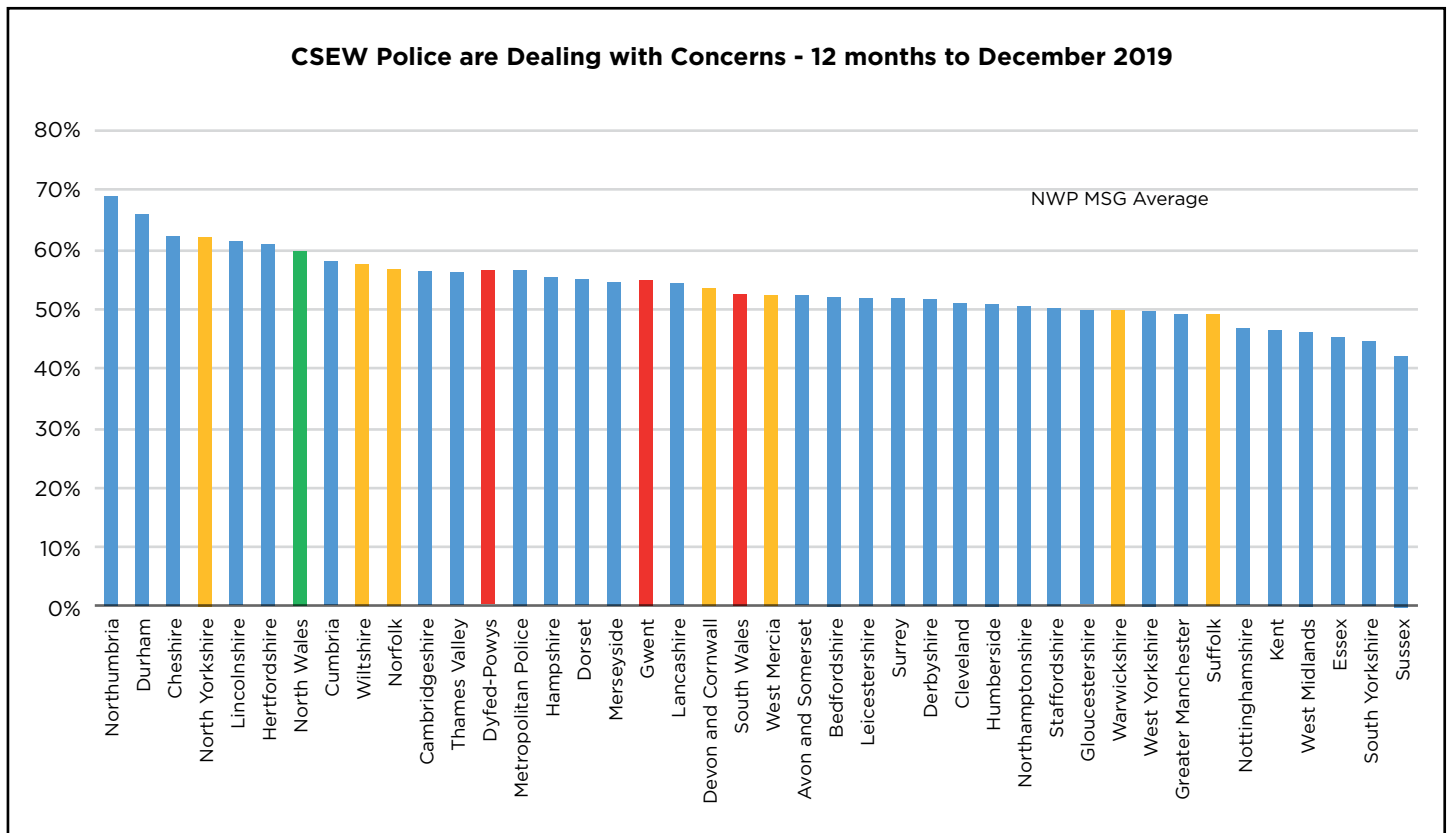
- Operation Tide - Large scale conspiracy involving mapped OCG from the Liverpool area utilising the County Lines model to supply heroin and crack cocaine into Flintshire. All defendants(28) have now pleaded guilty and await sentence.
- Operation Bourdon - series of knife point robberies in Rhyl at the end of 2019 - offender arrested, convicted and imprisoned in April 2020 for 70 months following lengthy investigation
- Operation Blue Mammoth - Multi-agency Safeguarding Operation involving children being exploited to supply controlled drugs. Children now subject of appropriate intervention and support from partnership with supply network disrupted. Ongoing application for a Slavery Trafficking Risk now with the Court.

## Delivering Safer Neighbourhoods Outcomes

North Wales is maintaining at a high level, perceptions that police understand community issues (CSEW = Crime Survey of England and Wales; MSG = Most Similar Group)



North Wales is bucking the national downwards trend and maintaining perceptions that police are dealing with community concerns.



Confidence in the police continues to improve and North Wales Police is amongst the best forces in England & Wales.

Risk of personal crime measure in the crime survey of England and Wales is improving and now the lowest in England & Wales.

## Western Area

### Anglesey

- Joint funding of £5,000 was obtained with Anglesey Council for 'Prison No Way' a charity from Hull to provide education and life skill training. Joint work has been undertaken with police and youth workers to identify vulnerable young people who were at risk of being drawn into criminality due to ACEs or peer pressure to take part in the training.

## Gwynedd North

- Dream Scheme is a long standing project funded by ADRA, Youth Services and PACT. Twelve young people who are vulnerable and at risk of offending participate in the weekly programme from September to June. The individuals receive inputs on drugs and ASB and from Dog Handlers as well as taking part in a range of activities at Glan Llyn Urdd Camp. In turn the group work in the community including undertaking litter picks and they arranged a Christmas party for the children on the estate.

## Central Area

- Seventy British Red Cross staff have been trained on general crime prevention and scams. These staff cascade this information to individuals they support in the community. They also distribute our crime prevention advice and scams leaflet in their return to home from hospital pack.

- Operation Blue Chestnut is an operation to target acquisitive crime and burglaries in the central area. There has been arrests of two District Targets for a burglary at Llandudno Hospital with the investigation continuing. Four juveniles (three from Stoke-on-Trent) and one local juvenile were arrested for a series of acquisitive crime offences in the Llanddulas area. Another male was arrested for Burglary Other Than Dwelling in Colwyn Bay where quad bikes were stolen.
- Health Facilities Work has been undertaken to obtain details and gain agreement from all Doctors, Dentists and some pharmacies across North Wales to display literature and digital messages on their patient screens. YGC have also agreed to display information on current issues/initiatives on their patient screens with a reach of approx. 150,000 outpatients, 145,000 in-patients and their visitors plus the staff. This provides an excellent opportunity to engage with communities and provide key messages on a variety of priorities.

## Eastern Area

- A joint Initiative in Flintshire South between Aura Wales, Youth Justice Services and North Wales Police involves engagement days with selected individuals from schools identified as being on the periphery of needing intervention. There are various sessions throughout the day covering issues such as knife crime, CSE, County Lines, awareness training of the criminal justice system and the health service (regarding injuries). The 70 young people involved in the day were provided a 3 month aura pass giving them access to all gyms and aura activities including ice skating and swimming.
- Operation Blue Fedora took place in February 2020 where 15 individuals were arrested and charged with conspiracy to supply class A drugs. Various drugs and £15,000 were recovered during the day.

## Overall victim satisfaction during 2019/20

Measure	Result March 2019	Result March 2020	Change %
Initial contact	89.6%	89.9%	0.3
Initial Police actions	69.6%	72.3%	2.8
Treatment	87.8%	90.2%	2.3
Follow up	67%	65.6%	-1.4
<b>Overall Satisfaction</b>	<b>76.6%</b>	<b>78.2%</b>	<b>1.6</b>

## Funding and Finance

### Police Budget

As Police and Crime Commissioner, I am responsible for setting the budget provided to the Chief Constable for the delivery of policing in North Wales. A net budget of £151.770m was allocated to the Chief Constable for 2019/20. The remaining £2.450m 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 47% of funding, 53% was funded by local taxpayers. The Statements of Accounts are available on my website. The 2019/20 financial year was challenging, with a further £2.832m cuts delivered. Together with cuts of £2.358m to be delivered in 2020/21, and taking into account inflation and other pressures, in real terms the policing budget in North Wales is currently £36m less than in 2010/11. Despite the more positive outlook since 2015, the position remains challenging, and at the time of writing there is significant uncertainty over funding for 2021/22 and beyond.

### The Office of the Police and Crime Commissioner

The annual budget for 2019/20 was set at £826,196, with the commissioning budget an additional £1,624,126. In addition, the Office administered Victims' Services Grant of £804,262 and is the accountable body for VAWDASV grant of £419,200.

The Office is also the accountable body for the Drug Intervention Programme, receiving £478,140 from HM Prison and Probation Service annually towards the cost.

### Estates Strategy

The relocated police station in Wrexham town centre is now well established in a visible and accessible location and has been well received. The former Divisional Headquarters site in Bodhyfryd, Wrexham is being sold for redevelopment and the sale proceeds have been invested into the new Eastern Divisional Headquarters building in Llay which is an important strategic addition to the estate. The implementation of the

Estate Strategy 2018-2028 is continuing and underutilised buildings will eventually be decommissioned. The roll out of internet enabled devices to Police Officers and the increase in agile working across the Force provides further opportunities to use the estate more efficiently and in different ways. There continues to be investment in the estate. The police station in Pwllheli is undergoing significant modernisation works to ensure its suitable for modern policing. There are also proposals to provide a new police station in Holyhead to replace the aging building in the town centre.

### The Financial Outlook

Although there has been more certainty in recent years, the current political situation means it is difficult to predict funding for 2021/22 and later years. The grant received in 2019/20 to partially offset the additional cost of police pensions is to be received again in 2020/21; however, the ongoing position has still not been decided.

The Command and Control system requires a major upgrade within the next few years; in response to this, I have allocated £1.7m to the capital reserve for this purpose.

The COVID-19 pandemic is having a significant impact on our working arrangements. With the exception of the additional money which is ring-fenced for commissioned services, no further funding has so far been offered for the delivery of policing.

## Commissioning of Services

### The Crime and Disorder Fund 2019/20

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

Recipient	Purpose	Grant
DASU North Wales Ltd	IDVA - Wrexham & Flintshire IDVA - Denbighshire	£13,744 £9,077
Grwp Cynefin	Perpetrator Intervention Children and Young People Support	£10,000 £15,724
North Wales Women's Centre	IDVA - Conwy & Denbighshire Women's Pathfinder Pilot Women's Pathfinder Early Intervention Fund	£2,317 £30,604 £79,710 £33,490
Hafan Cymru	IDVA - Conwy & Denbighshire	£5,563
Checkpoint Cymru	Diversion Activities Checkpoint Cymru Capital Spend	£205,412 £35,600
Drug Intervention Programme	Diversion Activities	£792,622
Conwy & Denbighshire Youth Justice Services	Youth Work Strategic Plan	£23,273 £20,384
Gwynedd & Anglesey Youth Justice Services	Youth Work Strategic Plan	£27,350 £16,464
Wrexham Youth Justice Services	Youth Work Strategic Plan	£22,510 £19,695
Flintshire Youth Justice Services	Youth Work Strategic Plan	£22,835 £15,029
Crimestoppers	Regional Manager Post	£15,000
CAIS	Homelessness Wrexham	£15,500
Victim Support	Modern Slavery Support Officer Fraud Support Officer	£38,376 £15,479
SAVI Project	West Rhyl Project	£20,000
Wrexham Council	Families Affected by Parental Imprisonment	£9,500
OWL	Target Hardening	£22,893
Brake	Support for families of victims of fatal road traffic accidents	£2,500
Solon Security	Handheld Weapon Detectors	£159.50
Home Start Wrexham	ACE	£24,914
Hafal	Young People's Mental Health	£30,000
<b>Total</b>		<b>£1,595,727</b>

## Stand Against Violence Initiative (SAVI) Project

As Police and Crime Commissioner, I am During 2019/20 I provided funding towards the West Rhyl Youth Project. The innovative project identified young people in Rhyl at risk of being affected by violent crime, recognising the vulnerability of young people as potential victims and perpetrators.

The project formed a collaborative partnership approach. The stand against violence initiative (SAVI) brought together third sector organisations and community groups with statutory services including the police, youth justice and schools to share knowledge, ideas and resources in the development and delivery of imaginative local solutions with a holistic approach to tackling the drivers of serious violence. The project focused on local concerns which aligned to regional and national priorities, as identified in the Police and Crime Plan and the HM Government's 'Serious Violence Strategy'.

## Dechrau Newydd

The Office of the Police and Crime Commissioner along with Her Majesty's Prison and Probation Service have recently tendered for a new drug intervention contract, called Dechrau Newydd (New Start). The service, being delivered by Kaleidoscope, aims to engage substance using offenders and support them to reduce offending, improve health and social functioning, engage with multi agency support and make sustainable lifestyle changes.

Custody suites, courts, probation offices and prisons offer key opportunities to identify, inform and engage substance using offenders. These can be challenging environments to deliver treatment services within, especially when engaging with individuals who may be particularly anxious, mistrustful and vulnerable. The overarching aim of the service is to provide a seamless integrated support to drug and alcohol using offenders which will be achieved through the delivery of a service which encompasses the provision of:

- Tailored holistic support for those identified as voluntary service users
- Appropriate tailored support to meet the requirements of Conditional Cautions
- Provision of drug testing, tailored therapeutic and wraparound support packages, and information provision as appropriate for the delivery of Drug Rehabilitation Requirement (DRR) and Alcohol Treatment Requirement (ATR) orders.

The new contract commenced on 1st April 2020.



## Victim Help Centre Fraud Caseworker

In response to the increase in fraud, locally and nationally, I provided additional funding to the Victim Help Centre to recruit a dedicated caseworker to support victims of fraud, in line with my strategic priority of reducing criminal exploitation of vulnerable people. Each victim will now receive a response specifically tailored to their situation. The Victim Help Centre now has 5 specialist caseworkers who provide ongoing support to victims of Modern Day Slavery, Serious Violence, Hate Crime and Mental Health and Wellbeing.

I hope that by providing this dedicated funding to support victims, it will ensure that that people do not become repeat victims.

## The Victim Services Fund 2019/2020

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 2019/20 I have commissioned the following services;

- **Victim Help Centre**
- **Independent Domestic Violence Advisors**
- **Independent Sexual Violence Advisors**

Each of the below services have improved the care and support afforded to victims of crime across north Wales;

Recipient	Purpose	Grant
BAWSO	IDVA - Regional	£35,000
DASU North Wales Ltd	IDVA - Wrexham & Flintshire IDVA - Denbighshire	£138,024 £6,942
Grwp Cynefin	IDVA - Gwynedd & Mon	£41,300
Hafan Cymru	IDVA - Conwy & Denbighshire	£36,400
North Wales Women's Centre	IDVA - Conwy & Denbighshire	£4,958
RASASC	Child Sexual Abuse	£22,000
SARC	Child Sexual Abuse	£17,000
Stepping Stone	Child Sexual Abuse	£17,000
SARC	ISVA-Regionalx2	£103,000
Victim Support	Victim Help Centre	£361,602
OPCC	Commissioning Activities	£21,036
<b>Total</b>		<b>£804,262</b>



## Regional IDVA Service

In response to the Violence Against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015, a Regional VAWDASV Strategic Board and Joint Commissioning Subgroup have been established to plan and implement the joint commissioning of VAWDASV services across North Wales. The strategy aims to bring a greater level of consistency and good practice to all provision across the region.

The first part of this strategy is to jointly commission the provision of IDVA services, in order to achieve the consistent and effective delivery of frontline services to high risk and repeat victims of domestic abuse. A

regional Needs Assessment and Strategy have been developed and the sub-regional IDVA service is an integral part of the strategy. The data and evidence of need is clearly identified through the local needs assessment as well as national data and is a recognised requirement across the region.

The North Wales VAWDASV Strategic Board, together with the Office of the Police and Crime Commissioner, Supporting People and the Area Planning Board (the Commissioners), tendered for the commissioning of a new Regional IDVA service to cover the six local authority areas in North Wales. This process was successfully concluded in December 2019 and two providers were awarded the new contract which commenced in April 2020. This will ensure that there is no duplication of services, there is consistency in terms of delivery and the region will be able to ensure effective planning for future provision of these services.

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## Early Intervention Fund 2019/20

During 2018/19 I launched a new scheme aimed at supporting early intervention projects. I have made £100,000 available each year for the next 3 years in order to fund a number of projects. The funding allocated in 2019/20 (year 2 of the fund) is shown below.

Recipient	Purpose
<b>Home - Start (Wrexham)</b> <b>ACE Lead Worker</b>	Total Cost of Project - <b>£60,188.00</b> PCC Year 1 - £24,188.50 <b>PCC Year 2 - £24,914.00</b> PCC Year 3 - £25,661.00
<b>Hafal (Regional)</b> <b>Young People Mental Health Programme</b>	Total Cost of Project - <b>£227,100.00</b> PCC Year 1 - £30,000.00 <b>PCC Year 2 - £30,000.00</b> PCC Year 3 - £30,000.00
<b>Grŵp Cynefin (Gwynedd &amp; Anglesey)</b> <b>Children and Young People Support Worker</b>	Total Cost of Project - <b>£84,168.68</b> PCC Year 1 - £14,907.50 <b>PCC Year 2 - £15,724.94</b> PCC Year 3 - £16,582.78
<b>North Wales Women's Centre (Rhyl)</b> <b>ACE's Intervention Project</b>	Total Cost of Project - <b>£415,946.00</b> PCC Year 1 - £15,900.00 <b>PCC Year 2 - £33,490.00</b> PCC Year 3 - £33,490.00
<b>Total</b>	PCC Total year 1 - £84,995.50 PCC Total Year 2 - £104,128.94 PCC Total Year 3 - £105,733.78 <b>Total Cost - £294,898.22</b>