



To: Business Coordination Board

From: Chief Constable

Date: 28 August 2014

Volunteer Strategy

1. Purpose

1.1 The purpose of this paper is to inform and update the Business Co-ordination Board ("the Board") on Cambridgeshire Constabulary's ("the Constabulary") Police Support Volunteer (PSV) Strategy.

2. Background

2.1 PSVs were first introduced in Kent in 1992. Since that time volunteers have been recruited by the vast majority of Forces in England and Wales - in line with guidance from the Citizen Focus and Neighbourhood Policing Programme of the National Policing Improvement, followed by the Association of Chief Police Officers (ACPO) and College of Policing '*Citizens in Policing*' programme.

2.2 PSVs now undertake over 100 different roles in police forces nationally, and most forces are looking to expand volunteer roles.

2.3 The increased involvement of volunteers has been given impetus by national strategic drivers - within the context of the government's vision of more active, involved and engaged citizens.

2.4 Within Cambridgeshire, the development of volunteer roles in support of the Constabulary and partner agencies is specifically referenced in the Police and Crime Commissioner's Police and Crime Plan, as well as local Community Safety Partnership plans for 2014-15.

3. Police Support Volunteer Strategy

- 3.1 The Constabulary's PSV Steering Group has defined a PSV as someone who commits time and energy in direct support of Constabulary business, working under Constabulary control for the benefit of society, the community, environment and / or individuals, undertaking this freely and by choice, without concern for financial gain.
- 3.2 Although no strategy had been formally adopted by the Constabulary, its strategic position had been set through the PSV Steering Group as: *"We believe PSVs represent a significant opportunity to increase the capacity and capability of the Constabulary and to increase the trust and confidence of the public in its police. A mutually advantageous relationship will make best use of the additional volunteers bring in support of policing, community safety and wider engagement. It is the Constabulary's strategic intention to recruit and retain a manageable number of PSVs."*
- 3.3 The Constabulary understands that volunteering is not free; there are staffing and financial costs in maintaining a PSV programme. However, the engagement opportunities, business benefits and efficiency gains by involving volunteers must provide value for money.
- 3.4 Through the PSV Steering Group the Constabulary has clarified that it will not recruit PSVs to crucial roles or roles that require additional powers (other than Special Constables), nor will it use volunteers to fill established posts – PSVs will not replace staff members. All PSV roles will be risk assessed and where that role demands PSVs will be vetted, and provided with suitable training. The activities of all PSVs and the tasks we ask them to perform will be routinely monitored and reviewed by the PSV Lead in the Constabulary's Human Resources Department.
- 3.5 In a climate of reduced budgets the value of volunteers is undoubtedly recognised by other public bodies. Where appropriate the Constabulary will therefore work with partners where that is expedient and productive to do so.
- 3.6 The Constabulary will seek to retain volunteers we have, to recruit more, to utilise their time as best as possible and for them to feel valued and feed positive messages back into the community. To do all that the Constabulary will appreciate the importance of recognising volunteers, and to provide consistent support and management at a local level.

4. Governance of Volunteers within Cambridgeshire Constabulary

- 4.1 The Assistant Chief Constable chairs the Constabulary's PSV Steering Group which includes representatives from appropriate force departments and staff associations. That group will retain responsibility for oversight and direction of the PSV Programme. The Territorial Policing Command retains operational ownership for PSVs.
- 4.2 The PSV Steering Group will monitor and evaluate involvement of PSVs, assess new roles for development and ensure the Constabulary links to regional and national PSV agendas including ACPO's 'Citizens in Policing' programme.
- 4.3 The Steering Group will also ensure connection with key local volunteer groups such as the six Cambridgeshire and Peterborough volunteer centres both to recruit

volunteers and importantly identify areas where PSVs may complement other volunteer activity. For example where PSVs might link with Neighbourhood Watch and Victim Support Services in support of victims.

4.4 A Volunteer PSV Co-ordinator has now been recruited by the Constabulary, and she is responsible for the general management of the PSV programme.

5. Current Volunteering Landscape within Cambridgeshire Constabulary

5.1 There are currently eight PSVs in the following roles:

- Lithuanian Community Liaison Volunteer
- March / Whittlesey Meeting Liaison Volunteer
- Licensing Support
- Major Crime Unit Volunteer
- Vehicle Tasking Support
- PSV Co-ordinator
- Speed Watch Co-ordinator

5.2 Currently there is no meaningful data available as to the number of hours that PSVs are contributing to the Constabulary. However, as part of the on-going monitoring and evaluation work referred to above, the Constabulary will look at the feasibility of producing such data.

5.3 There are currently eight further PSV roles that are currently being advertised, or that applicants are being considered for:

- ASB Liaison Volunteer
- Business Liaison Volunteer
- Community Confidence Volunteer
- Mobile CCTV Operator
- Neighbourhood Delivery Team Marketing Officer
- Student Liaison Officer
- Victim Contact Co-ordinator
- Acquisitive Crime Assistant

5.4 Six volunteers are in the process of joining the Constabulary to undertake roles listed above.

6. Volunteering in the Context of the Police and Crime Plan

6.1 The Constabulary and the Office of the Police and Crime Commissioner (OPCC) recognise the benefits of working together to set a strategic vision for volunteering for Cambridgeshire, and will maximise the benefits to both organisations and volunteers.

6.2 A 'Cambridgeshire Constabulary and Cambridgeshire Police & Crime Commissioner's Joint Strategic Vision for Volunteering' has been developed, and this is presented at Annex A.

6.3 The vision of the Constabulary and the OPCC in the context of the Police and Crime Plan recognises the valuable contribution of such volunteer groups as Watch schemes and Community Navigators, in addition to the activities of PSVs

7. Next Steps

7.1 The PSV Steering Group will continue to monitor and evaluate PSV roles, assess new roles for development and ensure constabulary links to regional and national PSV agendas including ACPO's 'Citizens in Policing' programme.

7.2 The PSV Steering Group will ensure that a joint approach to volunteering opportunities is developed with the OPCC, and that the OPCC is represented on this group.

8. Recommendation

8.1 It is recommended that the Board notes the contents of this paper.

BIBLIOGRAPHY

Source Document(s)	
Contact Officer	Sara Gibb, Recruitment Manager, Human Resources, Chord Park

Cambridgeshire Constabulary and Cambridgeshire Police and Crime Commissioner's joint strategic vision for volunteering

“Volunteering is the giving of unpaid help and a commitment of time and energy by individuals for the benefit of society, the community or the environment.”

We want Cambridgeshire to be a place where people feel:

- inspired to volunteer;
- have the opportunity to do so; and
- have excellent volunteering experiences.

We want to create a fully inclusive and diverse Police Support Volunteer team who give their time across the Constabulary and OPCC supporting a variety of activities. Volunteers enable us to provide an effective policing service which makes innovative use of existing resources and extends public involvement. Volunteers get a unique insight into the current challenges of delivering local policing; providing an independent voice on behalf of the communities we serve.

We want to encourage new volunteers to join us to create safer, stronger and supportive communities; communities with low crime rates, low numbers of victims and high numbers of people willing to act as witnesses.

We also want to work in partnership with our local communities to extend the number of people motivated to volunteer for other organisations keeping our communities safer such as Watch and Community Navigator Schemes. We also want to extend Employer-Supported Volunteering.

Our joint strategic vision is to:

- **Set out clearly defined roles** – with mutually shared expectations and responsibilities. This will include taking brave steps to explore new volunteering opportunities where specialist skills are needed by the Constabulary or OPCC. For example: cybercrime, community engagement with young people and the elderly or support for victims of crime. This will provide additional opportunities to develop links with and engage with communities to make them safer.
- **Ensure there are clear pathways into volunteering** –with simple application processes. This will include looking at new and innovative ways for people to volunteer alongside personal and family commitments and responding to their suggestions about where they think they can make a difference.
- **Match volunteers' skills, knowledge, experience and personal interests to volunteering opportunities** – this will ensure people can both draw upon their life skills and experiences and develop their personal interests to increase the capacity and capability of the Constabulary and OPCC and enhance the policing service available to the public. This will in turn increase the trust and confidence of the public in local policing.
- **Reward and recognise the contribution committed volunteers make** – by providing appropriate training, development and support and valuing the time they give.
- **Fully integrate volunteers into Cambridgeshire's policing culture.**