



Promoting improvements  
in policing to make  
everyone safer

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

I am pleased with North Wales Police's overall performance this year. However, there are some areas that the force needs to improve.

It is good at preventing crime and tackling anti-social behaviour, and I am pleased with the improvements the force has made to its crime investigations since my assessment last year.

North Wales Police has also made progress in the way it protects the most vulnerable. The force has a good understanding of the nature and scale of vulnerability in North Wales, and the force will want to build on this achievement by ensuring that officers spot all opportunities to keep vulnerable people safe when responding to calls for service. I am pleased with the force's approach to tackling serious and organised crime, in particular its effective initiatives to deter people from becoming involved in organised criminality.

The force has a good understanding of the current and likely future demands for its services. I am reassured that the force's financial plans are based on sound assumptions that include improved efficiencies, reduced costs, and prudent use of financial reserves. I am disappointed that the force continues to be slow in investing in new technology. I am pleased that the force now has plans in place to rectify this situation, which will bring efficiency benefits to the force.

The force has addressed gaps in the capacity and capability of some specialist areas. However, the force's ability to match its resources to demand may be hindered by its incomplete understanding of the current skills and knowledge of its workforce. The force should continue to develop this understanding as a matter of urgency.

The force seeks feedback from the people of North Wales and is able to identify the issues that have the greatest impact on their perceptions of fair and respectful treatment. The force has limited understanding of risks such as potential misconduct and corruption, and insufficient capacity to identify and deal with these risks.

The force is aware of the importance and value of promoting wellbeing within the workforce and is working to make support services widely available to officers and staff.

In the year ahead, I will be interested to see how the force responds to the areas for improvement that HMIC has identified.