



People for Proper Policing in North Wales

Bean counters are letting real criminals off the hook.

Dec 6 2008 by Gareth Hughes, Daily Post

A **SENIOR North Wales police officer** has called on his bosses to stand up to the Home Office and do away with the obsession with “**performance**” which is losing public support.

The outspoken comments by **Inspector Steve Williams, chairman of the Inspectors’ Board of the North Wales Police Federation**, follow two recent surveys.

In these officers expressed huge dissatisfaction and frustration at what they described as the “bean-counting” policies which prevented them providing the kind of service the public wants.

But yesterday **North Wales Police chiefs refused to comment** on Insp Williams scathing criticisms despite repeated requests by the Daily Post to speak to a senior officer.

Writing in the latest edition of the Federation’s newsletter Focus-Link, Mr Williams said as a control room force incident manager he regularly saw at first hand the frustrations and stresses felt by front-line response officers, especially as they struggled to meet unrealistic targets.

“This, I believe, is against a backdrop of an increased fear of crime and poor returns in our quality of service delivery.

“We have always relied on support and assistance from our communities to act as our eyes and ears and help us to police North Wales.

“It appears that our current policing style driven by an obsession with ‘performance’ is alienating many of our traditional allies within the community,” he wrote.

The Inspector said individuals were being criminalised for petty matters while others higher up the criminal chain prospered because they were in the “**too hard to do tray**” and there were insufficient resources to bring them to book.

He said he acknowledged funding was a real issue but it was time for a radical look at making the best use of resources, and to switch from “**bean-counting**” to concentrate on quality of service.

“I have no doubt that if a straw poll was taken of what is inherently wrong in what we are about and what causes most disaffection amongst NWP personnel it will undoubtedly come back to the drive towards ‘performance at all costs’, and that in a climate where, it could be argued, stress levels and poor morale have never been so high,” he said.

Mr Williams said he hoped the introduction of **QUEST**, aimed at making the best use of resources and improving customer satisfaction, would go some way towards fulfilling his hopes. But it needed to go alongside more positive action to get rid of what he described as “**the insignificant dross**”.

“I would urge ACPO (the Force’s top-ranking officers) to make a fundamental stance and diplomatically advise the Home Office the bean-counting stops here,” he wrote.

A North Wales Police spokesman said “*Mr Williams speaks on behalf of the (Police) Federation and as an individual*” and would not comment further.
(PPP note ... the Federation represents over 90% of our officers but their views are dismissed out of hand! a recipe for disaster in any organisation)

The PPP comments The middle managers of North Wales police again have the courage to voice their concerns. **This time they highlight the loss of support and confidence from their customers.** The nameless, shameless spokesman voices the couldn't care less attitude of the hierarchy.

The Bean Counter in Chief, CC Brunstrom is AT LAST on the way out, the DCC, Wolfendale is looking anywhere for another job and the ACC Shannon is lumbered with all the key responsibilities and is obviously out of his depth.

The Police Authority now has the serious and onerous task of sorting out the Brunstrom legacy once and for all. North Wales is a wonderful opportunity for REAL POLICE senior officers to take over this easiest of forces in one of the previously and potentially most crime free and safe areas of Europe.

NWPF obviously still has a significant core of REAL police like Insp. Williams keen to get stuck in and give us back a friendly and effective service. They have our total support.