

SURREY POLICE PAPER FOR PCC MANAGEMENT MEETING

Progress Update – Volunteering in your Neighbourhood

A NEW VOLUNTEER STRATEGY FOR SURREY POLICE

1. Purpose

The purpose of this paper is to provide an update for the Police and Crime Commissioner regarding the development of a new volunteer strategy for Surrey Police.

As previously reported, Mr David Huse conducted a review of volunteering in Surrey Police in March 2015 and proposed the development of a new Force strategy. Specifically, David carried out a series of meetings with various staff and volunteers, all of whom have an interest in the contribution that volunteers can make to delivering safe, satisfied and confident communities and relentlessly pursuing those that undermine them.

This paper will provide a progress update on the ‘Volunteering in Your Neighbourhood’ strategy (including the review of current volunteer roles) and describe the future activity required to develop this strategy.

2. Update on Volunteer Strategy

The proposed strategy describes the introduction of a ‘spectrum’ of volunteering activity targeted specifically at unmet operational needs which would broaden and deepen Surrey Police’s current approach. This incorporated two work streams and as detailed below:

Work Stream 1 – Centrally Managed Volunteering Team

A team of volunteers will be recruited and managed by the Force against clearly defined roles that are based on identified needs that are both internal (operational & organisational support) and external (public-facing). Some roles will be an extension of those that exist; some will be new. This team of volunteers will be recruited, trained, recognised and managed by Surrey Police.

Progress

- Scoping work around the volunteer roles required across the force has begun and a number of new roles are currently at the recruitment stage. This will be extended to other business areas in 2016.
- There are many key groups of individuals in Surrey from which generalist and specialist volunteers may be recruited (e.g. retirees, non-working parents of school children, students, those employed but with spare time to offer etc). Liaison is underway with the People Services and the Projects and Campaigns Team to develop a volunteer attraction campaign for 2016.

Future Activity

In addition to generalist roles, the volunteer strategy will incorporate the development of specialised roles in areas such as cyber-crime, financial crime and public protection. Best practice will be identified from other forces and law enforcement agencies such as the NCA and subsequent discussion with business leads will lead to the development and piloting of specific volunteer roles in these areas.

Work Stream 2 – Harnessing Existing Volunteering Effort

A large number of people in Surrey already volunteer for a range of different organisations across the County. Across the UK over two thirds of volunteers volunteer for more than one cause. It was proposed by Mr Huse that strategic relationships are formed with core organisations in Surrey and via them to their existing volunteers, who in turn become 'ambassadors' for the Force via an engagement programme. This will be scoped as part of the development of the strategy in early 2016.

3. Update on Review of Current Volunteer Roles in Surrey Police

Special Constables

One of the recommendations arising from the review was to work with the Special Constabulary to redefine the existing model.

Progress

- A Force decision has been made to re-introduce the role of Special Sergeant. Consequently the roles of Special Sergeant and Inspector have been re-defined and a selection process is underway. Special Sergeants and Inspectors aligned to the Policing in Your Neighbourhood (PiYN) model will be appointed in January 2016.
- The Special Constable training programme has been reduced from 22 weeks to 10 weeks and will be piloted in January 2016 when the next intake will start their course. The success of the condensed course will be evaluated in April 2016.
- Recruitment activity is on-going with numerous candidates at various stages in the process. Opportunities to streamline the recruitment process are being explored with People Services. Two recent information evenings for potential Special Constable candidates have been held with a further event planned in February 2016.

Future Activity

- Future activity will focus on aligning the operational contribution of existing and future Special Constables to the PiYN model.
- The roles within the Chief Officer Group will be re-defined ahead of a selection process planned for January 2016 which will establish a permanent Special Constabulary Leadership Team and bring the stability required for the forthcoming period of change during the transition to PiYN.
- A tiered approach to roles and skills of each Special Constable will be considered to enable Specials to make an impact after their 10 weeks of initial training.
- A training needs analysis for existing Special Constables will take place early next year and Learning and Development will be engaged to meet the needs identified.

Events Team Volunteers

The Events Team are a group of approximately 12 police staff volunteers who support community events. They are a public interface; answering questions, providing information and handing out promotional material at events across the County. They are a low cost and a self-contained group and Mr Huse's review found that they would like more recognition and some 'light-touch' central management and co-ordination.

Progress

Engagement has taken place with Community Safety Sergeants and representatives from the Events Team. This has identified a number of small-scale issues which should be resolved in January 2016.

Future Activity

- The process of selecting which events to attend will be streamlined and coordinated centrally to ensure that the most appropriate resource is provided (e.g. Events Team, Special Constables, Police Officers or a combination) and that key force and community messages are delivered.
- Once the schedule for the year has been agreed, recruitment for the Events Team will begin with Event Team Coordinators.

Custody Visitors and Police Cadets

The Office of the Police & Crime Commissioner deploys 50 volunteers to act as Independent Custody Visitor Volunteers. This is a well-run programme which could offer a blue print for broader re-application. Contact will be made with the Programme Lead (Nicola Hall) to learn from their experience and apply it to the development of the Force's Volunteer Strategy.

A Police Cadet Scheme would be a valuable community and youth engagement tool and is well-established in Sussex. The national funding available to Surrey requires the establishment of two units before the end of March 2016 which will not be achievable but further funding may be available in 2016. The development of a cadet scheme will be discussed with Sussex counterparts and incorporated into the Volunteer Strategy.

Head of Volunteering

A new Lead for Volunteers and Special Constables, Helen Hartley, started in post on the 1st of December 2015. During the next two months Helen will be further developing the Force's Volunteering Strategy ready for consultation in February 2016.

4. Summary of Future Activity

In addition to the further development of the Force's Volunteer Strategy, the following activities will take place over the first quarter of 2016:

- Continuing the scoping of generalist and specialist Police Staff Volunteer roles in consultation with business leads
- Coordinating a volunteer attraction campaign for 2016
- Harnessing broader community volunteering support through establishing strategic relationships
- Aligning the contribution of existing and future Special Constables and Police Staff Volunteers to the PiYN model
- Evaluating the success of the revised Special Constable training course and coordinating a training needs analysis for current Special Constables
- Appointing the Special Constabulary Chief Officer Team
- Introducing a streamlined and coordinated schedule for the Police Staff Events Team

5. Conclusion

The first draft of the "Volunteering in Your Neighbourhood" Strategy will be produced for consultation in February 2016. It is envisaged that the final version will be approved for implementation from April 2016 at which point the strategy will be communicated Force-wide.