



Office of the Police and Crime Commissioner North Wales

A report about what we did from 2023 to 2024



This document was written by the **Office of the Police and Crime Commissioner North Wales**. It is an easy read version of 'Annual Report 2023 - 2024'.

October 2024

How to use this document



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Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 22**.

Where the document says **we**, this means the **Office of the Police and Crime Commissioner North Wales**. For more information contact:

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Introduction



My name is **Andrew Dunbobbin**. I am the **Police and Crime Commissioner (PCC)** for **North Wales**.



This is a report about the work our office has done from April 2023 to March 2024.



I am pleased to say there have been less crimes from the year before.



I would like to thank everyone in this office for their hard work. And thank the people of North Wales for being involved and their support.

Andrew Dunbobbin Police and Crime Commissioner

Our services in 2023 to 2024



There were almost 120 thousand 999 calls. This is higher than last year. 999 is the number to call in an emergency, when you need help straight away.



There were about 240 thousand calls to 101. This is a bit lower than last year. 101 is the number for non-emergencies, like reporting a stolen car.



People contacted us by webchat and email just over 88 thousand times.



Our police officers attended over 60 thousand incidents.



The police made nearly 20 thousand arrests. This is higher than last year.

My police and crime plan



The Police and Crime Plan is a plan to fight crime in North Wales. The police must follow this plan.



My Police and Crime Plan says:

- what I want to achieve in North Wales
- and how I plan to achieve it.





My main goals for North Wales are:

- Having safer neighbourhoods
- Supporting victims and communities
- Fair and good ways of dealing with crime



This report is about the work we have done towards my police and crime plan in 2023 to 2024.

Community work



We gave funding for lots of different activities and services.



For example, the Summer Soccer Fund. This gave money to clubs working with young people. This was to help stop **anti-social behaviour**.



Anti-social behaviour is any behaviour that affects other people in a bad way. For example, it is scary, upsetting or stressful.



We ran meetings across 6 areas of North Wales. To give people the chance to talk about their concerns.



We went to different events in North Wales, where people could talk to us. For example, the **National Eisteddfod** in Gwynedd.



We ran a Community Christmas Fund. This supported organisations over Christmas.



We ran a survey on how much people should pay for policing through their Council Tax. We had over 1500 responses.



This is a picture of an event we planned called All for One

Serious Violence Duty



A new law came out in 2023 called the **Serious Violence Duty**.



We made a plan to help us deal with serious violence in North Wales. It is called the **Serious Violence Strategy**.



Serious violence includes crimes like murder, knife crime and gun crime.



It is about things like:



- Stopping serious violence from happening. And getting involved in situations early on, before they get worse.



- Teaching young people about being safe from things like **exploitation**.

Exploitation means treating someone badly and using them to get something that you want.



- Working in the best ways.



- Learning more about the effects of difficult childhoods.



We are proud of the work we are doing with other organisations to help stop serious violence in North Wales.

Crime in North Wales



There has been less crime than last year.



There has been less violence against women and girls.



There has been less **hate crime**.

Hate crime is being treated badly because people think you are different. For example, because of a disability or race.



There has been less violence overall.



There have been fewer burglaries.

Police complaints



There were almost 500 complaints made about the police. 12 police officers were fired because we were not happy with how they did their job.



The rules are being changed to make it quicker to deal with issues like these.



We are doing more checks of **police custody** in North Wales.



Police custody is when someone is held by police officers in a secure place. Like a police station.

We check things like:



- how physical force, like holding, pinning down and handcuffing, is used in **police custody**,



- and how children are being **detained**.

Detained means kept in **police custody**.



There are 24 people from the local community who check **police custody**. They tell us what they think.



I have done a lot of work to check the standards are high in North Wales Police.



All police departments have had to follow new rules about how they behave. This is because of crimes committed by police officers in other places, like London.

Safer neighbourhoods



- We employed someone to support families who have lost a loved one in a serious road accident. They work for the road safety charity called BRAKE.



- We have supported communities with road safety concerns.



- We supported countryside and village communities to learn about online safety.



Supporting people



- We worked with other organisations to improve how we support people experiencing **domestic violence**.



Domestic violence is any behaviour that causes harm to someone. It is carried out by a partner, ex-partner or family member.



- We have worked to support people affected by **modern slavery**.



Modern slavery is when someone is tricked or forced to work for someone. They cannot leave, they lose their freedom.



- We have been involved in groups about equality and treating people fairly.



- We fund a service called **Get Safe Online**.



- We help the police to run a group on issues that affect young people. It is called **Young Ambassadors** group.



- We support members of the public to get involved in checking police work.



- We are working to make sure the police employ people from different backgrounds.



- We have been working on reducing crime that happens in shops.



- We have set up a group to hear the views of victims of crime. It is called the **North Wales Victims Panel**.



- There were fewer **hate crimes**. But some **hate crimes** are not reported. It's really important they are reported.



- People were happy with how we dealt with **hate crime**.

Fair and effective ways of dealing with crime



- Services have worked together to deal with crime. And to lower how much crime happens.



- All witnesses have been told they can give evidence **remotely**. This means, not in a court.



- We have been learning more about supporting victims of rape in the best ways.



- We are setting up a group for victims so they can give their views about the services needed.



- We have learnt more about supporting people affected by **trauma**.



Trauma is when something bad happens, and it makes someone feel sad or scared for a long time.



- We have done a lot of work on **restorative justice**.



Restorative justice is when a person harmed by crime and the person who did it talk. This helps everyone find a good way forward.

Money we spent



We received nearly 189 million pounds from the government and council tax.



We spent the most money on police officers and staff.



We spent less money than we thought we would on buildings and transport.



We spent more money than we thought we would on things like office furniture and equipment. This was to support our staff to work in ways that best suit them.



We saved nearly 4 million pounds.

Hard words

Anti-social behaviour

This is behaviour that effects other people in a bad way. For example, it is scary, upsetting or stressful.

Detained

Detained means kept in police custody.

Domestic violence

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Exploitation

Exploitation means treating someone badly and using them to get something that you want.

Hate crime

This is being treated badly because people think you are different. For example, because of a disability or race.

Modern slavery

Modern slavery is when someone is tricked or forced to work for someone. They cannot leave, they lose their freedom.

Police custody

Police custody is when someone is held by police officers in a secure place. Like a police station.

Restorative justice

Restorative justice is when people harmed by crime and the person who did it talk. This helps everyone find a good way forward.

Trauma

Trauma is when something bad happens, and it makes someone feel sad or scared for a long time.



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