



# CITIZENS IN POLICING CONFERENCE 2014

*SEE PAGES 5-14*

# WELCOME



I attended the Citizens in Policing conference 2014 and as always thoroughly enjoyed networking with my colleagues from across the Country. I was also really pleased to be able to take away some new ideas from the event showing that we can involve volunteers differently in policing. One example was how we can link in with other Third Sector organisations, engaging with their volunteers and services to enhance our own service delivery, and I am looking forward to exploring this further in my region. I also love the idea of the Citizens Academies, which when set up (and I would like to see the planning and organising of this to be Volunteer led) will not only enhance community engagement, but can be used as a PR and recruitment tool, as well as breaking down barriers further between the police service and the communities.

So from me, a personal thank you to Terry Wilkins, Bob Johnson and the College of Policing for organising an inspirational event.

I hope you enjoy the conference pages within this issue and for those of you who were unable to attend, it will give you a little flavour of what was learnt and shared at the event.

*Tina Shelton, Editor*

# LEND A HAND:

This article first appeared in the Daily Telegraph as part of their campaign throughout 2014 to give volunteering a higher profile.

Former newscaster Martyn Lewis, who is currently chairman of the National Council for Voluntary Organisations, has kindly allowed part of the article to share his thoughts around volunteering with us.

“The closest I came to “doing my bit” for charity during the first 15 years of my working life was popping a few coins in a collecting box outside Marks & Spencer. Being on the road as an ITN reporter left little time for anything else. All that changed, though, with an out-of-the-blue request for me to volunteer my time and what film-making talent I had to create the first promotional video for the (then) new charity Help The Hospices.

That triggered a series of reports on News At Ten – the first time that hospices had ever featured on national television news in Britain. Other charities then reached out, and I found myself in a world of truly amazing people, among them thousands of volunteers whose dedication and attitude to life was a welcome antidote to the perfectly proper scepticism — and the sometimes less proper cynicism — of my chosen profession.

Thirty years on, one of my current volunteering roles as chairman of the National Council for Voluntary Organisations has given me a helicopter view of the volunteering landscape. It is an awesome sight.

Volunteers are estimated to contribute the equivalent of £42 billion to the British economy – more than the defence budget.

One in three adults gives time and effort to their chosen cause at least once a month. Of the 162,000 charities in Britain, more than 110,000 are run solely by volunteers. These are people of passion and commitment, who represent, for me, the closest our country gets to real democracy. That is because they have identified a problem or a need in their community, and cajoled friends and neighbours into doing something about it.

Employer Supported Volunteering (ESV) is really lifting off, not just because it is a good investment in the community, but because it benefits companies too. Latest research shows it attracts and retains staff, increases morale, reduces sick leave, develops skills, boosts the corporate reputation, and even sees more product sales. It is not surprising then that more than a third of all employees in Britain now work for a company with a volunteering scheme of some sort.

But what if you don't have a job at the moment? Volunteering while out of work is just as important. It sends a positive message to a potential employer. Evidence from the CBI shows that helping others develops optimism, determination and emotional intelligence — skills that open the door to employability. An NCVO project, “Volunteering for Stronger Communities”, funded by the Big Lottery, has been working for two years with 15 volunteer centres to help those furthest away from the labour market to get back into work through volunteering. And, when in

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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# VOLUNTEER TO IMPROVE SOCIETY AND YOUR LIFE



a job, your volunteering track record could help you get promoted – as it does with companies such as BP.

If you are among the ranks of the retired, volunteering keeps you engaged and active, combating loneliness and delivering for many people a much longer life.

It used to be that if you were a volunteer, some people would attach a “holier than thou” label to you – almost as if you weren’t part of the “real” world. Those days are over. There is a growing recognition that volunteering is the backbone of society

But a note of caution – it is not entirely cost-free. The Institute for Volunteering Research reckons that for every pound invested in volunteers an organisation reaps benefits worth £8 to £10. The challenge in austerity is to continue to unlock that £1 of investment.

My ambition is to live in a country where almost everyone wakes up on a Sunday and asks: “What did I do for my community last week – and what am I going to do for them next week?” We are well on the way.”

The full article can be found at:

<http://www.telegraph.co.uk/lifestyle/lend-a-hand/10592471/Lend-a-hand-volunteer-to-improve-society-and-your-life.html>

Volunteering England, now part of NCVO, provides guidance on how to find a volunteering opportunity, details of the location of volunteer centres, and useful information on projects including Volunteering for Stronger Communities, at [volunteering.org.uk](http://volunteering.org.uk).

Do-It ([do-it.org.uk](http://do-it.org.uk)) is the national database of volunteering opportunities. Search through around a million by interest, activity and location. [vinspired.org](http://vinspired.org) specialises in helping young people volunteer in ways that matter to them.

Check out advertising and appeals for help in village halls, libraries or the local press. Find out about micro-volunteering at [helpfromhome.org](http://helpfromhome.org).

For Employer Supported Volunteering: [volunteering.org.uk/resources/esv-resource-hub](http://volunteering.org.uk/resources/esv-resource-hub).

Prince of Wales’s volunteer initiative: [stepuptoserve.org.uk](http://stepuptoserve.org.uk)

Youthnet trains young volunteers to mentor their peers: [youthnet.org](http://youthnet.org)

To nominate a group for the Queen’s Award: [gov.uk/queens-award-for-voluntary-service](http://gov.uk/queens-award-for-voluntary-service)



# VOLUNTEERS' WEEK

time to say thank you

Volunteers Week is an annual celebration of the fantastic contribution millions of volunteers make across the UK – and it's taking place from the 1-7 June 2014.

Volunteering Matters would welcome articles to showcase how forces have recognised the value their volunteers bring to the service.

GMP will be rolling out a one day Volunteer Leadership workshop from April, to both staff and volunteers who lead volunteers. GMP welcomes attendees from other forces or organisations, in order to share good practice, as well as aid leaders to further integrate their teams into the wider police family. The training will also encourage managers of volunteers to routinely consider involving volunteers

when planning and delivering services within the organisation. A taster session was delivered to delegates at the recent Citizens in Policing Conference and received positive feedback.

If forces/organisations require further information regarding workshop attendance please email [tina.shelton@gmp.pnn.police.uk](mailto:tina.shelton@gmp.pnn.police.uk)



GMP Police Support Volunteer Janet Gould has successfully achieved an Accredited Learning Programme in Volunteer Leadership award. The course aimed to develop skills for managing, leading and involving volunteers within an organisation.

## NEW YEARS HONOURS LIST 2014

Congratulations to :

*Marilyn Baldwin*, awarded the OBE, Metropolitan Police Service Volunteer

*Neil Boast*, awarded the MBE, Suffolk Volunteer

*Doreen Carruthers*, awarded the British Empire Medal, Nottingham Police Volunteer

*Sarah Sheldrick*, awarded the British Empire Medal, Hertfordshire Police Volunteer

# CITIZENS IN POLICING CONFERENCE 2014

The Citizens in Policing Conference 2014 was held 28/29 January 2014 where some 140 delegates, including practitioners, ACPO officers and Police and Crime Commissioners, attended. The event also saw six Cadets in attendance from four forces, and they participated in all aspects of the conference. The conference offered lots of opportunity for delegates to network and share good practice. The event, which was sponsored and organised by the College of Policing, took place at Ryton.



**MICHAEL BANKS, DEPUTY CHIEF CONSTABLE,  
DURHAM CONSTABULARY**

One of the best things about the Citizens in Policing Conference, in my view, is that every aspect of it was relevant, informative and inspiring. The fact that two of our most prominent volunteers, Bob Johnson and Terry Wilkins were instrumental in organising it is testament to its authenticity.

This conference demonstrated how embedded in policing volunteering is, but also the potential for even greater involvement.

The networking opportunities among the different Forces provided an opportunity for sharing good practice and testing out what works... or "evidence based policing" as we like to call it now. The input from Rosemary DeMenno from the U.S.A. showed us what the future could bring, with Citizens Academies and First Responder Schemes.

A great deal was covered in a short space of time but if delegates felt anything like me, they left even more committed to involving Citizens in Policing.



**SIMON COLE QPM, CHIEF CONSTABLE,  
LEICESTERSHIRE POLICE**

I get to go to quite a few conferences. Some are better than others, as you might expect. Few are as stimulating and inspiring as the citizens in policing event at Ryton.

Before I get to the inspiring bit can we front up to the challenges? Some of the volunteers present had clearly found their work a bit of a slog; risk averse application of vetting policies, poor local leadership and apparent disinterest all coming together in an unhelpful fashion. I hope that they heard stories that showed them that it can be done. I hope that Senior colleagues present will help to smash the artificial barriers down that are hindering progress.

Of course the inspiring bit was the fact that all over the country there are volunteers fulfilling lots of differing roles, and really making a difference for the better. Be they Special Constables, Police Support volunteers, volunteer cadets or student volunteers there is massive commitment, energy and innovation. There are volunteers working in Special Branch, riding horses, patrolling, supporting fraud investigations and working with young people even as you read this. As I said in my speech at the event, 'You can't turn the clock back, but you can wind it up.' Let's get winding!



**DCC ROB BECKLEY, QPM, CHIEF OPERATING OFFICER,  
COLLEGE OF POLICING**

When I talk about the benefits volunteering can bring the police service I often exclaim that “there is an Army out there”. And there is. There are thousands of people who care about their communities and want to help make communities safer. Many are also curious about the police and want to be involved with us. Others just have spare time they want to apply productively.

“I have a passion about participation of communities”  
*Rob Beckley, QPM*

Whatever the motivation we can tap into an enormous reservoir of interested and motivated people provided we take the right approaches, make it work for the volunteers and open our minds to what could be achieved with an army of willing, capable people.

The Citizens in Policing Conference felt like part of the Army mobilisation. Thinking, planning, logistics. Learning from the old sweats, welcoming the new blood, everyone enthusiastically looking ahead and planning our next campaigns, when we head out to conquer the crimes and problems in our communities. I left enthused; I hope you did as well.



**TERRY WILKINS, OBE,  
CITIZENS IN POLICING PROGRAMME MANAGER**

It was a joy to see the energy and enthusiasm of all participants addressing the subject of citizen engagement and social action and this will undoubtedly result in the formation of new friendships and closer working across the whole spectrum of volunteers involved in policing.

“The Cadets were a credit to themselves and their forces”  
*Terry Wilkins OBE*

Feedback received has been extremely positive and the conference fully met the expectations of 98% of the attendees.

A post conference pack, summarising the workshop discussions and the key points emerging from the conference will be communicated to all attendees by the end of March. We hope this document will become an essential aid in the development of local strategic plans. The national team is available to be of assistance.

# KEYNOTE ADDRESSES

DCC Michael Banks opened the event confirming to the audience that we now have Police Support Volunteers doing over 100 tasks in policing. Mr Banks said that the Plan on a Page Mission was to get people involved in policing and that the Vision was to provide opportunities for volunteers to support their police service which leads to better service and engagement for our communities.

*"I want to provide pathways for any citizens to get involved in volunteering in policing – it is a citizen's right to be involved and engaged in their policing and we should facilitate that"*

*DCC Michael Banks*

Chief Operating Officer from the College of Policing, Rob Beckley, was interviewed by MC Chief Superintendent Nick Adderley.

Rob Beckley said "The College can integrate more Citizens in Policing work into the writing of the authorised professional practice" and when asked where he saw the boundaries of volunteering in the police service he said "The National Trust put volunteers in strategic management roles. I think the police service is in a transition stage and there is a view



that forces keep control and accountability through employment but I believe we can put volunteers in any role"

*"We need to get serious about connecting communities to policing and policing to communities"*

*Chief Superintendent Nick Adderley, MC for the event*

Mr Adderley asked "Do you think there is a debate to be had around giving volunteers powers?" The response was; "This has been debated at the Professional Committee where a paper was put forward for volunteer PCSOs with powers, however the committee had split views. Provided there is accountability I believe that people can take on powers – people want to be empowered and supported to take responsibility in their communities."



The Conference was honoured to welcome an overseas guest, Rosemary DeMenno, Volunteers in Police Service (VIPS) Programme Manager, International Association of Chiefs of Police, USA who gave a keynote speech on the Strategic Importance of Volunteers in policing to Law Enforcement in the USA.

Rosemary talked about some specific areas in policing that volunteers are engaged with such as Identity Theft cases, Telephone warrant compliance units, Ride along Interpreters, and Community Emergency response teams.

*“There are no limits to what volunteers can do..... use your imagination”*

*Rosemary DeMenno*

*[www.policevolunteers.org](http://www.policevolunteers.org)*



greater participation and active citizenship for the mutual benefit of all. Susan Ritchie was present from Mutual Gain, as was May, a local community member, and Police Sergeant Colin Barnes, a Neighbourhood Beat Officer.

ACC Garry Shewan, also presenting, said that “There is an unprecedented challenge in policing today – police alone will not resolve crime and offending – the role of policing is to support the communities”

*“There is a paradigm shift and it’s time to let old ways of policing go”*

*ACC Garry Shewan, GMP*

An inspirational keynote talk from Mutual Gain was delivered by Greater Manchester Police on how to empower organisations and communities to reconnect which promotes

*“Mutual gain taught police officers different ways of working leading to more trust and confidence from the community”*

*Sergeant Colin Barnes, GMP*



The Policing Minister appeared via DVD and talked about how PSVs offer valuable skills from outside the police service that compliment and add value to our work

“The 9000 police support volunteers contribute so much to making communities safer and give a valuable link between police and the communities”



presentation was delivered around how work will commence in this area.

“Society is changing and becoming more diverse and complex and we need a police service

that is based on the Peelian principle representative of all communities”

*Everett Henry, College of Policing*

The Minister also announced the new Home Office Ferrers awards, which it is hoped all forces will participate in.

It has been agreed by the Professional Committee of the College to commission a Positive Action 5 year programme, and a

# DELEGATES AT WORK



Mainstreaming Citizen Participation Workshop

There were a total of six workshops, whereby delegates had the choice to attend four of these over the two days.

The objective of the **Mainstreaming Citizen Participation Workshop** was to explore ways to incorporate volunteers and overcome the barriers as police organisations try to understand whether volunteers are 'should-have', nice-to-have' or 'must-have' assets. A new force development matrix was also introduced to delegates.

Tina Parker from Skills for Justice launched the Volunteer Management in the Justice Sector: Competence Assessment Framework within this Workshop.

The **Engaging with Voluntary and Community Sector Organisation Workshop** showed how the police service could involve volunteers from the third sector, and

the Royal Voluntary Service (RVS), Red Cross, Voluntary Action Leicester, Village Agents were welcomed to this group. The RVS spoke about their Telephone Befriending Service and how they had worked with Avon & Somerset police on repeat lonely people callers into the police service. These repeat callers were referred to the RVS and given their befriending service –



Engaging with Voluntary & Community Organisations Workshop



Role Development Workshop

so far there has been 50 referrals in 6 months of the pilot resulting in call reduction into police control rooms.

*“The Voluntary Organisation workshop made me think about a different way to involve volunteers in our service”*

*Emily Godsell, Gwent Coordinator*

The Red Cross has 30,000 volunteers in the UK as well as 4,000 paid staff and can offer services to the police, for example, trafficking operations – Red Cross provide “space” for victims when the raid is done in the form of mobile homes for victims who are supported with trained red cross person before they are interviewed by the police– the main benefit for the victims are that the Red Cross is a friendly face internationally.

The Red Cross also have Safe Space Buses for the night time economy, agreement with Tesco’s to enable them to access up to £500

worth of goods in an emergency, they can borrow Land Rovers in extreme emergencies, create disaster appeal funds and have convergent volunteers.

The **Role Development Workshop** showcased “real life!” volunteers; Joe Kenny, a volunteer from Warwickshire Police talked about how he developed his original Automatic Number Plate Recognition (ANPR) administration role, by highlighting his skills in research and was able to analyse criminal behavioural patterns from the ANPR data which led to a big arrest. Jeremy Collingridge from the Blaby Volunteers and Denise Roberts from Drive Safe in Cheshire were also showcased to show how volunteers can contribute to the work of the police. All three volunteers were winners of the 2012 Ferrer’s national awards. The attendees were also given the opportunity to break into groups and discuss new ideas or share good practice amongst themselves around role development; some of the sharing included Neighbourhood Resolution Panels in Tameside, Manchester and Homeguard Volunteers in Colchester Essex who go and give crime advice post burglary . The

Office of Police and Crime Commissioner shared Northampton's use of volunteers in the dangerous persons department.



## WHAT DID THE SPEAKERS & DELEGATES HAVE TO SAY?

The **Volunteers in Policing Workshop** talked about how the US police services use volunteers, particularly focusing on Citizen Academies. These are classes that occur once a week for 3 months where presentations and experiences from all police departments are delivered to the community. There is an expectation that the citizens attend all sessions and are given a certificate at the end of the course. The benefits from the Academies are that they make communities more comfortable with police and vice versa, they are a great PR and Recruitment Tool and they build community relations. Rosemary also focused on the way in which volunteers are involved in the before, during and after missing persons processes.

The **Leadership of Volunteers Workshop** was a taster session from Greater Manchester Police "how to manage volunteer's" course and explored how applying inspirational leadership principles and Emotional Intelligence to managing volunteers increased motivation levels, reduces disengagement and leads to a better service.

The Volunteer Leadership workshop model "Inspire; Involve; Enjoy" is a simple message to ensure volunteers receive a positive experience of the police service"

*John Conway, MSC Chief Officer and Chair of ASCCO*

The **Strategic Priorities for Citizens in Policing Workshop** built on the opening speeches of the keynote speakers and examined the impact Citizens in policing can have on the delivering of policing plans and priorities with the objective of establishing a vision for the way in which the community can strategically and creatively support policing in the future.

"Great to see the Cadets"

"Fantastic; best conference I've been to in my career so far. Particularly good because it was organised by inspirational Volunteers"

"We need to tap in to the spirit and opportunities of our communities"  
*Mutual Gain*

"The workshops were very good; lots of opportunity for some very good discussions"

"Everything I am today is because I am a cadet"  
*Hubert Mensah, Merton Cadets in the Metropolitan Police*

"I found the workshops very informative and refreshing with some great ideas"



# CLOSING SPEECHES



Terry Wilkins, OBE, Citizens in Policing Programme Manager in his closing speech talked about how Volunteer support makes a really important contribution to policing, and reiterated the numbers in terms of 9000 Police Support Volunteers, 18,000 Special Constables, 5,000 Cadets and 176,000 Neighbourhood Watch and Home Watch Coordinators. Terry emphasised the support which the College can provide and the need for volunteers to be part of the strategic thinking of each force. He concluded by highlighted some trends drawn from the conference around the resource pressure, identifying new volunteer roles and how we can better use volunteer skills thus broadening the scope for volunteers.

*“We must Involve, Inspire and help volunteers to enjoy a marvellous volunteering vocation”*

DCC Banks closing speech stated that we need leadership at all levels. He talked about the Leadership of Volunteers workshop he had just attended and said that this was a fantastic leadership session. “We must Involve, Inspire and help volunteers to enjoy a marvellous volunteering vocation” He also spoke about the actions we needed to take from the Conference around promoting the CiP Brand, reclaiming the Citizens Academies (they started in the UK!), we need greater links with staff associations, we need to work on vetting issues, define the stakeholders and to have better communication tools in the form of a Citizens in Policing website. DCC Banks ended by thanking all who had organised such a fantastic event.

# CIP CONFERENCE GALLERY



# RITA WINS 'BEPROUD AWARD'



The 'Proud of Stockport' Awards 2014 took place in the Town Hall Ballroom on 4th February 2014. Rita Armin, a Police Support Volunteer with Greater Manchester Police was the winner of the Special Police Award category.

When it comes to public service multi-tasking, Rita can have few rivals; not only has she been working as a volunteer for Greater Manchester Police for four years, assisting Officers and staff of the West Neighbourhood Team with "infectious enthusiasm", she also devotes considerable time to her other cherished "causes". Perhaps closest to her heart is representing the



War Widows; her late husband was in the Parachute Regiment during the 2nd World War. This year Rita was proud to join the Remembrance Day parade in London, where a wreath was laid on behalf of the War Widows Association at the cenotaph in Whitehall.

In great demand at local primary schools, Rita goes with her gas mask and ration book to give talks to young people about her experiences as a war evacuee.

Chris Sykes, Chief Superintendent of Stockport Divisions says "It's really really important that the police work with people like Rita; members of the community that want to support their local area. She brings a different voice into the Police and is a key link between what we would

like to do and our relationship with the community".

Sergeant Gareth Davis said "Rita is invaluable, she helps us with lots of our day to day activities such as the Safer



Plate Scheme and taking minutes at local community meetings".

Rita says "I enjoy the role - I like to keep my brain busy and my shorthand is brilliant again now I'm back in practice. While I'm doing my tasks the officers can show a physical presence on the street which is great for the community".



Rita was presented with her award, a glass plaque by Superintendent John Berry from GMP, and received a framed illuminated address from the Mayor of Stockport. Rita said "I'm very pleased, of course, but I had no idea that I had been nominated. I feel honoured and very humble to receive an award for something I love doing

- working with my neighbourhood team at Cheadle Heath".

See Rita on YouTube <http://t.co/p78GY1FDn4>

# COLLEGE OF POLICING UPDATE

## Citizens in Policing Conference

As covered in greater detail elsewhere in this edition of Volunteering matters, the fourth Citizens in Policing Conference, organised and sponsored by the College of Policing, was held at Ryton on 28/29 January.

The conference provided an excellent opportunity to showcase the importance of volunteers and to highlight best practice projects, partnerships and initiatives taking place across forces.

Feedback received so far from the delegates in relation to the conference has been very positive. In their feedback delegates have also highlighted a number of areas and interesting ways in which the college may be able to offer further support to forces to help them develop their volunteer programmes. These suggestions are now under consideration and discussion with DCC Banks.

## Code of Ethics

The Code of Ethics is being developed by the College of Policing. The Code provides a framework to set and maintain the highest possible standards from everyone in policing. It draws together and builds on the principles and standards of behaviour police forces in England and Wales already follow.

The draft version of the Code published in October 2013 applies to everyone working for or with the police forces of England and Wales, including anyone engaged on a permanent, temporary, casual, contracted or voluntary basis.

This includes special constables and police support volunteers.

A final copy of our Code of Ethics for all police officers and staff will be signed off by our Board this month.

A date is yet to be confirmed, but we are sending the code to forces in the coming weeks to allow them to begin incorporating it before it becomes a code of practice when the Anti-Social Behaviour, Crime and Policing Bill comes into place in the summer.

Chief Constable Alex Marshall, Chief Executive of the College of Policing, said: "The Code of Ethics is a first for policing in England and Wales. It is a national document reflecting the core principles and standards of behaviour that every member of the police service should strive to maintain.

"We do not want this to be 'just another document' for officers and staff to read. It must be one that is used to help people make professional decisions - to do the right thing in the right way."

The draft version of the Code is available at: <http://www.college.police.uk/en/20972.htm>



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Policing