



Police & Crime
Commissioner
FOR HERTFORDSHIRE

Volunteering Strategy

2021 - 2026

"Crime reduction & Community safety is
a shared responsibility for us all."



Our Strategic Aims

Our Vision:

We all have a role to play in keeping Hertfordshire a safe county

Our Mission:

To maximise opportunities available to volunteers to contribute to policing, crime reduction and community safety in Hertfordshire

Our Values:

Be inclusive and open to all

Work in partnership with statutory and voluntary bodies

Value and respect the contribution volunteers make

Be creative and innovative in our approach

Our Strategic Priorities

Priority 1: Collaborate across the public and private sectors and with voluntary sector partner agencies to maximise the number of pathways into volunteering across policing, criminal justice and community safety.

Priority 2: Work with local businesses to apply private sector skills and knowledge in a policing context through volunteering schemes.

Priority 3: Explore how innovation and technology can be used to enhance joint working with partners, local businesses and community centres to better promote volunteering opportunities – for example, through online platforms.

Priority 4: Continue to develop and expand the range of scrutiny volunteering roles available.

Our Impact

Since 2017 we have:

Mini Police

- 32 schools across Hertfordshire have signed Service Level Agreements (SLAs) for this fun opportunity for children aged 9-11 years to learn about community safety and give young people a voice.
- Commissioned by the PCC and the Youth United Fund, Mini Police are provided with a uniform of a baseball cap and high visibility tabards.
- The eight week programme delivered by police officers, PCSOs, cadets and volunteers includes internet safety, bullying and road safety.

Our Ambition

By 2026 we aim to:

Mini Police

- Deliver Mini Police across all 10 districts.
- Expand the initiatives to include educating speeding motorists.
- Explore how to capture the impact of the eight week programme and police engagement from the Mini Police and school.

Emergency Services Volunteer

- An Emergency Services Volunteer role is being piloted for 12 months as part of the Emergency Services Collaboration programme between Hertfordshire Constabulary and Hertfordshire County Council.
- Signed up volunteers are a combination of existing Fire Service and Police Support Volunteers.
- The volunteers will undertake three core tasks including: providing safe and well checks; giving crime prevention advice; and undertaking patrols.

Emergency Services Volunteer

- Evaluate the progress of Emergency Services Volunteers with a view to developing the scheme and expanding to other districts.
- Recruit additional volunteers' representative of Hertfordshire.
- Utilise Echo, the Constabulary's feedback platform, to collate opinions on policing from the public. This includes the impact of the Emergency Services Volunteer role on public confidence.
- Explore additional tasks to create a multi-disciplinary uniformed volunteer.

Neighbourhood Watch & Other Schemes

- Households signed up to Neighbourhood Watch and other watch schemes has risen from 62K to 165K (more than 1 in 3 homes across the county).
- Watch schemes have developed to include senior watch, business watch, horse watch, CCTV watch, canal watch and dog watch.
- OWL (Online Watch Link) the communication platform has evolved to include survey facilities, a response mechanism and live chat capability.
- Proactive volunteers support the development of Watch schemes by organising meetings and events to promote the platform, as well as volunteers to support the administrative tasks behind OWL.

Neighbourhood Watch & Other Schemes

- Develop an App that will be able to send out push notifications and live time alerts to members to assist in appeals such as missing people.
- Explore other Watch schemes which uses digital media from CCTV and doorbell cameras; and apply best practice.
- Continue to explore opportunities to join up community safety messages across emergency services.
- Increase membership through a Youth Engagement Strategy, local community events, Safer Streets and crime prevention stalls and talks.
- Develop a Youth Engagement Strategy to identify opportunities for young people to sign up and get involved.

Special Constabulary

- The Special Constabulary governance structure is aligned with the governance structure of regular officers to ensure that opportunities and support are aligned.
- Achieved a defined management and supervision structure aligned to support the organisational and operational needs of the Constabulary.
- Achieving Independent Patrol Status follows the same pathway to competence as a regular officer, to build an integrated Special Constabulary.
- Recognition through the Constabulary's annual awards programme, ensuring an integrated approach rewarding Special Constables in parity with regular colleagues.

Special Constabulary

- Review the Special Constabulary Strategy to continue to ensure it is aligned with the Police and Crime Plan, Volunteering Strategy and Force Management Statement with a renewed focus on retention and attraction of Special Constables.
- Develop a platform for Special Constables to have the opportunity to contribute towards the Special Constabulary Strategy and have a feedback mechanism into senior officers
- Continue the evolution of Career Pathways for Special Constables to work in specialised fields of policing.
- Offer a streamlined pathway for Special Constables who have long term aspirations to join Hertfordshire as a regular officer.
- Create a plan to identify the contributions, value and engagement of Special Constables through measurable outputs.
- Commit to reviewing the current provision of training and development available to Special Constables to ensure ongoing delivery of the career pathways and ensure that it is suitably financed.

Employer Supported Policing (ESP)

- Over 30 local businesses signed up and giving their staff time to volunteer.
- 25% of Hertfordshire's Specials are supported by their employer.
- There are at least 10 self-employed Specials who have the flexibility to attend duties during their working day.
- Dedicated ESP marketing campaign in line with "Be Extra Ordinary" recruitment drive.

Employer Supported Policing (ESP)

- Develop a business engagement plan to expand ESP to a range of industries and sectors.
- Build sustainable relationships with businesses to adopt measurable outputs of ESP by understanding the mutual benefits and closing any gaps through partnership working.
- Continue to promote ESP through online platforms and increase face to face engagement through education and awareness events.

Police Support Volunteers (PSV)

- PSV are being actively utilised for their unique skill set in over 30 different organisational settings from school and gangs support to puppy fostering.
- Number of different roles has increased by 36% and the total number of hours volunteered has increased by 52% adding value to the need and demand of specialist policing areas.
- Linked in with Corporate Communications to maximise the promotion of PSV roles.
- Introduction of new roles has encouraged older people to volunteer with 59% of PSVs being over the age of 50.

Police Support Volunteers (PSV)

- Ensure the force is achieving excellence in managing and recognising PSVs.
- Raise the profile of PSVs through showcasing their work and impact.
- Actively achieve best practice in inclusivity by recruiting across the nine protected characteristics.
- Continue to develop new PSV roles, with particular focus on specialist volunteer roles.

Hertfordshire Volunteer Police Cadets

- Fast track process has been established and utilised for cadets to transition into the Special Constabulary where 11 cadets have become Special Constables.
- A curriculum of development has been created for Cadets to widen their experiences and development of skills.
- Number of cadets has increased and been sustained across all ten districts. There are over 280 cadets and 14 have joined units as a junior leader.
- Leaders support cadets who are undertaking the Duke of Edinburgh Award and we continue to work closely with the Fire Service who are delivery partners.
- Social Action opportunities have developed and cadets have been involved in assisting Operation Stomp and supporting Safer Streets campaigns. They continue to assist with OPALS (Older Persons Active Learning Sessions) and OWL sign ups.

Hertfordshire Volunteer Police Cadets

- Continue to use the Marshall Portal to communicate safely with cadets, organise events and mentor cadets.
- Continue to encourage cadets to participate in County Cadet Competition and Parade, this is where winners represent Hertfordshire in the national competition.
- Embed the St Johns first aid qualification programme for cadets.
- Provide opportunities for cadet leaders to complete leadership courses.
- Continue to engage with organisations for counter opportunities, such as the Fire Cadets and Scouts.

PCC Volunteer Schemes

- Stop & Search Scrutiny Panel; continue to monitor representation of volunteers through ethnicity, district, gender and age to drive recruitment.
- Independent Custody Visitors; received a Silver Award from the Independent Custody Visitors Association.
- Dog Welfare Volunteers; trained with input from the Dogs Trust and received a Dogs Trust Award for facilitating responsible dog ownership.

PCC Volunteer Schemes

- Stop & Search Scrutiny Panel: Continue to grow the diversity of the Panel.
- Stop & Search Scrutiny Panel; To increase the use of scrutiny around Body Worn Video and explore data around proportionality.
- Independent Custody Visitors; continue to evolve the scheme in line with national issues and standards including PACE (Police and Criminal Evidence Act 1984).
- Independent Custody Visitors; build upon the Silver Award achievement by aiming to achieve the Gold Award.
- Dog Welfare Volunteers; continue to ensure volunteers are demographically representative of the tri-force (Beds, Cambs & Herts)
- DriveSafe; Expand the scheme to include 20mph zones and HGV and Lorry restricted zones.
- Continue to explore scrutiny volunteer roles for community safety and criminal justice.

Developing Volunteering Opportunities

Celebrating Hertfordshire

- #TeamHerts have been working with Hertfordshire County Council and the community and voluntary sector to create a video thanking volunteers for their response to the Coronavirus Pandemic. #TeamHerts Volunteering create a new video each year celebrating the contribution of volunteers and, from 2021, will deliver an annual conference during National Volunteers' Week to champion the county's volunteers
- All partners aim to build on the community resilience shown during the Coronavirus Pandemic and aim to keep everyone who has been inspired by volunteering on board.

Seek to develop new volunteering roles

- Continue to develop PCC Independent Scrutiny roles, in line with local policing, crime reduction and community safety. This may include the scrutiny of Body Worn Video.
- Continue to develop volunteer pathways for training and development opportunities.
- Explore the viability of an overall volunteer pathway which is inclusive of all schemes where possible.

Future recruitment of volunteers

- Work with statutory partners, education providers and the community and voluntary sector to promote volunteering roles through their online notice boards and portals.
- Continue to promote volunteer opportunities via publications, social media and future events.
- Aim to recruit volunteers that represent the population of Hertfordshire
- Continue to ensure recruitment is fair, transparent and robust.

Volunteering Strategy Delivery Plan

- The ambitions set out will be supported by a delivery plan to assess and monitor progress over the term of the strategy.

Volunteer Communications Strategy

- Raise awareness of the volunteer roles and opportunities within the OPCC by extending engagement with various partners, community groups and businesses.
- Continue to produce volunteer newsletters to update volunteers about the schemes and new initiatives.

Annual Volunteer Awards

- Continue to nominate volunteer schemes for national and local awards as well as holding Annual Award evenings to display recognition of volunteer contributions.



Volunteer Opportunities in the OPCC



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Community DriveSafe

The DriveSafe scheme addresses speeding concerns which members of the public may have in their local neighbourhood. The aim of the campaign is to educate drivers and make local roads safer, through using roadside speed monitoring and promoting speed awareness. Volunteers are given speed display equipment and stand at the roadside monitoring passing vehicles. Speeding motorists are sent an advisory letter and those who speed frequently could receive a visit from a police officer.

To initiate a new DriveSafe group, a petition must be completed with at least 10 names of residents from different addresses in the speeding locality. Two of the named people will be lead volunteers and require vetting, whilst at least a minimum of three, preferably four in total, need to be at the roadside undertaking monitoring.

Further information, including the petition form, can be found at www.hertscommissioner.org/community-drivesafe-scheme-hertfordshire

Independent Custody Visitors (ICVs)

The Independent Custody Visiting (ICV) Scheme seeks to ensure the welfare and rights of detainees is being upheld in custody, in addition to auditing the condition of custody suites. ICVs visit in pairs and usually undertake one visit per month each to one of the custody suites located in Hatfield and Stevenage.

Further information including how to apply can be found at <https://www.hertscommissioner.org/ICV>

Independent Dog Welfare Scheme

The scheme is administrated from the OPCC for Hertfordshire on behalf of all three Police and Crime Commissioners for Bedfordshire, Cambridgeshire and Hertfordshire.

The scheme's aim is to enable volunteers to visit all police dogs in a six month period and report on their findings via visiting forms. Any issues raised are resolved swiftly with the visitors being kept informed of the actions taken.

Volunteers also have the opportunity to meet every six months with the administrator attending along with Dog Unit Manager and a Dogs Trust representative.

Further information can be found at <https://www.hertscommissioner.org/dogs>

Stop & Search Scrutiny Panel Volunteers

The scheme aims to achieve greater transparency and community involvement in the use of stop and search powers, and to support a more intelligence-led approach, leading to better outcomes, such as an increase in the stop and search to positive outcome ratio.

Volunteers work as part of a group, to collectively undertake dip-sampling activity as part of the scrutiny to ensure that stop and searches carried out by Hertfordshire Constabulary are done so proportionately, legally and ethically and in turn improve public confidence and trust in the way in which Stop and Search is conducted.

Further information can be found at www.hertscommissioner.org/stopsearch

Volunteer Opportunities in Hertfordshire Constabulary



HERTFORDSHIRE

CONSTABULARY

Special Constabulary

As a Special Constable you will work alongside regular warranted police officers in your spare time. You will not get a more rewarding opportunity as a volunteer to improve the quality of life within your own community and deal with a variety of challenges and develop a range of skills.

Special Constables have the same powers and training as regular officers – the only difference is that they are volunteers. They play a valuable role in solving quality of life issues, reassuring members of the public, saving lives and responding to emergencies.

To join you must be aged at least 18 years, be in general good health and be willing to spare at least 16 hours per month.

<http://www.hertspolicecareers.co.uk/special-constables/>

Volunteer Police Cadets

An exciting opportunity for you as a young person to get involved, particularly if you are interested in police work and community safety. Volunteer Police Cadets offers a chance to develop a range of skills, to help the local community and to have fun!

Hertfordshire Police Cadets are young members of the community, aged between 13 and 18, that are involved in a wide range of activities and events. As well as learning about police procedures and the law, cadets also play a vital role in community events, engaging with members of the public and educating them on crime prevention. Specialist departments such as the tri-force Armed Policing Unit and Dog Unit also give regular talks.

Groups also participate in many exciting outdoor activities such as; white-water rafting, weekend holidays and summer camps, court visits and foot patrol at local music festivals.

Cadet groups are led by Police Officers, PCSOs and volunteers who support young people in their development. Groups are open to all and you do not have to have ambitions to work within the police force. To find out more, please visit:

https://www.herts.police.uk/hertfordshire_constabulary/cadets.aspx

Police Support Volunteers (formerly 'Police Community Volunteers')

Hertfordshire Constabulary's Police Support Volunteers Scheme offers members of the public the chance to support the Constabulary and make a valuable contribution to the safety and security of their own community.

Volunteers help the Constabulary to enhance the service it is able to provide to the community by helping to support police officers and staff in a variety of interesting and valuable roles.

A variety of opportunities are regularly advertised on the Hertfordshire Constabulary website:

<https://www.herts.police.uk/Information-and-services/Get-involved/Police-support-volunteers/Police-support-volunteers>

Neighbourhood Watch & Other Schemes

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives. Now involving more than 165,000 households and businesses in Hertfordshire, it is based on the simple idea that you and your neighbours can help to reduce crime and create a safer and better place to live, work and play. Other Watch Schemes include: Canal Watch, Business Watch, Senior Watch and faith based Watches.

There are several ways you can join: visit www.owl.co.uk to register; email your local Watch Liaison Officer at wlo@herts.pnn.police.uk or call the police non-emergency number (101) and ask to speak to your Watch Liaison Officer.

Volunteer Feedback – PCC Volunteers

As a member of the BAME community, I have the privilege of volunteering on the Stop & Search Scrutiny Panel for five years and I am one of 10 Police Chaplains within Herts Constabulary going on three years. As a panel member I have learnt how to interpret data, improved my listening and communication skills, and apply critical thinking and debate. Most importantly I have become more aware of the vast and crucial role the police play, and how the OPCC sets the strategy and has responsibilities throughout the county. Volunteering can strengthen your confidence, allow you to engage with persons you would otherwise never meet. Volunteering in Hertfordshire is transforming and empowering as you can take what you have learnt to improve engagement within the community from which you are from.

Stop and Search Volunteer and Chaplain

The DriveSafe scheme takes me all over the county to meet different groups and, hopefully, help to make an improvement to their neighbourhoods by reducing antisocial speeding. Op Shield has given me the chance to offer immediate and tangible help to people in genuine need at what could be a very distressing time for them. It is quite humbling to see how grateful vulnerable people are when we arrive with their prescription. To date I have completed around 40 hours volunteering each month and covered a distance equal to a trip to Barcelona! It's been an absolute pleasure.

DriveSafe and Prescription Delivery Volunteer

I find being an ICV really rewarding, particularly when I can make observations and offer my advice which helps to improve the doubtless stressful experience for detainees, as well as to help identify and highlight gaps which busy custody staff may have missed. I have found this role useful in exposing me to people from different backgrounds and with different perspectives and values to my own. This has helped me to develop a greater understanding of people generally, their priorities and needs and to empathise with their situation without being judgemental.

Independent Custody Visitor and Prescription Delivery Volunteer

I gain enormous satisfaction in being able to observe police dogs in action being supported by the police in an exemplary fashion. I find that that this role is one that is fun as well as rewarding - the dog handlers treat their animals with nothing other than kindness, and watching puppies progress through training to become effective working dogs is very pleasing. How reassuring and refreshing that handlers have a very strong ethic of caring for their dogs so well, and truly regard them as being work partners. The longest established member of the team commented that in many ways our role is unnecessary, long may it remain so.

Dog Welfare Volunteer

Volunteer Feedback – Hertfordshire Constabulary

We simply could not function without our junior leaders and it is fantastic that young people wish to stay within the scheme to help others. I am delighted that in the last twelve months two of our junior leaders have successfully joined as Police Officers serving their communities.

St Albans & Harpenden Cadets – paid police officer

We are so lucky at Buntingford, our volunteers are fantastic. We have three proactive non uniform farming volunteers who regularly patrol their own areas and update us with information in real time. We also have our neighbourhood watch co-ordinator and business watch co-ordinator stationed at Buntingford who work really hard keeping up to date records.

Our special constabulary are the best, we have 2 specials who are both quad bike and 4x4 trained, they proactively patrol and are currently assisting with Op Sphynx (covid 19 patrols – vulnerable premises). They work an array of shifts and are very proactive and always willing to help.

We also have a returning volunteer who assists with the maintenance of the Quad bikes/ATV and other duties in the nick – it's great to have him back.

Buntingford SNT – paid police officer

Volunteering with the Historical Society I have mainly been involved with archiving and indexing objects, researching and scanning documents and changing displays of historical items. Volunteering with the PPU Department I have been digitising offender records, sorting and transferring information to a database. I enjoy being able to give my support and hopefully provide useful assistance, enabling members of staff to work on other projects. I have learned a lot about the changing role and working conditions of police officers over time.

Historical Society Volunteer

Since joining as a volunteer in March 2013 I have been engaged in a wide variety of roles. These have ranged from checking security cameras for the Manhunt Team to acting as a role player in training sessions for Regular and Special Trainee Officers and as part of the County Cadet Competition. Currently I am providing Admin support for the RAPPAW team and conducting preliminary recruitment interviews for applicants hoping to join as Special Constables. This is in addition to being a recently appointed member of the Use of Force Scrutiny Panel. I am learning new skills as well as contributing some of my own. At the same time, I am made to feel a valued member of a hard working team where humour is never far below the surface.

RAPPAW & Specials Volunteer

I have been a volunteer within Neighbourhood Watch in Hertfordshire for over 30 years. I have benefited from learning new skills, have become more confident when meeting people and have also gained a wealth of knowledge from the professional agencies and organisations that I have been involved with. I enjoy the benefits of working as a team member with Police and fellow volunteers across the county and assisting them to develop effective associations within their districts. The advantage of volunteering means that you can vary the amount of time and commitment you give to your organisation when or if your personal circumstances change.

Neighbourhood Watch Volunteer

Volunteering in Hertfordshire

Hertfordshire County Council have created a **Volunteering Toolkit** and a **Guide to Volunteering Handbook** to support volunteer engagement, placements and follow up.

Reach Out, the hospital to home volunteering service will be offered countywide following a successful pilot in North Herts. The service aims to support isolated and vulnerable individuals with trained volunteers to reduce loneliness and support access to services. Mental health training will also be available for volunteers to meet the impacts of the COVID-19 pandemic.

Midshires Search and Rescue, which is part of Lowland Rescue and covers Bedfordshire and Hertfordshire are a group of volunteers who work in partnership with Hertfordshire Constabulary supporting community safety. They are willing to be called out 24/7 to help in the search of missing people in the county, with specialist vehicles and trained volunteers. During 2020 they contributed almost 400 hours and received the Assistant Chief Constable's Commendation Award January 2021 for their work.

Volunteering is the primary route to volunteering in the County, supporting both organisations and volunteers.

The World Health Organization (WHO) declared COVID-19 a pandemic on March 11th 2020 which saw England acquiring a million-strong network of social volunteers. Locally in Hertfordshire, over 10,000 volunteers registered to the three organisations who worked collaboratively to reach self referred vulnerable individuals: #TeamHerts, Watford3RT and Communities 1st.

The Volunteer and People Assistance Cell was a multi-agency subgroup of the Hertfordshire Local Resilience Forum to manage the Shielding programme. Over 106,507 deliveries of food parcels and household essentials were made to those 43,142 Hertfordshire residents on the government's shield list. A further 10,603 were delivered to boroughs, districts and local charities including foodbanks. A selection of 39 volunteers from the OPCC and Hertfordshire Constabulary assisted by working with Community Protection Volunteers from Hertfordshire Fire and Rescue to deliver over 2,448 prescriptions.

The Hertfordshire CVS and volunteer centre organisations have come together to provide a unified response to the new volunteering landscape, recognising local differences in needs and resources. Hertfordshire County Council, District / Borough Councils and the Clinical Commissioning Group have jointly funded the countywide **Community Help Hertfordshire (CHP)** service which is being led by Communities 1st and aims to be the primary route to volunteering and will promote, encourage and engage communities.

Volunteering in Hertfordshire

Communities 1st aims to develop more **outreach hubs** to recruit volunteers of a wider demographic reach. They also plan to train more volunteers in **Making Every Contact Count** as well as reworking current volunteer roles to adapt to the new volunteer landscape.

Similarly, #TeamHerts are adapting to this new landscape and will hold virtual **Volunteering Fairs online** to support people who wish to volunteer and support organisations to recruit and manage volunteers.

HertsHelp Information & Advice service has across the course of the pandemic acted as a first point of contact for people who need support and assistance. HertsHelp call handlers have answered over 135,000 phone calls which is 100,000 more than usual and resulted in the provision of a wide range of practical, social and emotional support from volunteers or helping residents to become volunteers themselves, working in partnership with all the Community Help Hertfordshire (CHH) partners and all our other voluntary and community sector providers.

NHS Charities Together (NHSCT) have funded new BAME (Black, Asian and Minority Ethnic) Covid Recovery Worker to ensure the work of the 80+ social prescribing link workers across the county is fully accessible to members of the BAME community as well as advocacy services across Herts. NHSCT have also funded a specialist role for social prescribing for young people which will form part of the review of the Hospital and Community Navigator Service which hopes to help link people into purposeful volunteering.



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