SWYDDFA COMISIYNYDD HEDDLU
A THROSEDD GOGLEDD CYMRU

OFFICE OF THE POLICE & CRIME
COMMISSIONER NORTH WALES

The Rt Hon Sajid Javid MP
Home Secretary
Home Office
2 Marsham Street
London
SW1P 4DF

Ein Cyf/Our Ref: AJ/HE/1864

24 Ebrill/April 2019

Annwyl Ysgrifennydd Cartref,

Twyll: Amser Dewis

Fel sy'n ofynnol gan statud, rwy'n ysgrifennu atoch gyda'm sylwadau ar Adroddiad Arolygaeth Heddluoedd a Gwasanaethau Tân ac Achub Ei Mawrhydi ar Twyll: Amser Dewis.

Gwnaeth prif ganfyddiadau'r arolwg dynnu sylw fod agwedd anghyson wrth ymdrin â thwyll ledled Cymru a Lloegr. Nid oes strategaeth glir sy'n penderfynu pwy sy'n gyfrifol am weithgarwch perthnasol i dwyll a pha lefel o gyflawniad sy'n cael ei disgwyl. O ganlyniad i'r canfyddiadau hyn mae'r arolwg wedi argymell fod pob heddlu yng Nghymru a Lloegr yn cyhoeddi Polisi Twyll sy'n amlinellu sut mae'r heddlu'n ymateb ac yn ymchwilio i dwyll.

Rwy'n fodlon fod Heddlu Gogledd Cymru wedi cyflawni'r argymhelliad hwn drwy gyhoeddi ei Bolisi Twyll yn 2018. Mae'i bolisi yn rhoi agwedd glir a chyson i asesu bregusrwydd ac yn mabwysiadu agwedd amlasiantaeth ragweithiol wrth atal a lleihau twyll. Diben cyffredinol y polisi hwn yw gwarchod cymunedau Gogledd Cymru sydd mewn perygl o ganlyniad i dwyll.

Mae Heddlu Gogledd Cymru wedi datblygu nifer o brosesau i ymdrin ag achosion o dwyll gan gynnwys penodi Swyddog Diogelu Camdriniaeth Ariannol. Mae'r rôl hon yn canolbwyntio ar ddioddefwyr bregus a rhoi cymorth ychwanegol i swyddogion rheng flaen wrth ymdrin ag achosion o dwyll. Mae'r heddlu hefyd yn rhan o'r protocol bancio. Mae'n

Dear Home Secretary ,

Fraud: Time to Choose

As required by statue, I am writing to you with my comments on Her Majesty's Inspectorate of Constabulary, Fire and Rescue Service Report on Fraud: Time to Choose.

The main findings of the inspection highlighted that there is an inconsistent approach in tackling fraud across England and Wales. There is no clear strategy which dictates who is responsible for fraud-related activities and what level of performance is expected. As a result of these findings the inspectorate has recommended that each force in England and Wales publish a Fraud Policy which outlines how the force responds and investigates fraud.

I am satisfied that North Wales Police have fulfilled this recommendation by publishing their Fraud Policy in 2018. Their policy provides a clear and consistent approach to assessing vulnerability and adopts a proactive multiagency approach in preventing and reducing fraud. The overall purpose of this policy is to protect the communities of North Wales who are at risk as a result of fraud.

North Wales Police have developed a number of processes to deal with fraudulent incidents including the appointment of the Financial Abuse Safeguarding Officer. This role focusses on vulnerable victims and provides additional support to front line officers when dealing with fraud incidents. The force is also part of the banking

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gweithio'n agos gyda'r banciau lleol a'r adrannau safonau masnach i warchod ac atal unigolion rhag dod yn ddioddefwyr twyll.

Y flaenoriaeth gyffredinol o fewn fy Nghynllun Heddlu a Throsedd yw lleihau'r bygythiad, risg a'r niwed i'r mwyaf bregus o fewn ein cymuned. Mae gwarchod yn erbyn twyll yn broses gymhleth. Mae Heddlu Gogledd Cymru wedi cyflwyno nifer o bolisïau a gweithdrefnau mewn blynyddoedd diweddar i gynyddu adnabod twyllwyr. Gwnawn barhau i fynd ati i ddysgu oddi wrth heddluoedd fel Heddlu Manceinion Fwyaf er mwyn gweld a allent wella gwasanaethau i ddioddefwyr ac atal twyllo pellach. Mae'r strwythur ynghylch sut mae'r heddlu'n ymateb i dwyll yn cael ei ystyried hefyd. Mae'n debygol y bydd twyll yn dod yn flaenoriaeth uwch wrth ailadrodd y Cynllun Heddlu a Throsedd yn y dyfodol. Bydd lle i wella bob tro a theimlaf y dylai fod ffocws pellach ar atal a gwarchod unigolion rhag twyll yn y dyfodol.

protocol and works closely with the local banks and trading standards departments to protect and prevent individuals from becoming victims of fraud.

The overall priority within my Police and Crime Plan is to reduce the threat, risk and harm to the most vulnerable within our community. Protecting against fraud is a complex and intricate process, North Wales Police has introduced a number of policies and procedures in recent years to increase the identification of fraudsters. We will continue to actively learn from other forces such as Greater Manchester Police to see how they can improve services to victims and prevent further victimisation. The structure of how the force responds to fraud is also being considered and it is likely that fraud will become a higher priority in a future iteration of the Police and Crime Plan. There will always be room for improvement and I feel there should be a further focus on preventing and protecting individuals from fraud in the future.

Yn gywir Yours sincerely

Arfon Jones
Comisiynydd Heddlu / Police Commissioner