



Response Date: 16/02/2026

2026/175 - Implementation of the Race Action Plan

In response to your recent request for information regarding;

- **How your control room or contact functions have implemented the Represented strand of the Race Action Plan**
- **Any strategies you have used and found successful in making your recruitment processes more accessible or appealing to under-represented groups**
- **Steps you have taken to identify and overcome barriers to entry for contact and control roles**
- **Initiatives aimed at improving trust, visibility, and connection with your local communities**
- **Any measurable outcomes or lessons learned that may help inform our approach**

The represented strand of the Race Action Plan is covered under the Workforce Representation Strategy which is ran centrally by the Workforce Representation Lead. Owing to the representation figures of Black, Asian and other Minority Ethnic (B.A.M.E) colleagues at this current time, focus on this workstream has been for the force as a whole, rather than focusing on one department in particular such as focusing on the control room alone.

The Workforce Representation Strategy has a number of action points in relation to increasing representation in NWP. Recruitment have worked hard over the past year to increase their attendance at community events and job fairs, posting regularly on social media and holding Q&A sessions to support people to learn more about the force / roles with us. We've also worked to relaunch our careers website, this is currently an ongoing process that we hope will make the roles and responsibilities a lot clearer for prospective candidates.

One of the strategies that we've found beneficial are Recruitment Ambassadors. These are volunteers from across the force who have put their names forward to support with recruitment events by sharing their career stories. This could be by attending events alongside the recruitment ambassadors, or answering questions in an online Q&A session. They also keep the force up to date with any events that they've spotted ongoing in the area and can be a SPOC for us if we've got any questions about a particular area or role. We've found their support to be really beneficial for someone to be able to offer real insight about the day to day of working for us.

To identify barriers to the recruitment process, we review adverse impacts for B.A.M.E candidates annually at each recruitment step. This has allowed us to understand where people face adverse impacts and target positive action support to reduce or remove these barriers. Positive action support is in the form of workshops, booklets and Q&A sessions. All positive action is offered to candidates before the point of application to help them to feel more confident in submitting an application with us.

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
Making North Wales the safest place to live, work and visit in the UK

We're still in the early days of applying initiatives so currently no measurable outcomes or lessons learned to share. We aim to review representation and initiatives annually to see their impact.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 13/02/2026