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# North Wales Community Alert

Superintendent Helen Corcoran & Inspector Abbie Burns-Jones

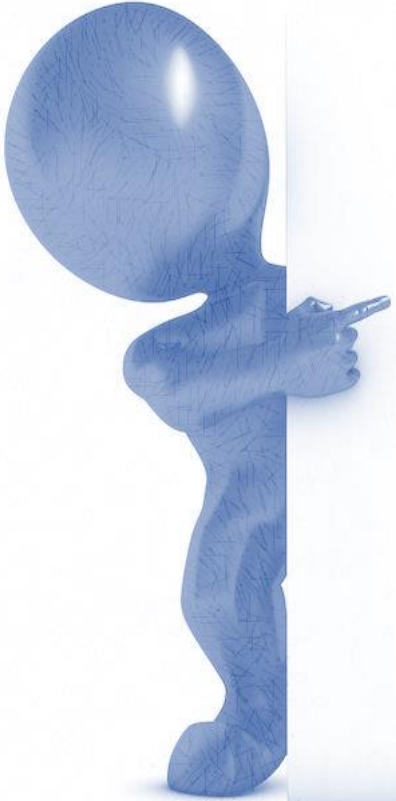


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making North Wales the **safest** place in the UK



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# Overview

- 
- **Diversity, Equality and Inclusion lead implications**
  - **Dual language challenges and solutions**
  - **A review of the training rollout**
  - **Impact to community using Alert**
  - **Partner rollout**



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# Our Milestones



**Research &  
Planning**

**June 2021**



**Training**

**WE  
ARE  
HERE**



**Partners**



**Design &  
Implementation**

**July 21 / Jan 22**



**NWCA / NWT  
Go Live**



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# Diversity, Equality and Inclusion Lead implications

DIVERSITY  
EQUALITY  
INCLUSION





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# Diversity, Equality and Inclusion

2018 - 2025

NPCC  
Diversity,  
Equality &  
Inclusion  
Strategy



## Understanding Our Communities

**Strategic Objective:** We will understand the composition of our communities by ensuring we put in place systems that enable the collection, collation and analysis of community data across the nine strands of diversity.



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# Diversity, Equality and Inclusion



College of  
Policing

BetterProfessionals  
for Better Policing™

college.police.uk

## Modernising neighbourhood policing guidelines

28 June 2018



## Engaging Communities

- Engagement that is tailored to the needs and preferences of different communities.
- Enable the police to develop a better understanding of communities and their needs, risks and threats.



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# Diversity, Equality and Inclusion Demographics

- **Opening Statement**
- **Demographic Questions**

- ◆ What is your age?
- ◆ Do you consider yourself to have a disability?
- ◆ How would you describe your national identity?
- ◆ Do you require additional language translation?
- ◆ What is your ethnic group?
- ◆ What is your religion or belief?
- ◆ What is your gender?
- ◆ Is the gender you identify with the same as your sex registered at birth?
- ◆ Which of the following best describes your sexual orientation?





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# Welsh Language Challenges & Solutions



**‘Welsh language standards promote and facilitate the Welsh language, and ensure that the Welsh language is not treated *less favourably* than the English language in Wales.’**



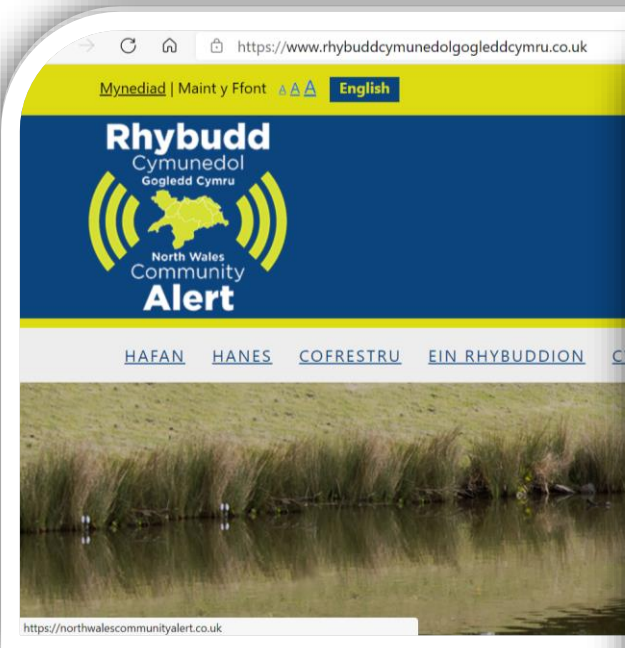
Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner





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# Welsh Language Challenges & Solutions



**Rhybudd**  
Cymunedol  
Gogledd Cymru

North Wales  
Community  
**Alert**

**Cofrestrwch heddiw...** ar gyfer Rhybudd Cymunedol Gogledd Cymru – system neges cymunedol yr heddlu ar gyfer Gogledd Cymru

Drwy gofrestru gyda Rhybudd Cymunedol Gogledd Cymru, gallwch dderbyn newyddion ac apeliadau, gwybodaeth am drosedd lleol chynghor atal yn eich e-bost. **Cofiwch roi eich cyfrif ar waith o'ch e-bost cofrestru cychwynnol.**

Mae cofrestru gyda [www.rhybuddcymunedolgogleddcymru.co.uk](https://www.rhybuddcymunedolgogleddcymru.co.uk) yn **rhad ac am ddim**. Nid yn unig eich bod yn derbyn negeseuon am eich ardal lleol, ond mae hefyd yn canchi roi gwybodaeth yn ôl i'ch tim plismona lleol, er mwyn iddynt allu gwasanaethu eich cymdogaeth yn well.

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**Rhybuddion Cymunedol Diweddaraf Gogledd Cymru**

**Scamiau CThEM.**

Yn ystod y flwyddyn ddiweddaraf mae CThEM wedi ymateb i 572,423 o adroddiadau am gyswilt amheus. Roedd...  
Heddlu  
19/03/2022 10:50:02

**Urgency: 3 2 1**

**PC Kim - Eich Swyddog Heddlu Ysgol Lleol**

Mae staff Ysgol Y Grango wedi rhannu'r neges ganlynol gyda holl ddisgyblion yr ysgol: Oherwydd cynn...  
Heddlu  
18/03/2022 13:09:12

**COMMUNITY SAFETY**

[Click here](#) to see more Alerts

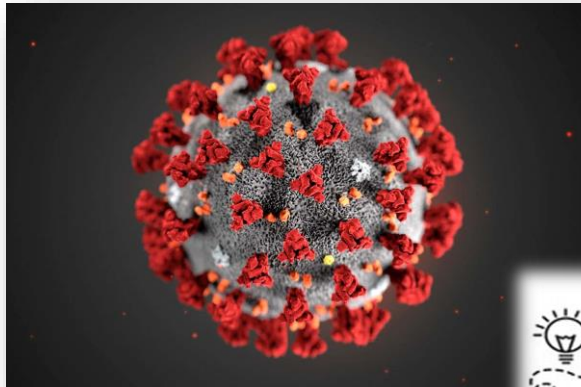
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# Training Plan




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# Training Overview

<b>08:35 – 08:45 (10 minutes)</b>	<b>Introduction and Overview from Supt Helen Corcoran</b>	<b>This covered:</b> <ul style="list-style-type: none"><li>• What is North Wales Community Alert?</li><li>• Why is North Wales Police adopting the system?</li><li>• How it is going to help NWP's engagement with our communities</li><li>• What role each officer plays in 'Making North Wales the safest place in the UK'</li></ul>
<b>08.45 – 09:00hrs (15 minutes)</b> <b>+ Practical (15 minutes)</b>	<b>How to log in (Presented by VISAV)</b>	This session aimed to help officers log into the admin account, find help resources once logged in and update account settings and details.
<b>09:15 – 10:15hrs ( 1 hour )</b> <b>+ Comfort Break (10 minutes)</b> <b>+ Practical (30 minutes)</b>	<b>Core Rapport Training (Presented by VISAV)</b> 	This session covered all of the important elements that most Police admins will use on a day-to-day basis.
<b>10:55 – 11:15hrs (20 minutes)</b>	<b>Overview of priority survey 'North Wales Talking' (Presented by VISAV)</b>	This session provided an overview of how to access and deliver the survey.
<b>11:15 – 11:45hrs ( 30 Minutes)</b>	<b>Engagement Messages - Tone of voice / Do's and Don'ts (NWP Corporate Communications)</b>	This session aimed to outline best practices for staff and officers when creating messages using the Alert system.
<b>12:00 – 12:15hrs (15 minutes)</b>	<b>Closing Session</b>	Closing and short Q&A session.



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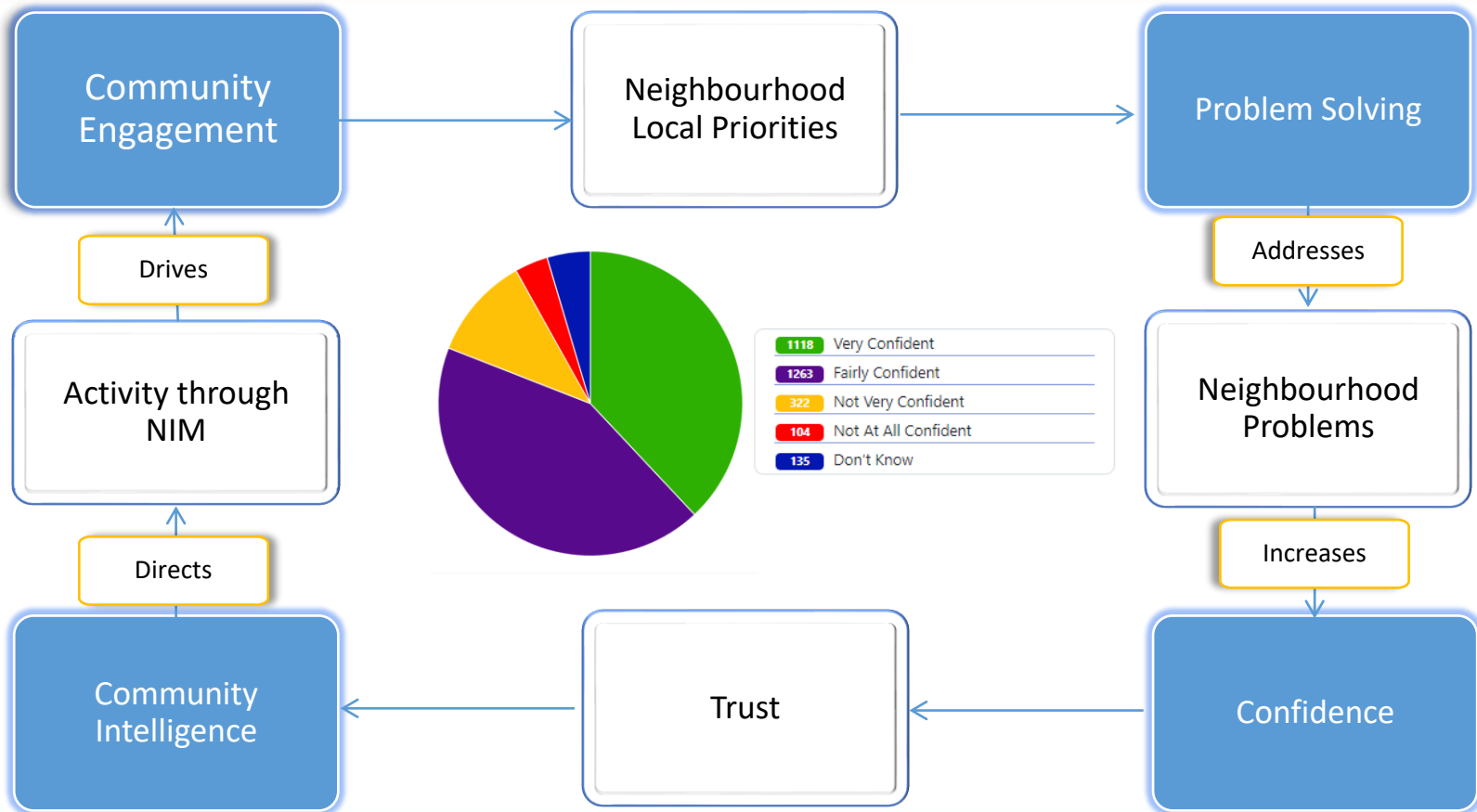
# Training Feedback





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# Impact to community





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# Impact to community



**Over 9100 are signed up to North Wales Community Alert to receive Alerts with messages.**



**Over 1400 messages sent**



**348 replies**



**Satisfaction rating of around 90%**



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# On-boarding Partners



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