

## HMI Wendy Williams' assessment of North Wales Police – Transcript

Hello. I'm Wendy Williams and I'm Her Majesty's Inspector of Constabulary for North Wales Police.

I am one of five inspectors, and our role is to inspect police forces on behalf of the public. Each year we produce an annual assessment of how each force is performing.

I am satisfied with most aspects of North Wales Police's performance in keeping people safe and reducing crime, but there are some areas that need to be improved in order to provide a consistently good service.

The force is good at preventing crime and anti-social behaviour and in tackling serious and organised crime.

However, it needs to improve its allocation of crimes for investigation in a manner that matches the skills and experience of the investigator to the needs of vulnerable victims.

I have concerns about how the force responds to vulnerable victims.

The force is developing its understanding of the scale and impact of child sexual abuse, and its partnership with Barnardo's is building stronger support for young people who are at risk. However, this initiative is being hindered by the difficulty of identifying those who are most vulnerable from harm, during their initial contact with the police. There are also inconsistencies in the management of offenders and in the assessment of and response to victims of domestic abuse. I welcome the steps that the force is taking to address these areas, including the use of body-worn cameras to improve the quality of evidence that may be obtained. The increase in the number of independent domestic violence advisors will help to bolster the support available for those victims at greatest risk.

I am satisfied that the force has plans, matched to improvements in working practices, that will meet the challenge of doing more with less. Improvements include the wider use of new technology and, in particular, the use of mobile data. These technological changes will enable frontline officers to have access to police IT systems and information, so they can work efficiently and effectively without the need to return to a police station.

In the year ahead, I will be particularly interested to see the impact of the force's continued investment in new technology, to improve the quality of service to vulnerable people. I will also be interested to see how the force improves its investigations.