



Inspecting policing  
in the public interest

**Policing in austerity:  
One year on**

**North Wales Police  
July 2012**

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## About this review

In October 2010, the Government announced that the central funding provided to the police service would reduce by 20% in the four years between March 2011 and March 2015.

Her Majesty's Inspectorate of Constabulary (HMIC) carried out an inspection of all 43 police forces in England and Wales in Spring 2011, to see how they were planning to meet this financial challenge. When the results were published in July 2011 (search for 'Valuing the Police' on [www.hmic.gov.uk](http://www.hmic.gov.uk)), we committed to returning one year later to report on progress, and to assess whether there had been any impact on the service provided to the public.

A thematic report, *Policing in Austerity: One year on*, brings together the findings from all 43 forces and looks at the picture in England and Wales. We found that, across England and Wales:

1. Forces have risen to the financial challenge, balanced the books and largely maintained the service they provided to the public in year one;
2. Their plans show that over the whole spending review period (i.e. until March 2015), they are working to protect, although not preserve, frontline services;
3. As there are significant variations between force plans and performance, HMIC has some concerns about whether all forces can sustain this position;
4. Forces should ensure the changes they are making now transform efficiency and will provide a strong enough foundation to face future spending reviews.

This report summarises the findings for North Wales Police, and is based on data provided by the force in February 2012.<sup>1</sup>

HMIC will continue to monitor the progress made by the force, and to publish the results on our website ([www.hmic.gov.uk](http://www.hmic.gov.uk)).

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<sup>1</sup> Figures are rounded (financial figures to the nearest million and workforce figures to the nearest 10) and financial figures are in cash prices.

## Summary

The challenge for police forces and police authorities isn't just to balance the books, but to transform the way they deliver policing and make it more efficient, so that the public can continue to receive improving services.

North Wales is a small force and doesn't have a big budget compared to many in England, although it has the second biggest budget in Wales.

It has a good history of reducing cost through careful management and development of departments within the force which has helped them improve their efficiency and effectiveness. While this has placed it in a good position to meet the financial challenges of the 2010 spending review, its planned 4% increase in the council tax precept in the last two years of the review is not guaranteed, due to the introduction of police and crime commissioners. However, it is currently in a good position to achieve its savings target by March 2015 – and may even exceed it, providing the council tax precept increases are realised.

The force introduced a new model for the way it organises its local policing units in 2011 under Project 2011 Plus. However, this did not prove to be efficient or effective; so it has reorganised for a second time to ensure communities are provided with a better service which requires fewer officers and members of police staff. The recent introduction of 101 additional community support officers, funded by the Welsh Assembly Government, will provide extra support in policing communities across North Wales.

The force currently shares buildings with the Fire Service but is also assessing whether it can make further savings by reducing the number of police stations in use, for instance by sharing offices with other public services and making better use of the excellent facilities at St Asaph. A new police station for Wrexham is being progressed with money already set aside by the police authority.

North Wales Police has been sharing staff with other agencies and police forces across Wales and the North West region for a number of years, and intends to increase this in the future. The challenge of delivering this sort of collaborative working is not to be under-estimated; but there is a strong commitment from the force, police authority, partners and the Welsh Assembly Government to make it work.

Because of the changes it is making North Wales Police will be able not only to balance the books but to increase the proportion of its workforce in frontline, crime-fighting roles. By 2015 72% of its workforce will be on the front line, which is moving in the right direction, although still a lower proportion than most other forces. The proportion of police officers on the front line will increase over the same period from 87% to 88%, resulting in a proportion which is broadly in line with England and Wales as a whole. The force allocates 66% of its police officers and community support officers to visible roles (such as officers who respond to 999 calls, deal with serious road traffic accidents or patrol in neighbourhoods). This is greater than the national figure.

Crime is increasing in North Wales, compared with an overall reduction across England and Wales. 82% of victims in North Wales were satisfied with the service from North Wales Police, which is less than England and Wales as a whole.

The following sections of this report explore: money (how much North Wales Police needs to save and its progress in achieving this); people (its planned changes to the number and type of its workforce and the effect of this on the front line); and the impact on services to the public. We have looked at these areas because they are important in helping you to understand how your force is making savings, and how it continues to improve the services you receive.

## Money – meeting the savings

### What is the financial challenge in North Wales Police?

**£16 million** – the amount North Wales Police will need to save between 2011 and 2015 (based on the force's calculations). There are 41 forces in England and Wales with larger savings to make (as a proportion of their overall budgets).

**By Spring 2012, North Wales had developed plans which outlined how it will achieve £16m (100%) of its savings requirement.**



North Wales Police's four-year plan is based on the force saving £5m by March 2012 (i.e. in the first year of the budget reductions). The force reported that by December 2011 it had already saved £4.7m.

As well as funding from the Government, forces also receive money from local council tax. The police authority has decided to increase by 2.5% the amount of money you pay for policing from your council tax in 2012/13. This is one of 22 forces in England and Wales where it will increase.

Within the force's plans are a number of assumptions on future costs, including pay increases, rate of inflation and the level of funding it will receive from council tax. If these change this may impact on the amount of savings the force has to find.

Forces will continue to develop the detail of their plans between now and 2015. The amount of savings they need to find may therefore go up or down as they revise their assumptions and update their plans.

## People – reconfiguring the workforce

### What is the impact on the workforce?

**160** – the number of posts the force plans to cut by 2015. 160 of these will be police officer posts. This is a 10% reduction in police officer posts, the same as the reduction across England and Wales.

Because 81% of police budgets (on average) is spent on staff costs, it is not surprising that forces across England and Wales are planning to achieve most of their savings by reducing the number of police officers, community support officers (CSOs) and police staff they employ.

According to data provided by the force in February 2012, North Wales Police is planning to make the following changes to its workforce between March 2010 and March 2015. By March 2012 the force will have achieved 86% of the required reduction of its workforce. (We use March 2010 as our starting point here because many forces started to reduce their workforce in the year before the funding cut was implemented, anticipating that they would have to make savings later on.)

	<b>31 March 2010 (actual)*</b>	<b>Planned Change 31 March 2010 – 31 March 2015*</b>	<b>% change in North Wales</b>	<b>% change across England and Wales</b>
<b>Officers</b>	1,590	-160	-10%	-10%
<b>PCSOs</b>	160	100	67%	-10%
<b>Police staff**</b>	920	-100	-11%	-19%

#### Notes:

2010 is a snapshot of the number of people in post, whereas the 2015 data is projected number of posts. All workforce figures are rounded to the nearest 10; columns may therefore not add up.

In the workforce baseline data (March 2010), an 'Other' function is included within the non front line. This is made up of staff absent from duty due to maternity / paternity leave, career break, full time education or suspension, and those on long-term leave (sickness, compassionate, special and unpaid leave). In March 2010 the 'Other' function made up 1 percent of the total workforce across England and Wales. The projected data for March 2015 was provided by forces, and forces have budgeted for this in different ways. As a result there will be some variability when used for comparisons. Police staff actual figures for 2010 include Designated Officers. Designated Officers are not included in 2015 estimated figures.

## What is the effect on the front line?

HMIC defines the people who work on the police front line as: “those who are in everyday contact with the public and who directly intervene to keep people safe and enforce the law.”

**72%** – the proportion of the total workforce (i.e. officers, CSOs and staff) North Wales estimates will be working on the front line by 2015.

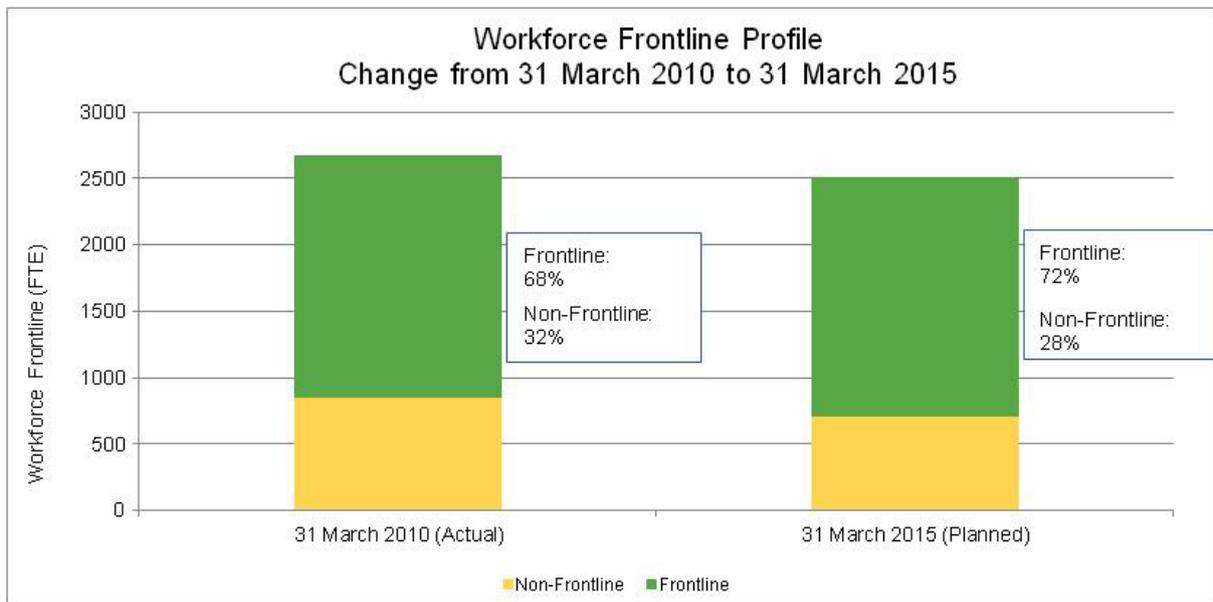
**88%** – the proportion of police officers specifically the force estimates will be working on the front line by 2015, up from 87% in 2010.

## Number and proportion of officers, CSOs and staff in frontline roles

The **number** of officers, CSOs and staff (i.e. the force’s total workforce) working on the front line will from 1,820 in March 2010 to an estimated 1,810 by March 2015.

Based on these figures, the **proportion** of North Wales Police’s total workforce allocated to frontline roles will increase from 68% to 72%. This compares with an overall increase across England and Wales from 67% to 74%.

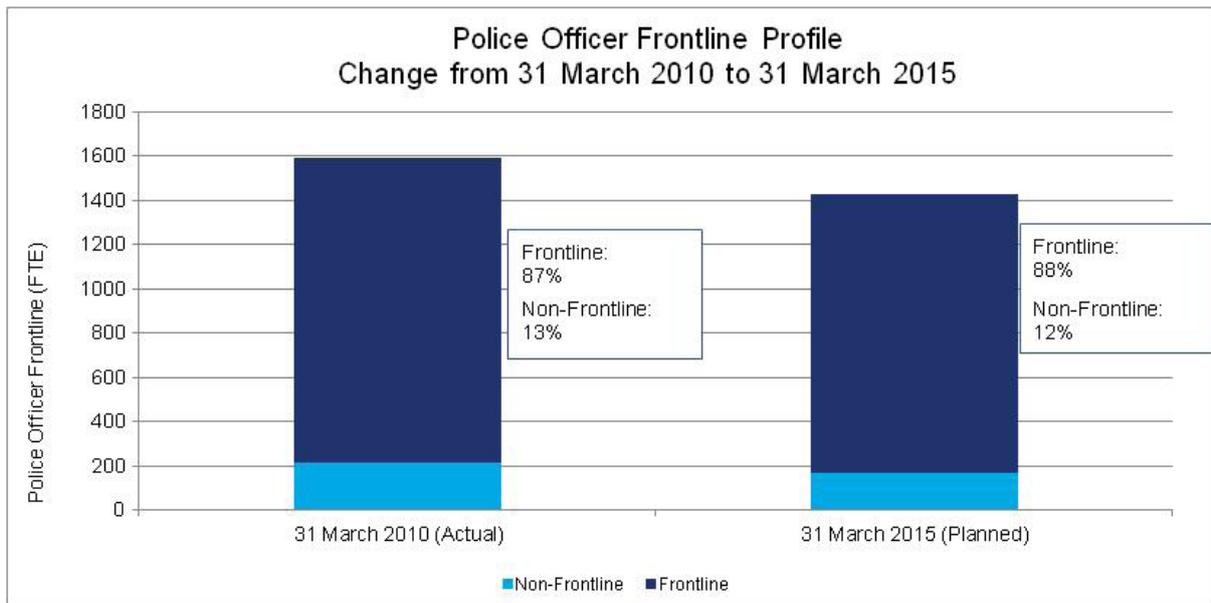
The following chart shows the change in the workforce frontline profile for North Wales.



## Number and proportion of police officers in frontline roles

Looking specifically at police officers: the **number** of officers working on the front line will drop from 1,380 in March 2010 to an estimated 1,260 by March 2015. The number working in non-frontline roles will also drop (from 210 to 170).

Based on these figures, the **proportion** of North Wales police officers allocated to frontline roles will increase from 87% to 88%, as the following chart shows. This is broadly in line with the figure for England and Wales, which is 89%.



## Public – reviewing the services you receive

### **What proportion of police officers and community support officers are visible and available to the public?**

**66%** – the proportion of police officers and CSOs which North Wales allocates to visible roles (such as officers who respond to 999 calls, deal with serious road traffic accidents or patrol in neighbourhoods). This is greater than the England and Wales figure.

HMIC defines ‘visible’ as police employees who wear uniform and mainly work in public and ‘available’ means police officers and CSOs who are actually ready for duty (i.e. as opposed to being on a training course, attending court, off shift, on leave or sick, etc).

It is important to note that the work done by those in visible roles represents only a part of the policing picture. Chief constables need to allocate resources to many other functions in order to protect the public, such as counter terrorism, serious and organised crime and child protection (to name just three).

Research has shown that people who see the police at work in uniform at least once a week are more likely to have confidence in their local force (see our 2011 report *Demanding Times*, available from [www.hmic.gov.uk](http://www.hmic.gov.uk)).

HMIC recently looked at whether North Wales has police officers available when they are most likely to be needed, a repeat of a survey which we last carried out in 2010. This showed that there was an increase in the proportion of police officers and CSOs available in visible roles at key times.

### **How is the way you can access policing services changing?**

Forces are exploring different ways in which the public can access policing services. They are making more use of the internet and social media to communicate with people and reviewing the number of face-to-face access points they need.

By 2015 North Wales will close 15 police stations and reduce the number of front counters by two. However, it will also increase the number of other locations (e.g. libraries or local authority buildings) where you will be able to physically access policing services by 15 (compared with 2010).

## Has there been any change in crime levels over the last year?

**2%** – the increase in recorded crime levels overall in North Wales between years ending December 2010 and December 2011 (compared with a 3% fall across England and Wales).

The first job of the police is to reduce crime and keep the peace; and in 2010 the Home Secretary Theresa May stated that she expects forces and authorities to make financial cuts while still reducing crime, and without impacting on the front line.

Based on the number of crimes per 1,000 people recorded in the 12 months to December 2011, the force came 19th out of 42<sup>2</sup> forces (where first equals lowest crime rate).

The table below shows how rates of crime changed between years ending December 2010 and December 2011. (ASB is not included because data is not available for the same time period; however, HMIC has examined how this problem is tackled in North Wales in a separate report, which is available on our website.)

Type of crime	Difference between years ending Dec 2010 and Dec 2011 in North Wales	Difference between years ending Dec 2010 and Dec 2011 across England and Wales
All crime	2%	-3%
Victim-based crime*	5%	-2%
Robbery	20%	3%
Burglary	16%	-1%
Criminal damage & Arson	-5%	-9%

\*This category includes all crime where there is a direct victim – either an individual, a group, or an organisation.

We have chosen these types of crime to give an indication of the nature of offending in North Wales Police. For information on the frequency of other kinds of crimes in your area, go to [www.hmic.gov.uk/crime-and-policing-comparator](http://www.hmic.gov.uk/crime-and-policing-comparator) where you will find more detailed information. You will also find links to the force's own website, where it publishes the latest crime figures.

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2 City of London is not included.

## **Does the force's own survey work show any change in public satisfaction with the service they provide?**

As forces reconfigure their resources to meet the budget challenge it is important that they understand the impact on service delivery. One way of measuring whether this is changing is by tracking how satisfied the public are with the overall service they receive when they seek police assistance.

The overall victim satisfaction for North Wales is 82%, which is less than the rate for England and Wales as a whole.<sup>3</sup>

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<sup>3</sup> This is a statistically significant difference.