



VOLUNTEERING MATTERS

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Citizens
in policing

CENTRE PAGES

MEET TWO POLICE SUPPORT VOLUNTEERS



The second National Citizens in Policing survey is out now, repeating the very successful survey of 2016. This survey will again give voice to Police Support Volunteers across the country, and will also help to track progress both nationally and locally too.

I would ask that all our readers complete the survey; the link is below:

<https://northampton.onlinesurveys.ac.uk/police-support-volunteer-national-survey-2018>

If you have already completed the survey thank you very much.

National Volunteers' Week will be upon us in June, that's a long way off you may say, however this annual celebration of volunteering and the contribution of volunteers to our communities seems to roll around faster and faster every year. It would be great, as in previous years, if Forces can send in any articles so that we can feature this celebratory week. The National Volunteers Week website has a holding page <https://volunteersweek.org> where you can register for initial interest now and will be provided with resources to help you get involved nearer the time.

Ageing Better, in partnership with the Department for Digital Culture Media and Sport, has launched a review into how to enable more people aged 50 and over to contribute their time, skills and experience to their communities. People in later life already make significant contributions to their communities – from small acts of neighbourliness to formal civic roles – sharing their time and talents for the benefit of others. Indeed as the 2016 National Citizens in Policing survey revealed - 45% of our Police Support Volunteers are over 55 years of age.

Ageing Better's research also shows that taking part in voluntary and

community activity also improves people's own social connections, sense of purpose, self-esteem and life satisfaction in later life. Those who contribute to their community report that they are happier and have better social connections and sense of purpose as a result. Where people in later life feel valued and appreciated in their formal volunteering roles, there is evidence to suggest this contributes to reduced depression.

However, some people in later life face particular barriers to participation. Those on low incomes or living in poor health are much less likely to take part in volunteering opportunities, even though the evidence suggests that they have the most to gain in terms of wellbeing – so perhaps we should start thinking about this when looking at attracting people to come and contribute to policing their communities?

If you are interested in finding out more please go to: <https://www.ageing-better.org.uk/review-volunteering-and-community-contributions-later-life>

Tina Shelton
Editor



A workshop was held recently to discuss the outcomes of the Employer Supported Policing survey that was sent out to Forces and Volunteers in October last year. This work now forms part of the Citizens in Policing national work streams.

Front Page: Becky – Volunteer with Lancashire Volunteer Partnership
If you would like to be placed on the e-subscription list please email: tina.shelton@gmp.police.uk

NATIONAL UPDATE

The national 'Citizens in Policing' portfolio is undertaking an important piece of work nationally across Forces in coming weeks, the second national survey of Police Support Volunteers and Special Constables, which will repeat the successful and influential survey we conducted early in 2016. The 2016 survey was the largest ever response to a survey undertaken with Police Volunteers, and has been instrumental in shaping our national strategy across Citizens in Policing.

The second survey will once again give voice to Volunteers and Special Constables across the country, and will also help us nationally and locally to track progress.

The national survey links are attached below. The first one is for Specials, the second one for everyone else, with an extended closing date of Monday 30th April.

www.northampton.onlinesurveys.ac.uk/special-constables-national-survey-2018

www.northampton.onlinesurveys.ac.uk/police-support-volunteer-national-survey-2018

The national survey will help us paint a clearer picture of issues of diversity across Citizens in Policing. The data collected will also support the 19 Citizens in Policing pilot projects that we are currently running nationally.



PSV MANUAL AVAILABLE

A PSV Practitioner Policy Manual has been published by the College of Policing. The aim is to provide a centre reference point for people within Forces whose role includes responsibility for Police Support Volunteers.

PSVs are now an established part of



Thanks to funding from the Police Transformation Fund, a volunteer policing initiative that will see a significant number of pilot projects delivered across twenty-four police forces has launched.

Part of the National Citizens in Policing programme, this initiative involves a group of over 500,000 volunteers who support the police.

The projects will include testing a digital platform for recruitment and communication with volunteers in communities, utilising Special Constables to run joint response vehicles with paramedics, involving Special Constables in counter-terrorism activities and working with employers to encourage new ways of freeing up staff to volunteer in policing.

police culture, and although it is down to individual Forces to decide how best to deploy their PSVs, the Manual provides valuable advice on subjects such as attracting, recruiting and retaining PSVs, recognition and possible pathways, and relevant policies that apply to PSVs in the policing family. You can find the Manual on the National Citizens in Policing website: www.citizensinpolicing.net/



The Citizens in Policing National team were awarded Innovation Funding last year to fund a number of pilots with Forces from across the country to develop the Citizens in Policing.

Merseyside Police were successful in their bid to design and implement a Police Volunteering Recruitment Platform, which will involve developing and testing an interactive online platform which allows volunteers to virtually match their skills to roles and departments in policing, as well as managing the vast majority of the recruitment process online.

A scoping workshop was facilitated recently by Lightful, a technology company for social good, which allowed stakeholders to discuss the project and to participate in a process to ensure that the project includes all the work required to complete the design and implementation.

LIGHTFUL HELP PEOPLE TO HELP PEOPLE

Lightful helps charities and beyond profits get the most out of technology. Their social media management platform and bespoke tech solutions are designed to help raise more support and funds for great causes.

Susie Perks, who led the recent workshop in Merseyside police, said "Our purpose is to strengthen relationships between good people and great causes and we are really excited to be working with Merseyside Police to create a delightful experience for their volunteers."



Special Constables from Greater Manchester Police in Oldham recently supported the "Changing Horizons" event, as part of their Citizens in Policing programme workstream 'connecting with stakeholders'.

The Civil Service Local team hosted the event which was aimed at raising the career aspirations of young people and their families. It was an outstanding example of collaboration in action, involving government

departments in the region, local authorities and the wider public sector, employers, further education and vocational training establishments

Special Sergeant Jared Simpson said, "The day went really well. The engagement with the children was really positive and likewise with the teaching staff, some of whom had never heard of the Special Constabulary but had an interest, so potentially some career Specials recruited."



POLICE SUPPORT VOLUNTEER RECEIVES DERBYSHIRE CONSTABULARY AWARD



"You are awarded the Derbyshire Constabulary Award for your outstanding contribution to protecting and providing reassurance to our Deaf community."

Deborah Lush became a PSV two and a half years ago. She serves as a Customer Care Volunteer based in the Equality Unit at Derbyshire HQ, alongside the Police Link Officer for the Deaf (PLOD), who supports people that are hearing impaired. A member of the deaf community, she is passionate about improving and developing the link between the police and the deaf community.

Deborah has assisted with a variety of projects including:

- Assisting with the Police External Disability Reference Group
- Assisting with the Police Deaf Advisory Group
- Mapping the Deaf community
- Assisting with Outreach in the Deaf Community

Proportionate to the total population, Derbyshire has the highest number of Deaf and hard of hearing people living in the country. It is fantastic for the Force to have someone fluent in British Sign Language willing to give up their time to support us.

In 2016 the British Deaf Association received a grant from the Office of the Derbyshire Police and Crime Commissioner, part of which was used to make a series of films in British Sign Language with subtitles to encourage Deaf people to understand the difference between emergency and non-emergency SMS texting, a service provided in Derbyshire for people who are Deaf.

Deborah was a key member this project. The launch and marketing of the films resulted in a



DERBYSHIRE
CONSTABULARY

36% increase in SMS texts to the Force during that period. The Deaf community have

become more confident in contacting Derbyshire Constabulary and is excellent evidence that we are improving our communication with people that are deaf locally, regionally and nationally.

Deborah along with the other members of the Deaf Advisory Group all contributed to the films and were nominated for the Derbyshire Constabulary Award which they received on the 12th December 2017.



Jane Birkin the PLOD Manager said: "Deborah has been a real asset to the Force and her skills in British Sign Language have been extremely useful in providing key messages to the community. The videos which have been used regionally have been well received by the public. Deborah is very committed to policing and we hope she continues to support us over the coming years."



MEET DONALD GOODMAN

POLICE SUPPORT VOLUNTEER – OLDHAM LOCAL POLICING TEAM

Donald Goodman is one of GMP's oldest Police Support Volunteers aged 83. He has volunteered at the hub in Oldham for seven years and has an impressive sixty-year career history with GMP that stretches all the way back to when he joined Oldham Constabulary in 1957.

Donald had a varied career as a regular officer, with stints at Oldham and Bury, where he climbed the ranks from PC to Inspector.

When asked for his career highlights, he said: "My favourite place to work in GMP was definitely in the Communications Branch with the call handlers. I have seen so much change in the sixty years I've spent working and

volunteering here but the biggest has to be the introduction of computers. When I started everything was on paper which was time consuming - but at least it didn't crash!"



MEET MOLLY JOHNSON

POLICE SUPPORT VOLUNTEER, GENERAL ENQUIRY OFFICE

From an early age Molly has had the desire to become a Police Officer

At the age of 16 she joined the Merseyside Police Cadets, and gave many hours of her time in this important volunteering role. Not content with this, she successfully applied for a placement whilst at school to join the Enquiry Office Staff at Wallasey Police Station.

This was of great benefit to the Enquiry Officers. Each Tuesday for a 6 month period, Molly assisted the staff on the front desk, with their customer focused tasks. Her youthful approach, willingness to learn, and her desire to help the public was soon noticed by senior officers. Molly became an asset to the general running of the Enquiry Office.

Molly's contribution, dedication, and hard work was recognised by Liverpool University who offered her a bursary to study Criminology. Not being content with such a privilege, Molly then returned to the

Enquiry Office as volunteer under the Citizens in Policing portfolio, such as her desire to provide an exceptional level of customer care to the residents of the Wirral.

Molly now gives her time and effort each Friday to assist the Enquiry Officers at Wallasey Police Station. Her ability to relate to victims / witnesses, listen to their issues and resolve their problems is exceptional. Quite often Molly can deal with incidents and enquiries from start to finish, thus freeing up Enquiry Officers, and alleviating waiting time for customers.

Molly is now 19 and from an early age she has set her goal, and through hard work and dedication she is well on the way to succeeding. Merseyside Police have certainly benefited from her dedication. It is of great credit to Molly that she has achieved so much in so little time, and she is a perfect example of volunteering within the Police Service.



Photo courtesy of West Mercia Police Cadets and feature the Cadets opening the boxes of goodies for local residents

OPERATION BRIDGING THE GAP

Shortly before Christmas, West Mercia Police Cadets were given the opportunity to bid for a £1000 grant from the West Mercia Police Community Fund. The brief for the fund was “protecting the vulnerable in winter”.

Wellington Cadets decided that they would like to concentrate on the elderly residents within Telford and Wrekin. The idea was to visit Wrekin Retirement Living and hand out ‘goody bags’ to the residents and chat with them over a cup of tea with the hope that it would bridge the gap between the young and old. The bid was successful and Wellington Police Cadets were awarded the grant.

PC Claire Walker-Shale, Cadet Leader and Youth Engagement Officer said “We soon worked out that the extremely generous

grant of £1000 actually didn’t go far, however, the Cadets wanted to reach as many residents as possible. We had enough money to reach 200 residents and each (reusable) bag contained a Purse/Wallet chain, Purse/wallet bells, torch and high visibility reflectors.



“We didn’t want to use our valuable funds on printing so we designed our own A5 poster with key contact telephone numbers containing police, ‘Shropdoc’, Age Concern

and much more. We also secured some free pens from West Mercia Police departments and some useful promotional flyers which were also popped into the bags. The Wrekin Housing Trust also contributed to the goody bags with some sweets and chocolates.

“We were very excited about this project

and decided to start documenting a journal of events leading up to the operation by way of photographing the journey. The Cadets chose this project not only to build trust in young people but also to make isolated residents feel wanted and respected. There are many good causes and some simply get over looked while others appear to get inundated with support.

“Elderly residents tend not to use social media, computers and other technology and can sometimes be a little out of touch with the modern world and believe only what they read in the newspaper or hear on television. Our Cadets wish to continue to engage with the residents on Wrekin Housing Trust sheltered schemes after Operation “Bridging the Gap” by continuing calling in on coffee mornings and helping with events such as serving Christmas dinner to the residents. The project ran the weekend of the 10th and 11th February 2018 and each day consisted of a full timetable of engagement with the residents and there were regular updates across social media.”

Sue Hughes, Events Coordinator for The Wrekin Housing Trust said “We’re delighted to be working with the West Mercia Police Cadets and fostering, what we hope will be, long lasting relationships with our older residents. Bridging the gap between young and old and the police in such a relaxed environment will give our residents the confidence to approach the police in the future with any concerns they may have.”

West Mercia Police Cadet Natasha Laine said of the operation, “From previous experience I know that the elderly are sometimes nervous or believe that young people are a threat. This scheme is a perfect example of how they should not feel this way, because all we as young people want to do is make them feel safe and proud of the area they call home.”

Police Cadet Lizzie added, “This project is important as at this time of year vulnerable

people are particularly at risk and therefore anything we can do to help will have a big impact. As a Police Cadet, I also believe this project has the potential to bridge the gap between the young and the elderly by showing that as a group we care about their wellbeing.”



The countdown is on to **1-7 June 2018**, the biggest week in the volunteering calendar which recognises the contribution of local volunteers. Volunteers’ Week is an annual celebration of volunteering and we hope you and your organisation will join in and help to make this Volunteers’ Week one of the best to date.

Volunteers’ Week is your chance to celebrate and recognise local volunteers in your communities and challenge people to take part.

Go to <https://volunteersweek.org> for more information and resources.

Volunteering Matters hopes to showcase Citizens in Policing activities and case studies from this week and submissions will be gratefully received before 19 June.



The Trafford Volunteer Police Cadets spent hours picking up rubbish and fly-tipped TVs, fences and microwaves that had been dumped in the streets recently.

When their community needed them, this group of teenagers were there – armed with bin bags and litter picks.

In just four hours, they collected almost 50 bags of rubbish that had been dumped around the Baguley Lane area of Sale Moor in Trafford .

The 13 to 16-year-old Volunteer Police Cadets, also shifted fly-tipped TVs, fences and microwaves and gave the streets a good clean up.

PC Adz Ali, who runs the Cadet unit, said they decided to help out after spotting a Facebook post on a group called Sale M33 complaining about the amount of litter around Baguley Lane. Ten Cadets accompanied by five staff members, spent four hours picking up rubbish, filling 47 bin bags.

Altrincham-based firm C.I.S helped them out by volunteering their time and a van to move the litter.

PC Ali said: "I am really proud of what Trafford Volunteer Police Cadets have achieved whilst out litter picking in Sale Moor. Not only did the Cadets brave the icy cold weather to try and make a difference to the community around Baguley Lane they also engaged with local residents and explained what they were trying to achieve.

Trafford Volunteer Police Cadets – In the Pink!



Trafford Cadets went to Asda in Altrincham to an event called Altrincham Pink to help raise money for a charity called "Prevent Breast Cancer". The Volunteer Police Cadets raised £593.94 for the charity by bag packing.



FORCE APPOINTS FIRST FEMALE HIGH SHERIFF CADET

Teenager Victoria Delahunt has been appointed as Leicestershire Police's first female High Sheriff Cadet, after joining the Force's Volunteer Police Cadet programme two years ago.

Victoria, 17, will be providing support to Tim Maxted, the High Sheriff of Leicestershire, by attending fundraising events and assisting with ceremonial duties during his term. She was nominated for the role by her cadet leaders at the East Leicester Cadet Unit, due to her outstanding commitment to her role as Deputy Head Cadet.

Victoria said: "Being the first female High Sheriff Cadet makes me feel really proud. It was a complete surprise too, as I didn't even know I'd been nominated for the role until it was announced I'd been chosen. "People keep coming up to me to congratulate me, and I really hope I can use the role to help make a positive impact on our communities. I'm really pleased to be supporting High Sheriff Tim Maxted, and I think we're both learning from each other. It's been a brilliant experience so far and has definitely encouraged me to pursue my dream of becoming a dog handler for Leicestershire Police."

Victoria attended a small ceremony at Leicestershire Police Headquarters where she was

presented with her new uniform and met the High Sheriff for the first time.

Tim Maxted, the High Sheriff of Leicestershire, said: "Not only does the High Sheriff's Cadet play an important role in supporting the High Sheriff at events, they are also a visible demonstration of our strong relationship with Leicestershire Police. I was extremely pleased to appoint Victoria as the first ever female High Sheriff Cadet, and I look forward to following her future career with the Force."

Victoria follows in the footsteps of Police Community Support Officer Jordan Brown and Special Constable Ellis Martin, who both previously held the title of High Sheriff Cadet for Leicestershire Police.

Chief Superintendent Kerry Smith, Chair of the Force's Women's Inclusive Network, said: "I am delighted to hear that Victoria has been selected for this role. I am sure she will be a great role model for others and will inspire people to join Leicestershire Police in one of the various roles that are available in the Force. I thoroughly look forward to seeing her fulfil her dreams of being a police dog handler in the future."

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