

North Wales Police and Crime Commissioner

# “Making the Connections”

Third Sector Engagement Event

*12th December 2014*

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## Post-Event Report

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OFFICE OF THE POLICE & CRIME  
COMMISSIONER NORTH WALES



On 12th December 2014 the North Wales Police and Crime Commissioner hosted an event to engage with organisations within the voluntary and community services sector (also known as the third sector). The main purpose of the event was to consult with stakeholders on objectives for the second revision of the Police and Crime Plan.

The event was held at The Interchange in Old Colwyn and had 66 attendees, representing 35 local and regional organisations. Appendix A shows a list of the organisations that attended and contributed to the consultation.

The purpose of this report is to highlight the key messages received and responses to the feedback received.

## ***Police and Crime Plan (as revised 2014/15)***

Feedback was sought from attendees about the outcomes and objectives set out in last year's revision of the Police and Crime Plan. There are three identified outcomes and four objectives.

<b><i>Outcomes</i></b>	<b><i>Objectives</i></b>
<ul style="list-style-type: none"> <li>• Security at home</li> <li>• Safety in public places</li> <li>• Visible and accessible policing</li> </ul>	<ul style="list-style-type: none"> <li>• Prevent Crime</li> <li>• Deliver an effective response</li> <li>• Reduce harm and the risk of harm</li> <li>• Build effective partnerships</li> </ul>

Generally, participants accepted the proposed strategic objectives and outcomes. There was some feedback about specific crimes/crime-related issues that did not appear to be reflected in the plan. Through discussions it became clear that as the objectives are set at such a high strategic level, it was not always clear to the public what crimes and/or crime related issues it was intended to cover. To make this a little clearer, the Office of the Police and Crime Commissioner has published a supporting document shown here at Appendix B which gives more detail of the crime areas the specified objectives include.

Participants were particularly keen to discuss some key crime issues with consideration as to how the Commissioner's Plan could impact upon these and improve services:

## **1. Domestic Abuse and Sexual Violence Services**

### **Primary Issues Raised:**

- **Insufficient funding which is always given in the short-term (i.e. annually or less)**
- **Unreasonable pressures on volunteers to deliver high demand / high pressure services.**

### **Comments Made:**

#### **a. Funding, continuity and effective delivery**

There is a problem with funding for domestic violence services from Welsh Government being on an annual basis which makes it very difficult to recruit, train and maintain well qualified personnel in service delivery.

Much of these services are performed by volunteers who are under a great deal of pressure. The way in which it currently operates is causing problems for the service and they lose good, trained people.

Funding too many providers dilutes the product with the result that the victim does not get the service they need.

In some areas there are no assurances of funding after March 2015. What will happen then? Organisations NEED to know. There is a massive knock-on effective which will lead to costs to other services.

#### **b. Volunteers in delivery of domestic abuse and sexual violence services**

There was substantial feedback on the role of volunteers in supporting victims of domestic abuse and sexual violence. Lack of suitable funding and increased service need leads to excessive pressure being placed on volunteers when performing their role. Volunteers can become overwhelmed with pressure.

### **Police and Crime Commissioner Response:**

I have increased the prominence of domestic violence in the second revision of the Police and Crime Plan. I will continue to scrutinise Force delivery of services in relation to domestic abuse and sexual violence and have set measures against this. I will continue to prioritise and allocate funding for domestic and sexual abuse service providers through the victims services budget. I will also continue to fund a project that deals with perpetrators of domestic violence, focussing on preventing recurrence of the crime.

I will continue to press ministers from both Westminster and the Welsh Government about the impacts of short term piecemeal funding, particularly in the area of domestic and sexual abuse. Furthermore, I will be reviewing internal processes for funding from my Office with a view to being able to set longer timescales in order to allow those who deliver services to plan ahead.

I shall also emphasise to ministers the extent to which domestic and sexual abuse services are supported by volunteers who may be placed under intense pressure.

## 2. Victim Need

### Primary Issues Raised:

- Need better victim focus in dealing with crime
- Insufficient funding offered in North Wales compared to South Wales (Cardiff)
- Many people are afraid to report crime.

### Comments Made:

- a. Police focus should be victim-led to meet the needs of the victim.
- b. Everything goes to Cardiff what about the needs of Victims in North Wales?
- c. People are afraid of reporting crime.

### Police and Crime Commissioner Response:

I have established a dedicated project to consider and effectively deal with victims' needs. The victim's project board was established following a detailed "Needs Assessment" on the type and nature of crimes impacting on people in North Wales. The project board has set up a Victim's Hub, known as the North Wales Victim's Help Centre whereby dedicated services are made available to deal with the key issues that are impacting upon victims. I am hosting a conference to provide greater awareness of new localised service plans. The conference is called "The Integrated Strategy for Victims Conference" and it will be held at Conwy Business Centre on Friday 20th March 2015.

I agree that victim need should be at the centre of an effective policing service and I monitor the Force on service delivery to victims. My revised Police and Crime Plan has a number of measures that are victim focussed including levels of victim based crime, anti-social behaviour, response times, and victim satisfaction levels.

I will continue to spotlight the issues experienced in North Wales with Welsh Government ministers to help ensure funding is not unevenly distributed and North Wales is able to receive its share of available funds.

When people within communities state that they are afraid to report crime it is vitally important that we understand why that is the case. Is it lack of confidence in the police, fear that they will not be taken seriously or even fear of reprisals from perpetrators? Under my scrutiny the North Wales Police are undertaking a number of activities to provide reassurance to victims (and potential victims) around the importance of reporting crime and the quality of service they will receive in the event that a crime is reported. The Force also works alongside partners such as Victim Support to provide support and reassurance to victims of crime and help to reassure them.



### 3. Police Visibility and Community Contact

#### Primary Issues Raised:

- Need more visible policing especially in rural areas
- Community officers change too frequently
- Need to hear more from older people

#### Comments Made:

- a. Police visibility needs to improve especially rural visibility. There needs to be better community contact overall. Communities get to know a local officer then they change too quickly.
- b. There should be more of a voice for the older generations. Officers and PCSOs should speak to older generations more; this could help to give them the confidence to speak out about crime.

#### Police and Crime Commissioner Response:

Police visibility has always been an important issue for me. During my initial campaign for this role I was made aware of particular difficulties with certain crimes and policing presence in rural areas. This is why my first police and crime plan increased the number of officers and established a rural policing team. Since this time there has been regular recruitment of police officers. My task now is to scrutinise the Force on their ability to reassure communities that officers and PCSOs are visible to their communities and they are able to form positive community relationships. I will continue to monitor and challenge the Force on this through the Senior Executive Board.<sup>1</sup>

There are operational policing issues that make it difficult for a single officer to stay in a particular post indefinitely, however, with local policing, community based officers are required to remain in post for a minimum of 2 years in order to help build and maintain strong community relationships.

North Wales has a particularly high older population with the last census showing that more than 20% of people in north Wales are aged 65 or over. Over recent months my team has been actively engaging on issues impacting on older people, furthermore older people feature in my own engagement plans and also that of the Force. I will discuss with the Force how we can improve our engagement with older people and provide further reassurance for them.



<sup>1</sup>The Senior Executive Board (SEB) is the principle forum at which the Police and Crime Commissioner holds the Chief Constable and his senior executive team (ACPO) to account on the delivery of policing services. SEB meetings are held approximately every 6 weeks.



## 4. Police Communication

### **Primary Issues Raised:**

- a. Gaps in police communication and getting back to victims afterwards.
- b. Issues with incivility of police officers, particularly to young people.
- c. 101 number is frequently engaged often difficult to get through

### **Comments Made:**

- a. There needs to be better follow-up, need to be kept informed. Police need to be better at dealing with people with communication issues. Process of making a complaint overly complicated – not understood by the public.
- b. The way in which I've been dealt with by the police – Have been stopped on repeated occasions, it's not the stopping that is causing the issue, it is the incivility of the officers. Perception of prejudice by young people i.e. that its ok for the police to swear at them.
- c. 101 service is NEVER answered. It is not monitored or recorded.

### **Police and Crime Commissioner Response:**

These issues link in to my "Deliver an Effective Response" priority and I have set measures by which I can monitor Force performance in the revised Police and Crime Plan. For example I will consider:

- The average response times of attendance at police emergencies
- The feedback received through victim surveys, in particular satisfaction levels

Underlying dissatisfactions such as poor communication with victims and officer incivility are currently being addressed by North Wales Police through a "Confidence and Service Excellence Group" which has been established to help the Force improve its relations with the public. The terms of reference for this group include measures to ensure the organisation gives priority and importance to how the public view North Wales Police at all levels.

The Deputy Police and Crime Commissioner is a member of the Group and monitors the progress of actions undertaken. Issues in particular such as incivility towards young people will be tackled through this group and monitored by my Office.

Furthermore, my scrutiny of Force performance at the Senior Executive Board meetings held every six weeks allows me to challenge the Force on satisfaction levels. Earlier in 2014 I highlighted my concern with current satisfaction levels. My most recent scrutiny of this issue has shown a steady increase in satisfaction levels which is attributed to the work driven forward by the Confidence and Service Excellence Group.

## 5. Crime Prevention, Underlying Causes of Crime and Partnership Working

### Primary Issues Raised:

- The Police and the Commissioner needs to deal with many of the underlying causes of crime such as substance misuse or mental health issues.

### Comments Made:

- a. More money should be spent on prevention. How is the PCC working with partners to tackle underlying causes of crime e.g. mental health, alcohol and drug abuse?
- b. Need to give people help and support before they get into substance misuse and the offending that ensues.
- c. Why aren't we coming down stronger on people selling drugs?
- d. Police and PCC cannot tackle all issues alone – need to tap into funding which goes towards mental health and substance misuse. Working together to tackle these issues.
- e. What about Legal highs?

### Police and Crime Commissioner Response:

Both myself and the Chief Constable are a part of the Safer Communities Board along with the Chief Executives and Leaders of all North Wales local authorities and the Besti Cadwaladr University Health Board. The **Safer Communities Board** is challenged with setting strategies to deal with causes of crime such as alcohol, drugs and public order. For the police and wider criminal justice sector **detecting drug crime and prosecuting offenders** is taken extremely seriously and offenders are properly prosecuted. However, I am aware, along with the Force and our partners that the key to tackling such offences lies in disrupting, deterring and preventing the crime.

My Office and the police do not work in isolation, we work together with partners. I am conscious that partnership working should be developed and improved, therefore I have retained “effective partnership working” as one of the key objectives of the revised plan. I believe particularly that it is essential that we establish stronger partnerships in order to more effectively deal with the key underlying causes of crime such as substance misuse and mental health issues. All the North Wales community safety partnerships currently manage programmes to tackle substance misuse. Such programmes involve partners from the public and voluntary sector delivering services to prevent or reduce the impact of substance misuse. I consider that by having even closer working relationships our organisations can take a more robust approach to the problem and ultimately be more successful at dealing with it.

Over the past year I have become increasingly aware of gaps in services for people with mental health conditions making them more vulnerable and therefore more likely to become victims of crime. I have therefore included in the revised plan that I expect North Wales Police to work in partnership with the health board to develop a response to people with mental health issues, in particular the ability to reduce vulnerability and improve practices with partners.

In respect of “legal highs” I have called for further research to be carried out to gain a better understanding of the long term impact and harm they can cause to people and to communities. [\[Daily Post Article - PCC Calls for further research\]](#)

## 6. Knowledge of Third Sector

### **Primary Issues Raised:**

- The Police have a lack of knowledge about services available and offered by the third sector.

### **Comments Made:**

- a. The police need more extensive knowledge of services offered by the third sector. Often only larger service providers are considered for referral by the public sector, whereas there are many smaller, more specific organisations who offer local services who are being overlooked when it comes to referral processes.
- b. Police are not passing services on, for example if they have someone in custody with a drug problem they should refer them on. Would be good to have a way for police officers to know what services are available, particularly third sector support.

### **Police and Crime Commissioner Response:**

Links between my office, North Wales Police and the third sector are vitally important. Over the past two years I have endeavored to ensure that I have awareness and understanding of the role that the third sector plays in policing and the delivery of services in North Wales. Furthermore North Wales Police host stakeholder groups attended by a number of third sector bodies to advise and support the police about particular policing issues.

It is clear that with some service providers there is a good understanding of the support they give and officers often make referrals. In other cases the work of the third sector is lesser known. I would like to increase the links between the third sector and policing in north Wales. I have greatly appreciated the work of the “Making the Connections” project to help bring volunteer and community groups closer to the work in the public sector. As this project comes to an end in March 2015 I will be reviewing options to see how my office can continue the good work started by this initiative.

Furthermore in July 2015, I will launch a new Victim Help Centre in partnership with North Wales Police, Victim Support and Witness Care and CPS. The Victim Help Centre will provide victims with a wide range of services and is aiming to become a centre of excellence for local support services for victims with strong referral pathways into third sector organisations.

As well as providing practical and emotional support services, the Victim Help Centre will launch an independent website to include a full directory of local services in North Wales. Victims will be able to use a ‘post code finder’ to establish which services are located within their area. The website directory will include contact information for each service, including a brief summary of the services provided allowing victims to self-refer if required.

The Victim Help Centre will establish a repository of information and contact details for local services which can be provided to victims, police and other statutory organisations in order to educate them about services available.



## 7. Young People

### **Primary Issues Raised:**

- **Prevention of young people falling into criminal justice system.**

### **Comments Made:**

- Young people are disaffected and vulnerable to crime and taking drugs.**
- PCSOs need access to funding to put on youth activities.**
- Police need to develop stronger relationships with residential care homes.**
- Police officers are often rude towards young people.**

### **Police and Crime Commissioner Response:**

A number of policing issues are either particular to young people or young people are more seriously affected by them. As Police and Crime Commissioner, it is important for me to be aware of and understand the crime issues particularly impacting young people.

Under the Children's Act 2004 I have a duty to scrutinise the Force on services they deliver that impact on young people and action the Force takes in relation to this, especially around safeguarding. For example each year I review activity undertaken by the Force Public Protection Unit, Local Policing, the Schools Liaison Programme, Youth Justice Services and others to gain an understanding of the crime issues affecting children in north Wales. Furthermore I engage and consult with young people about crime issues and policing services affecting them.

One of the predominant challenges currently facing the police service and its partners is child sexual exploitation (CSE). The UK Government has now recognised the importance of tackling CSE by including it within the Strategic Policing Requirement. This means that all police forces are required to ensure there are resources made available to tackle CSE and forces must work collaboratively with each other and partner agencies to ensure it is tackled on a national basis. My revised Police and Crime Plan challenges North Wales Police to include tackling CSE as one of the key requirements to support the objective of Reducing Harm and the Risk of Harm. Activity underpinning this will include developing stronger relations with residential care homes amongst other matters.

I am aware that many of the underlying issues that lead to crime directly affect young people such as drug and alcohol use. Therefore, I am working closely with partner agencies to tackle these underlying issues and support and challenge the Force around local policing initiatives to deter young people from substance misuse and anti-social behaviour.

In respect of the quality of the relationship between the police and young people generally, through my engagement and consultation I acknowledge that this needs to be improved and strengthened. I will therefore be monitoring the Force on satisfaction levels of young people through the Confidence and Service Excellence Group as well as continuing my own engagement with young people to monitor this issue.

My office will provide a full report on crime issues affecting young people later in 2015.

## *Scrutiny by the Police and Crime Commissioner*

Within the Office of the Police and Crime Commissioner there are a number of different processes designed to support the Commissioner's scrutiny of North Wales Police. There are key meetings, reports and discussions around the different policing functions where analysis is carried out to understand how effective and efficient the various policing services are. The key forum for this activity is the Senior Executive Board (SEB). This is a formal six weekly meeting chaired by the Commissioner and attended by North Wales Police's most senior management team, the Chief Constable, Deputy Chief Constable, and both Assistant Chief Constables. At SEB meetings the Commissioner supported by the Deputy Police and Crime Commissioner, the Chief Executive and Chief Finance Officer of the Office of the Police and Crime Commissioner challenges the Chief Constable on Force performance and receives formal updates about how the Force is progressing towards meeting the objectives set out in the Police and Crime Plan.

### *In Summary*

As Police and Crime Commissioner I am grateful to all those who attended this event and/or provided separate feedback to inform my revised Police and Crime Plan. I have listened to your views.

I am guided in a number of ways towards setting my objectives and the expectations I have of North Wales Police to deliver these. I look to the Force themselves for key information, statistics and analysis. I look to national bodies, partner agencies both locally and nationally, the public, public representatives and the voluntary and community sector to inform me of key crime and policing issues to help me set relevant and challenging objectives for the police service in North Wales. I believe that the objectives set within my revised Police and Crime Plan and the requirements I have set that underpin those objectives are appropriate to the policing needs of North Wales for the coming year.

It is essential that I continue to have appropriate and effective engagement with third sector agencies as we go into a new financial and policing year. We need to work effectively in partnership and the year ahead presents many financial and operational challenges for us all.

I am pleased that I have had so many opportunities over the past year to meet with third sector organisations and see them delivering their services on the frontline. (see Appendix C for details of organisations I have visited over 2014).

Although I have a strategic outlook on policing, it is vital that I am able to see the view from the frontline; from those of you who are dealing at the operational end, helping and supporting victims, helping to reduce crime and keeping communities safe and I will continue to visit organisations throughout 2015/16. I thank you for your participation and look forward to meeting as many of you as possible over the next year. I will, of course, also continue to liaise with the 6 voluntary services councils to ensure I am receiving key views from across the sector.

## ***Appendix A - Attendees***

1. Cyngor Conwy Council
2. Welsh Womens Aid
3. Flintshire Voluntary Service
4. Mantell Gwynedd
5. Cais
6. Victim Support
7. Conwy Connect
8. NW Police Independent Advisory Group
9. Scouts Wales
10. Medrwn Mon
11. Trais yn y Cartref
12. NW Womens Centre
13. Rhyl Youth
14. Cyngor Wrexham Council
15. RASA
16. Cyngor Ynys Mon Council
17. Digartref Ynys Mon
18. AVOW
19. Dangerpoint
20. ARC
21. Digartref Ynys Mon
22. Working Links
23. Wrexham Warehouse Project
24. Hafal
25. CAB
26. Cyngor Wrexham Council
27. Clwyd Alun Housing
28. Choose2Change
29. Craig y Don Centre
30. Action for Children
31. Unllais
32. NWAMI
33. NWREN
34. Rhyl City Strategy / ARC
35. CVSC

## ***Appendix B – Types of Crime and Operational Policing Activity Underpinning the Police and Crime Plan Strategic Objectives***

### ***Prevent Crime***

- Reduce reoffending in north Wales – supporting activity to rehabilitate offenders.
- Target Hardening – helping to reduce the number of people becoming victims of crime.
- Help those who suffer from mental health, drug and alcohol misuse.
- Developing strong relationships with children and young people – continuing to invest in the Welsh School Liaison Programme

### ***Deliver an effective response***

To deliver an effective response we will scrutinise:

- Officer response times to emergency calls
- The number of non-emergency calls recorded as abandoned
- Service excellence results

### ***Reduce harm and the risk of harm***

There are a number of crime types that are included within this objective. These include victims of:

- Domestic Violence
- Child Sexual Exploitation (CSE)
- Sexual Violence
- Other violent crime

### ***Build effective partnerships***

OPCC works in partnership with many of the local authorities at the:

- Criminal Justice Board
- Local Service Board
- North Wales Regional Leadership Board
- North Wales Substance Misuse Area Planning Board
- North Wales Safer Communities Board

### ***Outcomes***

There are a number of types of crimes, anti-social behaviour and policing activities that are included within the outcomes of my Police and Crime Plan. There are a few examples listed below with each outcome:

#### ***Security in the home***

- Domestic Violence
- Domestic Burglary
- Theft

#### ***Safety in public places***

- Anti-social behaviour in public places
- Vehicle crime
- Drugs and alcohol offences
- Public order offences

#### ***Visible and accessible policing***

- Local patrols (in urban and rural settings)
- Accessible front counters

## Appendix C - Third Sector Engagement with the Police and Crime Commissioner 2014

<b>Date</b>	<b>Organisation</b>
<b>January</b>	
27th	BAWSO, PCCs Office
<b>February</b>	
17th (also 3rd June)	Kathy Hampson, Llamau (Charity for the most vulnerable Young People and Women in Wales), Resettlement Project
17th	Hope Church, Wrexham
20th	PCCs Third Sector Engagement Event, Oriel House, St Asaph
24th	Rape and Sexual Assault Centre, Caernarfon (Women's Aid)
<b>March</b>	
3rd	PCC's Victims Conference, Venue Cymru, Llandudno
7th	Bangor Street Pastor visit
7th	CAIS, Colwyn Bay
10th	North Wales Women's Centre, Rhyl
13th	Warehouse Project
<b>April</b>	
2nd	Justice in a Day programme event
14th	Royal British Legion, PCCs Office
28th (also 7th July)	Working Links, PCCs Office (then their offices in Colwyn Bay in July)
<b>May</b>	
22nd	Oystercatcher, Rhosneigr
28th	Conwy Islamic Society, PCCs Office



<b>Date</b>	<b>Organisation</b>
<b>June</b>	
5th	Women's Aid Refuge, Wrexham
10th	Prestatyn Youth Centre
10th	Prince's Trust, PCCs Office
26th	Un Llais, Llangefni
<b>July</b>	
5th	Gay Pride, Bangor
7th	British Red Cross, PCCs Office
<b>August</b>	
15th	Saltney Ferry Scout & Guide Group
20th	Noddfa Church Community Group, Caernarfon
22nd	Hafal meeting (also at Eisteddfod on 4th August)
<b>September</b>	
10th	Barmouth CCTV
<b>October</b>	
23rd	PCCs Community Awards Ceremony
<b>November</b>	
11th	Guest Speaker at Victim Services to speak about the North Wales plan for ensuring specialist service delivery of domestic abuse services
12th	Meeting with Chief Officers of the Voluntary Services Councils
20th	Restorative Justice Meeting
21st	Meeting with Conwy Islamic Society
24th	Meeting with Tracey Gisbourne regarding Resettlement of Offenders Pilot Scheme.

<b><i>Date</i></b>	<b><i>Organisation</i></b>
<b>December</b>	
2nd	Visit with VIVA, Rhyl Youth Project
3rd	Meeting Sian Hughes Domestic Abuse Safety Unit
10th	Meet with Linda Roberts - All Wales School Liaison Core Programme
10th	Meet with Jigsaw Organisation
10th	Police and Crime Plan Consultation Event - Third Sector Organisations