



## GMP CADETS INVOLVED IN BRINGING CHRISTMAS CHEER

*SEE PAGE 3*

# WELCOME



International Volunteer Managers Day was celebrated on 5th November, and whilst this day is not so widely known, in my region the day was recognised by both GMP and Cumbria as it is important to let our colleagues know that the spirit of volunteerism is enhanced and enabled by the very people that manage and support our volunteers.

It is apparent that police cadets are growing within the Citizens in Policing portfolio and you can see the positive work of GMP and the Met cadets within this issue.

It is also encouraging to see some new roles appearing, for example the Neighbourhood Return initiative, and the centre pages featuring the North Wales' mountain rescue volunteer coordinator.

As we commence the New Year, I look forward to seeing police volunteers going from strength to strength forging stronger links between the police service and the communities.

Thank you all for sending in your stories, without them there wouldn't be this publication!

Wishing you all the best for 2014.

*Tina Shelton*

## UPDATE FROM TERRY WILKINS OBE, CITIZENS IN POLICING PROGRAMME MANAGER

At a most impressive attestation ceremony held in King Georges Hall, Blackburn, Chief Constable Steve Finnigan, and High Sheriff, Mrs Ann Dean, welcomed the first 100 Lancashire police cadets. Hubert Mensah, a senior cadet from the Metropolitan Police Service, superbly illustrated the impact of such a programme by explaining how joining the cadets changed his life.

Keith Bristow the National Crime Agency (NCA) Director General, at an induction evening held at the NCA offices in London welcomed the first ten NCA specials. The integration of these volunteers into the organisation, all of whom have specific individual skill levels, will help the fight against organised crime.

The appointment of DCC Michael Banks, Durham Constabulary, as National Policing Lead for Citizens in Policing means for the first time that Specials and PSVs have the same National lead.

Plans for the Citizens in Policing Conference on the 28/29th January 2014 at Ryton are well advanced. The keynote speaker Rosemary DeMenno, will outline the strategic importance of volunteers to law enforcement in the USA and also facilitate one of the six workshops where she will outline the concept of citizen academies, likely to be a major development focus for the UK in the future. Over 120 delegates are expected including Police and Crime Commissioners.

Research shows that 41% of

people with dementia get lost at some point. Neighbourhood Return has been set up as a first response service to help address the problem of people with dementia getting lost, by recruiting a network of volunteer searchers across the country. It is encouraging to see Neighbourhood Return receive the publicity it deserves. A feature on breakfast television highlighted the

innovative way the scheme provides support. If you have not already done so, have a look at their web site. [http://www.ourwatch.org.uk/about\\_us/projects\\_campaigns/neighbourhood\\_return](http://www.ourwatch.org.uk/about_us/projects_campaigns/neighbourhood_return)

Blaby volunteers have been immensely successful in taking

an innovative community driven approach to handling problems in their area.

We have received welcome confirmation that The Code of Ethics, applies to volunteers as well as staff.

The Labour Party will publish a consultation in the autumn on its policies for the third sector. Being considered is a suggestion is that trustees and volunteers should be given 'reasonable time off work' to fulfil their function, similar to school governors and magistrates.



Volunteering Matters is produced with support from SC Graham Holmes, College of Policing, volunteers and volunteer practitioners.

Please send your views, ideas and articles to:  
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Photo front page:  
GMP Cadets with Sir Peter Fahy, Chief Constable





# GMP CADETS INVOLVED IN BRINGING CHRISTMAS CHEER

GMP Cadets helped wrap Christmas hampers filled with food and winter essentials which were delivered to vulnerable and elderly people across Greater Manchester, bringing some cheer to those who may not otherwise see a friendly face over the festive period.

Officers and staff across the Force helped to assemble

and deliver the hampers in the run up to and including Christmas day. This follows the success of the initiative in Salford, South Manchester and Bolton in previous years. Delivering hampers has proved to be an emotional experience for both police and the public.

**GREATER MANCHESTER  
POLICE**



Chief Constable Sir Peter Fahy said: "The hamper initiative went down a storm with residents last year and for the officers involved it was one of the most rewarding days of their careers.

"Sadly there are many vulnerable and isolated people who

will spend Christmas alone this year and something as simple as a hamper can really brighten up their day.

"I'm delighted therefore to be able to roll this initiative out across the Force and put a smile on even more faces this Christmas."





# NOTTINGHAMSHIRE POLICE BAND – 126 YEARS GREAT

Nottinghamshire Police Band is considered to be one of the finest musical organisations of its kind. Staffed by volunteer musicians from all walks of life, including serving police officers, the band is committed to supporting Nottinghamshire Police and serving the community.

Nottinghamshire Police Band can trace its origins to the Nottingham Borough Police Band, formed in about 1887. The first recorded engagement was performed at the Mayor's Annual Garden Party.

Engagements took place throughout the year and during the summer months the band featured in many of the parks in and around Nottingham.

For many years it continued to feature very much in Nottingham's social life. There was a short break during the First World War, but it later continued to function up until the start of the Second World War. Many regular officers were drafted into the armed services, but the band continued as the Nottingham City Special Constabulary Military Band.

After the War, under Captain Popkiss, the band continued and a succession of retired Army

bandmasters were appointed.

In the 1950s, the band was part of the Nottingham scene regularly taking part in radio broadcasts and annual charity concerts.

In 1968, the City Police and County Police Forces amalgamated and the band continued as the Nottingham Combined Constabulary Band with great demand for its services.

Today, known simply as Nottinghamshire Police Band, it is 50-strong with musicians coming from all walks of life. The band supports the police and the wider community in Nottinghamshire, playing at a variety of events including commendation and medal presentation ceremonies, and plays a leading role in the annual joint Emergency Services Carol Service at Southwell Minster.

Gary Glover Director of Music said: "I am proud to hold the position of Director of Music to a fantastic band, staffed by highly committed and talented volunteers. The band's rich heritage, strong sense of fellowship within the Police family and excellent standard of musicianship makes us the envy of many other forces. It really is a first class band of which we should all be proud."

For more information visit:  
[www.nottspoliceband.co.uk](http://www.nottspoliceband.co.uk)





Sussex Police & Crime Commissioner Katy Bourne with Kevan Downer, Chair of the ICVA Executive Committee at the annual conference in Brighton

# SUSSEX PCC ATTENDS ICVA CONFERENCE IN BRIGHTON

Sussex Police & Crime Commissioner Katy Bourne welcomed delegates at the annual Independent Custody Visiting Association (ICVA) conference held at the Grand Hotel, Brighton on Saturday 2 November.

Mrs Bourne praised the Independent Custody Visitors, or ICVs as they are commonly known, who visit custody centres across the county to observe and report on the conditions they find and to check on the welfare of detainees.

Speaking at the conference Mrs Bourne said: "The role these volunteers undertake is vitally important and should help the public feel reassured that there is independent oversight of detainees' welfare and the conditions in which they are kept in police custody in Sussex.

"In Sussex, volunteers also monitor public place CCTV footage – ensuring that the cameras are used in a manner which stands up to scrutiny, and ensuring the police are accountable to the very people they aim to protect.

"The time given up freely by our 70+ strong

volunteers is not to be underestimated. In the past six months they have completed nearly a hundred custody visits and have seen 365 detainees.

"This scheme is just a small part of the great variety of volunteering roles that exist in the Criminal Justice System. I would like to pay tribute to all volunteers who help make Sussex a safer place to live and I would encourage as many people as possible who can spare some time to volunteer for the community they live in."

John Wales, an Independent Custody Visitor (ICV) from Sussex who attended the annual conference, said: "I have been an ICV for eight years and first applied for the position as I wanted to give something back to the community in a voluntary capacity. This role is very important as it provides independent inspection of custody arrangements and reassurance to the community that the treatment of detainees is being correctly administered."



ICVA Chair, Kevan Downer, said: "I am delighted that Sussex, and in particular Brighton, was chosen to host ICVA's annual conference for 2013. The work of Custody Visitors is now statutory across the UK and ICVA looks forward to continuing to raise public awareness of, and advocate for, the rights, entitlements, health and wellbeing of people held in police custody. Custody Visitors play a vital role in raising standards of custody and the treatment of detainees and we will continue to support them in partnership with Police & Crime Commissioners and other oversight bodies."

The Office of the Sussex Police & Crime Commissioner has been accredited with the Investing in Volunteers Quality Standard for Volunteer Management.



new, fresh and innovate ideas being developed, tried and tested. Within a couple of months Dave, working mostly in his own time, had developed a close working relationship with John Hulse a team leader with the Ogwen Valley MRT and communications for North Wales Mountain Rescue Association (MWMRA).

John had developed a new SMS based call out which he wanted to embed in the Police Control Room and working together,

overcoming barriers and system methods they were eventually able to implement the system. It was an instant success, faster, easier to use, more cost effective and far more reliable and fit for purpose. Within just a short space of time other Police Forces were queuing up asking to see the system in use. Other forces have adopted its protocols and benefits.

# MOUNTAIN RESCUE VOLUNTEER COORDINATOR

David Roberts-Simcock is a Police Support Volunteer with North Wales Police (NWP). Between 1993 and 2011 Dave was employed by NWP as support staff initially in the Force Control Room and then between 2003 and 2004 as one of Wales' first Police and Community Support Officers (PCSO). Dave returned to the control room in 2004 as a communications operator / dispatcher and then from 2004 until 2011, as a room supervisor.



**HEDDLU GOGLEDD CYMRU**  
Gogledd Cymru diogelach  
**NORTH WALES POLICE**  
A safer North Wales

In 2009 and whilst in the Control Room, Dave identified a more efficient and quicker way in which the force managed mountain rescue calls and the subsequent alerting of specialised Mountain Rescue Teams (MRT). As a result Dave took an additional role as SPOC between NWP Control Room and MRT to develop a closer and more effective working relationship, improve lines of communication even more and ultimately help save more lives.

This new role proved an immediate success with





In 2011, not long before leaving NWP, John and Dave were awarded the Chief Constables Commendation for innovation and multi-agency collaboration.

When David decided to leave North Wales Police, he was mindful that he had built up a huge understanding of mountain search and rescue and partnership working and was determined these skills could still be utilised. Therefore he became a Police Support Volunteer - the day after he left the force, a seamless transition.

*Since March 2011 Dave's role has involved the following:*

- Training input sessions for all new call handling staff during their initial course to ensure effectively managing all mountain rescue related calls and to train and familiarise them with the SARCALL call out system.

- Attending mountain rescue team leader meetings locally and nationally to promote the way NWP interact with volunteer colleagues and other partners.

- Continued development and monitoring of the SARCALL system. Details are analysed from every 'call out' that is made from the Police Control Room, quality assured and where necessary lessons learned and process modified.

- Dave is a SPOC for all Police control room/ MRT matters and can be contacted 24/7 when there are issues or questions from control room staff about mountain rescue incidents. He also provides input sessions to Divisional Inspectors and Senior Investigating Officers during initial and refresher courses.

- Ongoing work with other emergency services to develop further still the way all emergency services respond to major weather related incidents. Dave is assisting the transition of RAF to civilian provision of all Air Rescue assets by 2015 and recently attended an awareness presentation given by Bristow Helicopters.



- Dave attends the Police control room as part of the joint Silver response to major incidents, working on the radio and phones to coordinate searches and rescues. He was called in during the search for April Jones, floods in St Asaph and during major snowfall earlier this year when David was called in at 3am and spent 12 hours in the control room.

Dave says "My role is unique, I am completely autonomous, have a NWP blackberry, fob access to the control room and the main HQ, full access to the control room ICAD system and also the ICCS telephony system. I am very fortunate in the level of trust NWP have in me."



Asked to provide some success stories whilst in his volunteer role he said "We are the first force to have mountain rescue team leaders working in the control room using police systems during joint operations.

"We have the closest working relationship with mountain rescue teams that we have ever had. We have totally revamped the way in which we utilise volunteer colleagues

during vulnerable person searches, a model that other forces are now looking at closely. Other forces who are now using or sourcing the SARCALL system and being guided by our multi agency model include Lancs, Cumbria, North Yorkshire, PSNI, Devon and Cornwall, Northumbria and Derbyshire."

# POLICE VOLUNTEERS SUPPORT HUMBERSIDE DETECTIVES



Royal Mail and Humberside Police delivered a 31 year old to Scunthorpe's custody suite after they examined items which are believed to have been obtained fraudulently over a ten year period.

Fifty-eight crates of seized items were taken to the property store for detectives and Police Service Volunteers to wade through to document the evidence stacked up

against the local man.

Detective Inspector James Fairgrieve said: "When officers entered the medium sized

bungalow with the assistance of a search warrant, nobody in their wildest dreams thought they would be entering the proverbial Aladdin's cave. This was the worst case of hoarding

suspected property investigators had ever seen

and it was simply unsafe in the home in terms of health and safety. We managed to clear the area after removing four full HGV loads of property. The scale of documenting the items cannot be underestimated. It would have taken two of my officer's months to document the seizures, which would have meant taking them away from essential police work. As it happened, we utilised other resources in our policing family to speed up the process and free up our staff. Our Officers and Police Service Volunteers did the job in less than two weeks."







# CUMBRIA PSV SCHEME

Cumbria Constabulary is continuing to look for volunteers to join the team.

On 15th April 2013 Cumbria Constabulary re-invigorated its volunteer scheme. Since that date, numerous new volunteers have stepped forward into a variety of newly created roles.

They are a welcome addition to the team, providing essential support to staff and officers in conjunction with our existing volunteers.

Currently, there are 21 volunteers. Five of whom give their time as Community Speedwatch Administrative Assistants.

Michael Roberts, who currently volunteers at Kendal, said: "I retired from a communications role 10 years ago. I used to be a Special Constable within Cumbria Constabulary, a role I found very fulfilling. Since I retired from that three years ago, I have been keen to continue to offer my support and time to my local police force.

"Cumbria has a very strong community ethic, especially in rural areas like where I live. I think it is important to contribute something actively to your local community rather than be a passive bystander expecting others to do everything for you!"

Jacqueline Sumner, who volunteers at Ulverston, said: "I volunteer because I was looking to do something else, in addition to the work I do with Save the Children. I have always wanted to do something in the police so this seemed like a good opportunity.

"I really enjoy volunteering. If I wasn't doing this, I would just be at home. I believe anyone who is not fulfilled with what they are currently doing could find that through volunteering. It's a great

way of using your skills, developing yourself and making a contribution to your local community.

"The police officers, PCSO's and staff at Ulverston are all lovely; they make me feel welcome, involved and valued.

Carol Rushton, who volunteers at Workington said: "I was made redundant two years ago and decided to volunteer for Cumbria Police, in order to get back into the working environment and to become involved in local issues.

"By volunteering, I hope to support local communities, as well as police officers and staff in the running of Speedwatch schemes in Cumbria and to make a difference locally.

"I have been made to feel welcome from the start and my time valued. My hours are flexible, so I can work to suit my lifestyle and put my skills to good use. Volunteering is a good opportunity to get involved in local issues and to meet new people."

All three added about their role: "We help set up Speed Watch schemes in local areas, an issue which is important to people for the safety of their local community.

"Local people feel very strongly about speeding drivers, so this is an ideal opportunity to address these concerns by being the link between the Parish Councils, their community volunteers and the Constabulary."

There are currently two new volunteer roles that people are able to apply for, a Support Group coordinator and a Safe Place coordinator.

The aim of the Support Group role is to provide an administrative and organisational service to a number of internal support groups and

partner agencies, to help organise multi-agency events and support members.

In relation to the Safe Place coordinator, they will help to identify and set up "Safe Places" within the community for vulnerable members of society. The volunteer will also promote the scheme, along with the identified "Safe Place" premises and maintain the workability of the group.

Sergeant Paul Mellard said: "In Kendal we currently have three Police service volunteers. They are all valuable additions to the policing family and they are already helping to improve how we engage with members of the various watch schemes in the Neighbourhood Policing Team area. We are also in the early stages of forming Speed Watch groups and our volunteers are instrumental in this."

Shirley Murray, the Volunteers Coordinator, said: "This is a great opportunity for members of the community to support their local police service to continue to deliver an excellent policing service.

"We are looking for individuals who are enthusiastic, willing to work with police officers, police community support officers, our police staff and our partner agencies for the benefit of the community.

"These are fantastic opportunities for a number of people, someone who is looking to develop themselves, has a skill set we can make use of or someone who wants to fill some spare time."

Anyone who is interested in applying to become a police support volunteer can visit Cumbria Police website [www.cumbria.police.uk](http://www.cumbria.police.uk)

# METROPOLITAN POLICE CADETS

The Metropolitan Commissioner Sir Bernard Hogan-Howe and Mayor of London Boris Johnson visited the Volunteer Metropolitan Police Cadets recently as they gave important crime prevention advice to the travelling public at busy rail stations across London in attempts to prevent people becoming victims of crime.

Supported by the Safer Transport Command (STC) and in conjunction with the British Transport Police (BTP) and City of London Police

(including their Volunteer Police Cadets) they were positioned at nine London transport hubs, including; Stratford, Kings Cross/St. Pancras, Paddington, Victoria, London Bridge, Clapham Junction, Waterloo and Charing Cross rail stations. City of London cadets were based at Liverpool Street Station.

The Volunteer Police Cadets is a uniformed voluntary youth organisation supported by the Met and the Mayor and praised for its success in working with young people aged 10 – 18 from a diverse range of backgrounds including those vulnerable to crime or at risk of social exclusion. The aim of the organisation is to teach life skills, social responsibility and build positive relationships between young people and the police.

The Mayor's Policing and Crime plan pledges its commitment to expand the number of Volunteer Police Cadets across London to 4,000 from the current 2,700 Cadets.

Based at the rail stations, the Cadets handed out leaflets and talked to members of the public on how to protect mobile phones from theft and how to secure homes against burglary.

Police officers from STC and BTP were available to take crime reports and deal with any incidents as part of their regular patrols to ensure the safety of the public.

Cadets advised the public to register their mobile phones

for free, by entering the phones IMEI number on a national database [www.immobilise.com](http://www.immobilise.com) from which officers' check, to either return stolen property or assist in securing convictions against suspects who are found with stolen property in their possession.

While burglary tends to rise during this time of the year with more offences reported to police, the Cadets reminded the public the importance of adequate locks for windows and doors and the benefits of security devices such as a light timer that will turn lights on when there is no one home to give the illusion to potential burglars that someone is home and the advantages of property marking.

Commissioner, Sir Bernard Hogan Howe, said: "The Cadets performed a helpful service to the public in raising awareness of in some cases, simple measures we can all take in securing our valuables while at home or travelling. Our Cadet programme is extremely important both to us and those that take part. Not only does it provide a brilliant opportunity for young people to take part in exciting

challenges but it gives them the chance to give something back to their communities, learn leadership skills and help the police fight crime".

The Mayor of London Boris Johnson, said: "It's fantastic that we have so many young, dedicated Met Police Cadets who are prepared to give up their time to advise others about protecting themselves and their homes from crime, in the lead up to Christmas.

It's a great way of getting young people to engage with Londoners and help keep the city safe."

If you are aged between 10-18 and are interested in becoming a Cadet, please visit <http://content.met.police.uk/Site/cadets>







# CASH BOOST FOR KENT SEARCH AND RESCUE VOLUNTEERS

The invaluable support given to the force by volunteers at Kent Search and Rescue (KSAR) was recognised recently with a £1,000 donation.

The money from the Kent Police Property Fund will go towards equipment to help the KSAR team in their tireless work helping to find missing people 24/7.

Sergeant Ruth Colquhoun, Kent Police Search Advisor, said: 'The individuals who make up KSAR are a committed, motivated and enthusiastic group of people. They are always keen to help out, often for days on end, and their determination to find people is second to none. They are happy to search for people in any terrain and they always come equipped for any weather. When I was asked to nominate a worthy cause for this money, it was obvious who I would choose. The work KSAR does makes a difference to the most vulnerable in society such as elderly

dementia patients and missing children. I know they will put this money to good use and it will mean they can respond even more quickly to call outs in the future.'

Donations from the Kent Police Property Fund are made to deserving local causes. The money is raised from the sale of seized, lost and stolen property which can't be returned to the owners.

Inspector Gary Jones of the Kent Police Search Unit said: 'They are an invaluable resource, providing a 24 hour response to help look for missing people. This money will go some way to providing the teams with the equipment necessary for them to continue their good work.'

KSAR responded to call outs from Kent Police 65 times in 2012 and so far this year has responded to call outs on 55 separate occasions.



# COLLEGE OF POLICING UPDATE

## Conference

A national Citizens in Policing (CiP) conference is being held at the College of Policing site at Ryton-on-Dunsmore on 28-29 January 2014.

This conference is primarily aimed at aimed at Police and Crime commissioners, ACPO rank and practitioners. It will focus programme as well as covering material on the wider CiP initiative. The format of the conference will include a number of presentations and delegate workshops. These workshops will address a range of key areas comprising Strategic Priorities for Citizens in Policing, Volunteers in Policing in the USA, Engaging with Voluntary and Community Sector Organisations, Mainstreaming Citizen Participation, Leadership of Volunteers and Role Development.

All police forces and other key stakeholders have been invited to attend the conference.

There has been a very good response to the invitation letter from across a wide range of stakeholders. The Conference is now fully subscribed and the registration period is closed.

## Research

A national survey is being finalised for issuing to all forces in the New Year. This will seek the views both of PSV Practitioners and also of volunteers themselves. This survey will look to focus on the recruitment, retention and value of PSVs as part of the wider policing family.

## Contact

If there are any queries (at a national level) on PSV and CiP issues then please contact [psv.mailbox@college.pnn.police.uk](mailto:psv.mailbox@college.pnn.police.uk)

The College of Policing is pleased to support Volunteering Matters.



PSV Rita Armin assisting GMP officers with the "Safer Plate Initiative" recently in Edgeley, Stockport Rita says "That's me with the fur hat !!! We had a good response on the day, despite it being cold and wet."