



**‘HOME GUARD’ OF POLICE
SUPPORT VOLUNTEERS TO FILL
IN FOR POLICE CUTS**

PUBLISHED OCTOBER 2014

1. Introduction

A new 'Home Guard' of 9,000 police support volunteers has been quietly recruited by police forces in England and Wales to replace the 15,000 police staff job cuts made by the Conservative-led Government.

New research by UNISON, the biggest union for police staff, shows the alarming extent of this growth in the use of volunteers. The research also highlights the ambition of some police leaders to recruit volunteers into some of the most sensitive and demanding police staff roles, despite assurances from the Home Office and from the College of Policing that none of these volunteers is replacing a fully employed member of police staff.

The implications of replacing paid police employees with volunteers, however well intentioned, have not been the subject of proper public debate or scrutiny. UNISON is now raising this as a critical issue as part of our assessment of the impact of four years of savage financial cuts to police forces in England and Wales in our 'Cut Crime, Not Police Staff' campaign.

2. Synopsis

This report is split into the following sections:

- Background to Police Support Volunteers
- Police Support Volunteer Statistics from Police Forces
- Police Support Volunteer Roles in Police Forces
- Plans to increase the use of Police Support Volunteers
- Volunteer Police Community Support Officers
- Police Support Volunteers: the issues for public debate and scrutiny

3. Background to Police Support Volunteers

There is nothing wrong with volunteering or volunteers. UNISON recognises the huge positive impact which volunteers have across England and Wales in all walks of life and endeavour. UNISON itself relies on the voluntary efforts of many thousands of our own branch representatives to keep our union running.

But questions need to be asked when volunteering spills over into areas that were previously the preserve of directly employed, highly trained, vetted and skilled police employees. Scrutiny needs to be particularly applied when those volunteers are taking over responsibility for key policing roles and for keeping citizens safe. We have to ask whether communities and the volunteers themselves are being put at risk, and communities short-changed. In short we have to ask whether volunteers are being used to plug gaps in the Police Service which have opened up as a result of the Government's 20% cuts to police budgets.

Police support volunteers, or PSVs for short, is the generic name for citizens who choose to voluntarily provide a resource to their local police force. They are deployed in areas of work that are mainly the preserve of police staff, not police officers. In fact, the idea of police

volunteers has a long history in the shape of neighbourhood watch and the special constabulary. However, the recent rapid rise in the number, and the exponential growth in the roles, of police support volunteers breaks any consensus that may have previously existed around volunteering for, or with, the police.

The idea of promoting police support volunteers first emerged in the police service in the early part of the 2000's. The recommendation of the 2002 National Bureaucracy Task Force encouraged the development of community volunteer schemes within forces. During this period, the Home Office defined a police support volunteer as:

'An individual with no police powers who through personal choice gives time and energy to perform tasks for their local police force, without expectation or receipt of compensation, except of reimbursement of agreed out-of-pocket expenses. Volunteering is based on choice so there is no mutuality of obligation....'ⁱ

A summary of the Home Office guidance on police support volunteers is set out at Appendix A. The Department was very clear that volunteers should not under any circumstances replace the roles of directly employed police staff.

Back in the mid-2000s police funding was on the rise and the risk of volunteers taking the jobs of directly employed police staff was manageable. But since 2010, the Coalition government has chopped out 20% of police funding, with the lion's share of the cuts impacting on the police workforce. The impact of the cuts on the police staff workforce has been particularly savage with 15,000 jobs being cut across forces between 2010 and 2014. In this new era of scarce resources, holding to the historic Home Office principles for volunteering schemes has become that much harder. In this report, UNISON suggests that these ground rules are now being regularly breached and are in need of urgent review.

Responsibility for police support volunteering has recently passed to the new College of Policing. This work now sits in the College's 'Citizens in Policing' portfolio, which aims to provide '...a wide range of volunteering opportunities for individuals to support their local police force.'

The College confirmed in February 2014 that:

'A significant majority of forces now operate police support volunteer (PSV) schemes with individual forces developing their own schemes as befits their local needs. In total there are currently just over 9,000 PSVs performing over 100 different roles in support of policing. Core roles can be broadly categorised as: administrative, public reassurance, front counter and safer neighbourhoods.'

As this report will show, if these are the 'core roles', there is now a new cadre of police support volunteers stepping out from these traditional, and maybe acceptable duties, to perform jobs which are clearly operational and which test any consensus on PSVs which may have existed in the past.

The College also confirmed that the main aims of the 'Citizens in Policing' programme are to:

- Ensure that PSVs are managed effectively
- Ensure that PSVs are used to add value, rather than replace the work carried out by paid staff and officers
- Increase the numbers of people volunteering with the police
- Increase the range of activities that PSVs undertake

Unlike with the special constabulary, there is no legislative background to the PSV programme, so the College doesn't produce a great deal of national guidance. The outcome of this is that forces are more or less free to develop their own volunteer programmes, for better, or for worse.

4. Police Support Volunteer Statistics from Police Forces

In early 2014, UNISON submitted an FOI request to all forces in England and Wales to discover information about PSVs. We asked the following questions:

- How many police support volunteers were registered with your force on 1 January 2014?
- What was the total number of hours worked by police support volunteers in your force for the last recorded 12 month period?
- Please list each different role description for your police support volunteers and the department in which each role is deployed
- What was the total cost to your force of deploying police support volunteers over the last recorded 12 month period?
- Please describe any plans to increase the number of, or change/add to the role descriptions for the police support volunteers in your force.

Most forces responded fully to the FOI request with the following exceptions: Gwent, Leicestershire, South Wales, West Midlands and Wiltshire. The reasons which these forces gave for failing to respond to the FOI request is detailed in Table C at the end of this report.

4.1 Police Support Volunteer Numbers by Force

Table A at the end of this report sets out the number of police support volunteers in each force on 1 January 2014, and the reduction in police staff employees between March 2010 and March 2014.

The information gathered by UNISON shows that, in relation to the forces responding to the FOI request, there are 6533 PSVs currently registered with forces in England and Wales. This figure is less than the 9,000 number claimed by the College of Policing 'Citizens in Policing' team, but numbers are not available for the following forces for the reasons given above: Gwent, Leicestershire, Met Police, South Wales, West Midlands and Wiltshire police forces.

4.2 Police Support Volunteer Hours by Force

Table B at the end of this report sets out the number of hours worked by PSVs in those forces supplying the relevant data, as requested by UNISON. It also shows the average number of hours worked by each volunteer in each force.

The data shows that:

- **14 forces did not record the number of hours worked by their police support volunteers over the last recorded 12 month period.** These forces are:
 - Avon & Somerset
 - Cambridgeshire
 - Cheshire
 - Cleveland
 - Derbyshire
 - Durham
 - Essex
 - Gloucestershire
 - Kent
 - North Wales
 - South Yorkshire
 - Sussex
 - West Mercia
 - Wiltshire

- **Interestingly, Kent Police has the largest number of registered volunteers (850), but is not able to confirm the number of hours they worked.** Avon and Somerset (255 PSVs) and Durham (225 PSVs) are also forces with relatively large numbers of volunteers, but which are unable to confirm number of hours their volunteers worked.

- **The inability of so many forces to be able to account for the time of their PSVs casts doubt on the ability of the Service to carry out any effective cost-benefit analysis of the use of volunteers.**

- **The 10 forces reporting the highest number of PSV hours are as follows:**
 - Thames Valley 70,459
 - Surrey 32,000
 - West Yorkshire 19,432
 - Norfolk 18,999
 - North Yorkshire 18,752
 - Humberside 17,479
 - Hampshire 15,500
 - Bedfordshire 14,500
 - Devon & Cornwall 14,056
 - Hertfordshire 11,748

- **The 10 forces with the highest number of hours per PSV per year are as follows:**
 - Surrey 266 hours
 - North Yorkshire 156 hours
 - Suffolk 136 hours
 - Humberside 132 hours
 - Lincolnshire 132 hours
 - Thames Valley 131 hours
 - Norfolk 117 hours
 - Hampshire 90 hours
 - West Yorkshire 77 hours
 - Bedfordshire 66 hours

4.3 Cost of Police Support Volunteers by Force

Table C at the end of this report gives the cost of deploying PSVs by force.

- **The following 11 forces were unable to provide figures confirming the cost to the force of deploying police support volunteers:**
 - Avon & Somerset
 - Cumbria
 - Derbyshire
 - Durham
 - Gloucestershire
 - Hampshire
 - Kent
 - Merseyside
 - Northamptonshire
 - Sussex
 - Wiltshire
- **This suggests that there is little in the way of budgetary control of PSV costs and/or that the true cost to the public purse of deploying PSVs is unknown; either way it suggests that the value for money of PSVs is unknown in a significant number of forces.**
- **Kent, Northamptonshire, Avon & Somerset and Durham are some of the most enthusiastic users of PSVs, yet are unable to account for the cost of their deployment.**

- **The following 10 forces recorded the highest costs of PSV deployment:**
 - Norfolk £229,714
 - Dorset £166,871
 - Hertfordshire £87,487
 - Thames Valley £76,816
 - Surrey £72,000
 - Humberside £47,119
 - Northumbria £33,405
 - Suffolk £29,549
 - North Yorkshire £15,673
 - Nottinghamshire £10,633

- **What these figures appear to demonstrate is that there is little consistency in the cost of PSV deployment across different forces.** Norfolk has 162 PSVs, costing the force £229,714 per year, whilst Thames Valley has 536 PSVs, costing the force only £76,816 per annum. The absence of any consistent costing template makes it impossible to assess the value for money of PSVs.

5. Police Support Volunteer Role Descriptions

Police forces responding to the FOI request provided a list of the PSV roles currently deployed in their force. **Table D** at the end of this report provides a list of PSV roles, and departments, where these were given, for each force.

The table shows that there is an enormous variety of PSV roles across different forces. Many of the roles are uncontroversial and fall within parameters which most people would consider genuine volunteering opportunities. However, a number of forces have pushed the concept of volunteering into roles that look remarkably like established police staff posts. Some of these forces have made larger than average cuts to their police staff workforces and this raises the disturbing likelihood that PSVs have been used to replace paid police staff employees, against both Home Office and ACPO guidelines.

This volunteer mission creep has happened below the radar and has not been the subject of proper public scrutiny, parliamentary debate, or review by the College of Policing which has responsibility for the PSV programme in England and Wales. PSVs doing the work previously carried out by paid police staff, really is policing on the cheap and a very disingenuous way for forces to try to manage the impact of the Government's police austerity cuts. Forces which have gone down this route are risking the reputation of UK policing and need to fundamentally review their PSV policies.

5.1 Uncontroversial PSV Roles

UNISON considers that the following roles, as deployed by many forces and set out in Table D, are genuine volunteering roles that do not impinge on established police staff employment:

- Animal Welfare Lay Visitor
- Bikesafe
- Chaplains
- Cafe/bar assistant
- Community Engagement
- Curator in force museum
- Custody appropriate adult
- Custody Visitors
- Farm Watch
- Force historian
- Heritage Watch
- Horse Watch
- Mountain rescue team
- Mystery Shopper
- Police force band
- Pub Watch
- Puppy Carer
- Puppy Sitter
- Puppy Socialiser
- Puppy Walker
- Role player
- Rural Watch
- Speed Watch
- Street Angel
- Street Pastor
- Youth Work
- Volunteers working with police cadets

5.2 Controversial PSV Roles

The following roles require further clarification in relation to their precise function and remit, but they appear to stretch the existing boundaries of what could be considered an acceptable PSV role, either because they are obviously roles that would normally be paid (groom, driver etc), or are roles that appear to be operational in their focus (investigators, control room roles, forensic investigators etc).

Normally Paid Roles

- Bosun
- Car valet
- Driver
- Groom
- Tailor
- Vehicle Mechanic

Operational Roles

- CBRN Logistics Support
- Coroners Officer Support
- Counter Services/Enquiry
- CRI – e-Forensics/High Tech Crime
- CRI - Intelligence Team
- CRI – Public Protection Team
- Crime Scene Investigator
- Custody Investigation
- Deployment Manager – Control Room
- Deployment Manager – Force HQ
- Detained property
- Digital Investigation
- Digital Photographer
- Driver Training
- Drug Testing on Arrest
- Emergency Planning
- Financial Investigator
- Firearms Licensing
- Information Security
- Intelligence Inputter
- Investigator
- Licensing Support
- Operational Planning
- Pursuits Staff Office Assistant
- Scientific Support
- Stolen Goods Researcher
- Scientific Support
- Warrants Co-ordinator

Many of these roles are duplicated, with some changes in role title, across more than one force.

6. Plans to Increase the Scope of Police Support Volunteers

Table E shows the plans of forces to increase the number/scope of their PSVs. The direction of travel is clearly to both increase numbers and the range of duties for PSVs. This growth is a matter of concern to UNISON given the evidence set out in this report regarding the lack of any rigorous cost-benefit analysis of the use of PSVs, the encroachment of PSVs into operational and paid policing roles and the on-going government cuts to police budgets. The plans for PSV growth look unchecked in many forces and, if achieved, would lead in some cases to more PSVs than police staff being deployed in some force areas. The need for debate and scrutiny of these plans is clearly now in the public interest.

- **The following forces plan to increase their use of PSVs:**
 - Avon & Somerset
 - Bedfordshire
 - Cheshire
 - Derbyshire
 - Devon & Cornwall
 - Dorset
 - Durham
 - Dyfed-Powys
 - Essex
 - Hertfordshire
 - Humberside
 - Lincolnshire
 - Norfolk
 - North Wales
 - North Yorkshire
 - Northamptonshire
 - Northumbria
 - Nottinghamshire
 - South Wales
 - Suffolk
 - Thames Valley
 - West Yorkshire

- **The following forces are not planning any expansion of their PSVs:**
 - Cambridgeshire
 - Cumbria
 - Hampshire
 - Sussex

- **The following forces are non-committal regarding growth or otherwise:**
 - Cleveland
 - Dyfed Powys (PCC)
 - Gloucestershire
 - Greater Manchester
 - Kent

- Merseyside
 - South Yorkshire
 - Staffordshire
 - Surrey
 - Warwickshire
 - West Mercia
- **Highlights from Table E include:**
 - Cheshire plans to triple its PSV workforce
 - Derbyshire wants to increase PSVs tenfold
 - Dorset seeking 'significant increase' in PSVs by 2016
 - Humberside is looking for a threefold increase in its PSVs
 - Lincolnshire is aiming for a similar three times growth in PSV numbers
 - Norfolk wants to grow its PSVs by a third by the end of 2015
 - North Yorkshire wants to double its PSVs in the next 6 months
 - Northamptonshire has a target of doubling its PSVs to 1,000
 - Nottinghamshire plans a five-fold increase in PSVs by the end of 2015

7. Volunteer Police Community Support Officers (VPCSO)

UNISON became extremely concerned back in November 2013 when the College of Policing Professional Committee was asked to consider proposals for the service to develop a volunteer PCSO role. The proposals were apparently driven by the wishes of a small number of PCCs who are interested in developing a volunteer patrol role to 'complement' PCSOs, police officers and the special constabulary. The Lincolnshire PCC, in particular, has recruited volunteer PCSOs in his force and both Lincolnshire and Northamptonshire forces were willing to pilot the proposal.

The Professional Committee referred back the proposals for more background information and considered the proposal for a second time at its meeting on 5 March 2014. The College was asked to endorse the following:

'The creation of a VPCSO role would seek to mirror and support the current PCSO role, with its limited powers and accountability within the direction and control of Chief Constables. This approach would reinforce the brand and current value of PCSOs rather than dilute the brand of the Special Constabulary, or confuse with the role of Police Support Volunteers by giving additional powers.'

The main legal stumbling block to the idea of a VPCSO is the prohibition on any powers being designated to non-employees under the 2002 Police Reform Act. The College was looking for ways for VPCSOs to be deployed without these powers, on the basis that the Home Office had indicated that there was no appetite among ministers to change legislation on powers to facilitate VPCSOs in advance of the election.

From UNISON's point of view, the potential for VPCSOs to be deployed in forces which had made PCSOs redundant raised immediate concerns over job substitution. As a result of these concerns and our general opposition to the use of volunteers to take the roles of

established police staff, UNISON wrote to the CEO of the College, Alex Marshall, to put our opposition to VPCSOs firmly on the record. A copy of the letter is attached at Appendix B.

We are pleased to report that our opposition to VPCSOs struck a chord with others on the College Professional Committee, where there was a near unanimous consensus that this proposal was not one that the Committee, or the College, should support. Hopefully this proposal will not see the light of day again.

8. Police Support Volunteers and the Public Interest

UNISON's report on the rise of police support volunteers has discovered that a bewildering range of police functions is being given to well meaning amateurs at a time of massive cuts to the police staff workforce. This has happened without any public debate outside of the police service, and there are real questions as to whether the developments highlighted in UNISON's report are all in the public interest? In particular, UNISON's report is critical of those forces which have placed volunteers in roles which would normally be paid jobs, and/or roles which are clearly operational in their function.

UNISON believes strongly that the use of PSVs should now be the subject of a proper and open debate both within and outside the police service to address the following issues:

- Is the guarantee that PSVs are not encroaching on paid employment still being delivered by all forces?
- Are PSVs being used in roles which are not suitable for volunteers?
- Is the public interest being served by the current PSV arrangements in all forces? By public interest we mean, sufficient attention having been given to:
 - Vetting
 - Training
 - Role allocation
 - Supervision
 - Oversight of PSVs by the Independent Police Complaints Commission
- How robust are the force consultation procedures which ensure proper open scrutiny of PSV roles, and who is involved in final oversight and sign-off?
- What is the vision for the future for PSVs within the Police Service in England and Wales, particularly in the context of the likelihood of continuing police cuts?

These matters fall squarely into the remit of the new College of Policing and UNISON asks the College to respond to our report and convene the necessary consultative process to open up the issues raised in our report to both the service and the wider public to seek a new consensus if possible on the use of PSVs into the future.

TABLE A

Police Force	Police Support Volunteers January 2014	Reduction in Police Staff 2010 to 2014
Kent	850	-612
Thames Valley	536	-250
Northamptonshire	528	-349
Devon & Cornwall	482	-369
Northumbria	353	-778
Hertfordshire	352	-428
Lancashire	261	-435
Avon & Somerset	255	-118
West Yorkshire	252	-821
Durham	225	-143
Nottinghamshire	222	-265
Bedfordshire	221	-129
South Wales	201	-87
Hampshire	172	-652
Sussex	166	-242
Merseyside	165	-575
South Yorkshire	164	-429
Norfolk	162	-129
Dorset	155	-190
Humberside	132	-219
Greater Manchester	121	-815
North Yorkshire	120	-216
Surrey	120	-324
Staffordshire	77	-252
West Mercia	77	-344
Lincolnshire	71	-627
Warwickshire	68	-247
Cheshire	65	-399
Wiltshire	59	-180
Suffolk	53	-121
Gloucestershire	49	-178
Essex	37	-525
Cambridgeshire	36	-333
North Wales	36	70
Cleveland	23	-553
Dyfed-Powys	22	-53
Cumbria	21	-214
Derbyshire	15	-365
Leicestershire	*	-5

Police Force	Police Support Volunteers January 2014	Reduction in Police Staff 2010 to 2014
Gwent	*	-95
West Midlands	*	-895
Totals	6924	-13,891

TABLE B

Force	Total hours worked by police support volunteers in 12 month period	Police Support Volunteer Numbers as @ 1 January 2014	Average Hours per volunteer
Avon & Somerset Police	Not known	255	Not known
Bedfordshire Police	14,500 approx	221	66
Cambridgeshire Police	Not known	36	Not known
Cheshire Police	Not known	65	Not known
Cleveland Police	Not known	23	Not known
Cumbria Constabulary	1,288	21	61
Derbyshire Constabulary	Not known	15	Not known
Devon & Cornwall Police	14,056	482	29
Dorset Police	7,034	155	45
Durham Constabulary	Not known	225	Not known
Dyfed Powys Police	142	22	6
Dyfed Powys Police (PCC)	140 hours	37	4
Essex Police	Total not known	60	Not known
Gloucestershire Constabulary	Not Known	49	Not known
Greater Manchester Police	6,299	121	52
Gwent Police	No response	No response	No response
Hampshire Constabulary	15,500	172	90
Hertfordshire Constabulary	11,748	352	33
Humberside Police	17,479	132	132
Kent Police	Not known	850	Not known
Lancashire Constabulary	20,171	261	77
Leicestershire Constabulary	No response	No response	No response
Lincolnshire Police	9,362	71	132
Merseyside Police	11,276	165	68
Norfolk Constabulary	18,999	162	117
North Wales Police	Not Known	36	Not known
North Yorkshire Police	18,752	120	156
Northamptonshire Police	1,457	528	3

Force	Total hours worked by police support volunteers in 12 month period	Police Support Volunteer Numbers as @ 1 January 2014	Average Hours per volunteer
Northumbria Police	6,620	353	19
Nottinghamshire Police	4,746	222	21
South Wales Police	6,790	201	34
South Yorkshire Police	Not known	164	Not known
Staffordshire Police	896	77	12
Suffolk Constabulary	7,243	53	136
Surrey Police	32,000	120	266
Sussex Police	Not known	166	Not known
Thames Valley Police	70,459	536	131
Warwickshire Police	3,222	68	47
West Mercia Police	Not known	77	Not known
West Midlands Police	No response	No response	No response
West Yorkshire Police	19,432	252	77
Wiltshire Police	Not Known	59	Not known

TABLE C

Force	Cost of volunteers over 12 month period
Avon & Somerset Police	Not Known
Bedfordshire Police	£6,898
Cambridgeshire Police	nil
Cheshire Police	£2420 (April-Feb)
Cleveland Police	£1,300
Cumbria Constabulary	Not known
Derbyshire Constabulary	Not known
Devon & Cornwall Police	£16,609
Dorset Police	£166,871 (inc SCs)
Durham Constabulary	Not known
Dyfed Powys Police	£6,117
Dyfed Powys Police (PCC)	£5,176
Essex Police	£1500 vetting fees
Gloucestershire Constabulary	Not Known
Greater Manchester Police	£3,074 - Aug 2013-Feb 2014
Gwent Police	No response
Hampshire Constabulary	Not known
Hertfordshire Constabulary	£87,487
Humberside Police	£47,119

Force	Cost of volunteers over 12 month period
Lancashire Constabulary	£15,200
Leicestershire Constabulary	No response
Lincolnshire Police	£19,666
Merseyside Police	Not Known
Norfolk Constabulary	£229,714
North Wales Police	£4,095
North Yorkshire Police	£15,673
Northamptonshire Police	Not known
Northumbria Police	£33,405
Nottinghamshire Police	£10,633
South Wales Police	£9,343
South Yorkshire Police	£6,319
Staffordshire Police	£1,815
Suffolk Constabulary	£29,549
Surrey Police	£72,000
Sussex Police	Not Known
Thames Valley Police	£76,816
Warwickshire Police	£4,003
West Mercia Police	£1,291
West Midlands Police	No response
West Yorkshire Police	Not disclosed
Wiltshire Police	Not Known

TABLE D

Police Support Volunteer Roles in Police Forces

In response to an FOI request from UNISON, the following forces disclosed the role titles of their PSVs and the departments to which each role is assigned.

In many forces, there is a process in place by which the force seeks the approval of UNISON to the introduction of PSV roles. Branches are in a position to agree roles, but only if they do not compromise the guarantee that the roles will not substitute for a police staff post which either was, or should be, on the force establishment.

We highlight in yellow, those roles which have not been agreed via this process.

Avon and Somerset Constabulary

All roles agreed by force Volunteer Board on which UNISON is represented.

Job Role	Department
Alerter Trainer	Local Policing
Antique and High Value Theft	CID

Job Role	Department
Cadet Admin	Local Policing
Cadet Coordinator	Local Policing
Car Crime	Local Policing
CCTV	Local Policing
Chaplain	
CID Communications	CID
Communications	Local Policing
Community Contact	Local Policing
Community Researcher (Advanced)	Local Policing
Community Researcher	Local Policing
Community Safety Admin	Local Policing
Community Speed Watch	Local Policing
Community Trigger Support	Local Policing
Confidence Survey	Local Policing
Coroners Officer Support	Coroners Office
Customer Confidence/Reassurance	Local Policing
Disabled Police Association	Local Policing
District/Department Volunteer Coordinator	
Domestic Violence/Abuse Referral	CID
Field Testing	CID
Flood Road Closure	Local Policing
Flood Support Coordinator	Local Policing
Football Liaison Support	Local Policing
Force Headquarters Visitor Guide	Communications
Impact Engagement & Pathway Support	Multi-agency role
Impact Restorative Justice	Multi-agency role
IMPACT Service	Multi-agency role
IMPACT Transport	Multi-agency role
Incident Response	Local Policing
Independent Advisory Group Support	Local Policing
Internet Research	CID
Missing Persons Coordinator Support	CID
Missing Persons Support Comms	CID
Missing Persons Support District	CID
Mounted Section Groom	Operations
Neighbourhood Policing Information	Local Policing
Neighbourhood Advocate	Local Policing
Neighbourhood Policing POD	Local Policing
Neighbourhood/Restorative Justice	Local Policing
Operational Planning	Operations
Ops Planning Feeding POD	Operations
Outreach Support	Local Policing

Job Role	Department
Photo Databank Cataloguer	
Cadet Helper	Local Policing
Cadet	Local Policing
Police Post Support	Local Policing
Pubwatch	Local Policing
Puppy Walker/Socialising	Operations
Response and NH Team Support	Local Policing
RPU Education Assistant and Project Support	Local Policing
Rural Watch	Local Policing
SCLT Caseworker	Local Policing
SCLT Fundraiser	Local Policing
Scrap Metal Regulation	Local Policing
Service Questionnaire (Mystery Shopper)	Local Policing
Special Constabulary Coordinator	Local Policing
Training Role-Playing	Corporate L & D
Vehicle Maintenance	CID
VIPER Chaperone	Local Policing
Volunteer Sector Admin	Local Policing
Youth Project	Local Policing

Bedfordshire Police

Lack of clarity in the force regarding the approval process for PSVs. UNISON branch believes all roles highlighted in yellow should be paid police staff roles.

Job Role	Department
Cadet Support	Cadet Programme
Administrators/PA	SOIT
	Transearch Project
	Neighbourhood Watch
	Sports & Social Club
	Fingerprints
Information Security	MARAC
	Chief Constable's Office
	HR
	PSD
	Cadet Programme
Customer Services	CID
	Crime Reduction
	Police Authority
	Public Protection Unit
Integrated Offender Management Team	
Drivers	Drivers Consortium
Enquiry Office Staff	Satellite Stations

Job Role	Department
Force Control Room Operative	FCR
Operational Planning	Ops Planning Teams
Curator	Force Museum
Trainee Accountant	Finance

Cambridgeshire Constabulary

Job Role	Department
Speed Watch Co-ordinator	
Licensing Support	
Vehicle Tasking	

Cheshire Constabulary

All roles agreed by UNISON branch locally.

Job Role	Department
Police Alert	
Women's Network	
Community Engagement	
Community Project Administrator	
Community Project Coordinator	
Community Safety Responder	
Consultation	
Focus Group	
Heritage Watch	
Independent Advisory Group Administrator	
Independent Advisor Group Member	
Junior Safety Officers Scheme	
Museum Business Manager	
Museum Events and Assistant	
Museum Manager	
Museum Volunteer Coordinator	
Partnership Support	
PCSO Support	
Research Advisor	
Road Safety	
School Liaison Officer Support	
Special Constabulary Support	
Kennel Assistant	
Cadet Programme Administrator	
Watch Scheme	

Cleveland Police

UNISON Cleveland Police Branch has recently rejected the following proposed PSV roles:

- **Web Site Administrator**
- **Administrator Corporate Communications Team**
- **Economic Crime Unit Assistant**
- **Administrator Scientific Support Team**
- **Researcher Scientific Support**
- **Computer Forensic Assistant**
- **Data Control Assistant**

Job Role	Department
Community Safety Admin Support	
Coroners Support	
Police Authority Admin Support	
Control Room Admin Support	
Call back Admin Support	
Front Desk Admin Support	
Enquiry Desk Admin Support	
Chaplain Admin Support	
Data Protection Admin Support	
Media & Marketing Admin Support	
PCC Admin Support	

Cumbria Constabulary

Job Role	Department
Front Counter	Ambleside & Kirkby
Community Watch	Community Safety
Community Speed Watch	NPTs
Neighbourhood Policing Communications Assistant	NPTs
Community Safety Clerk	Community Safety
Crime Stoppers CID	CID Command
Hate Incident Safe Places Coordinator	Diversity Unit

Derbyshire Constabulary

Job Role	Department
Safer Neighbourhood Support	Buxton Division

Devon & Cornwall Police

UNISON objecting to Local Policing Support role which takes over some PCSO duties

Job Role	Department
CCTV	All Areas
Cadet Admin and Unit Support	All Areas
Community Speed Watch	All Areas
Community Watch Hub	All Areas
Heritage & Learning Resource Collections Assistant	Corporate Comms.
Horse Watch	Forcewide
Local Policing Support	All Areas
Street Safe Project	All Areas
Drivers	All Areas

Dorset Police

Job Role	Department
Victim Bureau	
Farm Watch	
Vehicle Cleaner	
CCTV	
OPCC Community Engagement Support	
Watch Scheme (Promotion & Support)	
Pubwatch	
Shopwatch	
Horse Watch	

Durham Constabulary

Roles agreed by UNISON locally.

Job Role	Department
Alcohol Harm Reduction	All Departments
CCTV Admin	All Departments
CCTV viewing	All Departments
CID Department	All Departments
Community Engagement Team	All Departments
Community Safety	All Departments
Crime Prevention	All Departments
Dog Support	All Departments
Events	All Departments
Farmwatch	All Departments
Financial Investigation	All Departments

Job Role	Department
Force Inventory - Furniture Disposal	All Departments
Intelligence	All Departments
Crime Team	All Departments
Bike Theft Reduction	All Departments
Peer Mentor Project	All Departments
Polish Pact and Facebook	All Departments
Website - Quality Assurance	All Departments
Scientific Support	All Departments
Street Pastor	All Departments
Training	All Departments
Driver	All Departments
Vulnerability	All Departments
Safeguarding	All Departments

Dyfed Powys Police

Hours for PSVs limited to max 2-4 per week per volunteer.

Job Role	Department
Custody Visitor	PCC
Animal Welfare Lay Visitor	PCC
Property Officer Support	NPTs
Licensing Admin Assistant	Territorial
PSV Coordinator Assistant	Corporate Development
Special Constabulary Admin Support	Territorial
FOI Admin Support	FOI Unit
Occupational Health Unit Support	OCH Unit
Puppy Walker	Dog Section
Criminal Justice Placement	Interns
IT Asset Management	IS & T Dept
Special Constabulary Duty Sheet Coordinator	Territorial
Health and Safety Department Support	H & S Dept

Essex Police

Job Role	Department
Museum	Front Office
PSV Coordinator	
Partner Coordinator	
Neighbourhood Policing Team	

Gloucestershire Constabulary

Roles agreed by UNISON branch locally.

Job Role	Department
Chaplain	LPA
CCT Operator	LPA
Archivist	Transactional Services
Bikesafe	Protective Services
Humane Animal Dispatcher	Protective Services

Greater Manchester Police

Job Role	Department
Administration Support	Division Administration Unit
	Business support Unit
Community Volunteer	Business support Unit
	Divisional Neighbourhood policing
	Unit/Teams
	Public Protection Investigation Unit
	Support and Performance
	Partnership Unit
	Command Team
GMP Band Volunteer	GMP Band
Museum Volunteer	Force Museum
Work Placement Volunteer	Neighbourhood Confidence & Equality

Gwent Police: FOI request acknowledged, but no information subsequently forthcoming

Hampshire Constabulary

Job Role	Department
Volunteer Bosun	Marine Unit
Volunteer CCTV Screening	District Crime and Criminal Justice
Admin Support	District Uniform
Volunteer Community Focus Assistant	Call management
Volunteer Crime Scene Investigator	Scientific Services
Volunteer CAF Admin Assistant	JOIU
Volunteer Classroom Maintenance Assistant	Training
Volunteer Community Court Co-ordinator	Criminal Justice
Volunteer Community Court Members	Criminal Justice

Job Role	Department
Volunteer Community Speedwatch PNC Researcher	RPU (JOCU)
Volunteer Custody Admin Assistant	Criminal Justice
Volunteer Custody Diversion Assistant	Criminal Justice
Volunteer Custody Investigation Team Admin Assistant	Crime & Criminal Justice
Volunteer Digital Scientific Services Assistant	Scientific Services
Volunteer Dog Welfare Transport Assistant	Dog Section (JOCU)
Volunteer Facilities Assistant	H3
Volunteer Financial Inv Analyst	Crime & Criminal Justice
Volunteer Fingerprint Bureau Admin Assistant	Serious Crime Directorate
Volunteer Force Historian	Extended Police Family
Volunteer Friend of Marine Unit	Marine Unit (Serious Crime Directorate)
Volunteer Honour-based Abuse Researcher	Crime & Criminal Justice
Volunteer Horsewatch Assistant	District SNT/Rural Policing
Volunteer Horsewatch Rural Mounted Patrol	District SNT/Rural Policing
Volunteer Initial Training Assistant	Training
Volunteer IOM Admin Assistant	Tasking & co-ordination
Volunteer IQA Assistant	Training
Volunteer Job Evaluation Team Assistant	HR
Volunteer LGBT Resource Group Admin Assistant	LGBT Group
Volunteer Marine Unit Assistant	Marine Unit (Serious Crime Directorate)
Volunteer Mobile Data Assistant	role obsolete
Volunteer Police Staff Investigator	Crime & Criminal Justice
Volunteer Nationalities Assistant	role obsolete
Volunteer Project Kraken Co-ordinator	Marine Unit (Serious Crime Directorate)
Volunteer Property Admin Assistant	Territorial Operations
Volunteer Public Order Training Assistant	Training
Volunteer Puppy socialiser	Dog Section (JOCU)
Volunteer Research and Analyst Assistant	role obsolete
Volunteer Safer Neighbourhood Team Assistant	District SNT
Volunteer Scenes of Crime Admin Assistant	Scientific Services
Volunteer Scientific Services Assistant	Scientific Services
Volunteer Special Constabulary Admin Assistant	Extended Police Family
Volunteer Special EPAC Assistant	Extended Police Family
Volunteer Targeted Patrol Assistant	District TPT
Volunteer Vehicle and Cycle Maintenance Support Assistant	District SNT/Crime & Criminal Justice
Volunteer Youth Offending Assistant	Criminal Justice

Hertfordshire Constabulary

Job Role	Department
Team Support	Public Order & Planning Unit
Team Support	Fingerprint Bureau
Older Persons Liaison Officer Support	Internal Protective Services
Memocam Technical Support	
eBay Support	Internal Protective Services
SOIT Team Support	County Community Safety Unit
SARC Team Support	County Community Safety Unit
DV & HBV Team Support	County Community Safety Unit
Sunflower Centre Support	County Community Safety Unit
Cadets Team Support	County Community Safety Unit
PLOD support	Corporate Services
Team Support	Legal Services
Awards Ceremony Support	Corporate Services
Team Support	Business Support
Team Support	Corporate Services
Team Support	Vetting Unit
Team Support	Custody
Team Support	Safety Camera Unit
Special Constabulary Support	Special Constabulary
Team Support	Crime Reduction
Team Support	Community Safety
Team Support	Offender Management
Team Support	Intervention
Team Support	Tape Library
SNT Support	Safer Neighbourhood Teams
Drivesafe	Drivesafe

Humberside Police

No PSV roles agreed with UNISON.

Job Role	Department
Community Safety	CSU
Enquiry Assistance	
Imaging Unit	
CID	
Licensing Department	
Specialist Crime Teams	
ID Suite	
Driver training	
Corporate Support Team	

Job Role	Department
Human Resources	
Independent Advisory Group	
Crime Reduction	
Farmwatch	
Central Ticket Office	
Neighbourhood Network	
CCTV	
Rural Community Safety	

Kent Police

Job Role	Department
Public Enquiry	
Neighbourhood Watch	
General Administration	
Public Support Units	
Property Office	
Maintenance	
Drivers	
Car Valet	
Gardening	
Call Back	
Recruitment Assessment Admin	
Mystery Shopper	

Lancashire Constabulary

In Lancashire, if UNISON objects to a proposed volunteer role then they are usually not taken on, particularly where a member of police staff has previously been performing that role. However, the branch is aware that some potentially disputed roles might slip through the net.

When approved each volunteer role has a strict time limit on its operation, but UNISON has become aware that at the expiry of some roles, managers are giving PSVs other work without going through the agreed process to do so. The branch is concerned that this could be impacting where police staff jobs have been dis-established or police staff made redundant.

Job Role	Department
Police Support Volunteer	Administration
	Communications Room
	Community Beat
	Community Cohesion and Diversity

Job Role	Department
Police Support Volunteer	Community Safety
	Corporate Development
	Human Resources
	Intelligence Unit (Divisional)
	Legal Services
	Management Support
	MAPS (Multi-agency Partnerships)
	Neighbourhood Policing
	Offender management Unit
	Operations Support
	POPs Coordination
	Professional Standards
	Professional Training
	Public Protection Unit
	Re-active Unit CID
	Road Policing Unit
	Scientific Support
	Training Centre
	Youth-crime & Disorder Reduction

Leicestershire Police: FOI request acknowledged, but no information subsequently forthcoming.

Lincolnshire Police

Job Role	Department
Cadet Leader	Cadets
CCTV	Local Policing
Community Engagement	Local Policing
Crime Scene Support	Crime Support
Front Counter	Communications
Vehicle Cleaner	Local Policing
Local Policing Support	Local Policing
Community Safety	Community Safety
Crime Enquiry Property Support	CID
Community Justice Panel	Local Policing
ASB Reassurance Call Back	Local Policing
Police Alarms Admin	Community Safety
Data Protection	Information Management
Newsletter	Volunteer Project
Licensing	Liquor Licensing
Role Play	L & D

Merseyside Police

Job Role	Department
Admin Assistant	Force Wide
Cadet Scheme Assistant	Force Wide
Casualty Bureau	Operations
Community Speed Watch	Force Wide
Chinese Language Line	BCU
Extended Police Family Support	Force Wide
General Enquiry Office Triage	BCU
High Tech Crime Unit Assistant	HTCU
Youth Club	BCU
Chaplains	Force Wide
Neighbourhood Support	Force Wide
Neighbourhood Watch	Force Wide
Police Band	Community Engagement
Puppy Walker	MSOC
Road Peace	BCU
Role Player	Academy
Volunteer Assessor	Academy

Norfolk Constabulary

PSV roles not agreed with UNISON locally; disputed roles in yellow.

Job Role	Department
180 Degree Norfolk	CRR Directorate
ASB Unit	County Policing Command
Branch Leader - NCPA	
CBRN Logistics Support	Protective Services
CCTV	Registered Charity
Community Engagement	County Policing Command
Coroners Office	Protective Services
Crime Prevention Support	County Policing Command
Customer Service Check Support	Performance & Analysis
Driver	Transport Services
ID Procedure	Criminal Justice
Operational Training Support	HR
PACT	Registered Charity
PEO Support	CRR Directorate
Property Support	Operational Business Support
PSV & Specials Team Support	HR
Restorative Justice	County Policing Command

Job Role	Department
Role Player	HR
SARC Support	CRR Directorate
SNT Support	County Policing Command
SNT Support (IT)	County Policing Command
Volunteer Interview Assessor	HR
VPD Support	CRR Directorate

North Wales Police

Job Role	Department
Neighbourhood Watch	Local Policing Services
Horse Watch	Local Policing Services
Neighbourhood Policing Team	Local Policing Services
Pubwatch	Local Policing Services
Mountain Rescue	Operational Support Services
Bikesafe	Operational Support Services

North Yorkshire Police

PSV roles not agreed with UNISON; disputed roles in yellow. The process to involve UNISON in PSV approvals is to be reinstated.

Job Role	Department
Administration	
CCTV	
Chaplain	
Driver	
Front Counter	
Gardener	
Head of Volunteering	
Role Player - level 1	
Role Player - level 2	
Rendezvous Point Officers	
SNT Support	
Team Co-ordinator	
Trainer	
Vetting Support	
Victim Survey	
Volunteers Advisor	
Watch Scheme Administrator	

Northamptonshire Police

PSV roles not agreed with UNISON branch. UNISON Branch is undertaking an audit of current roles following publication of the FOI list.

Job Role	Department
CRI Admin	JUSTD Admin
PSD Admin	PSD Information Team
CCTV	SECTO North East
COMSA	COMSA HQ
Cadet Drill Instructor	SECTO
Cadet Support	SECTO
Ceremonial Coordinator	COMSA
Communications Officer	CCD Media Team
Community Contacts	PVP Hate Crime Unit
Community Messenger	PCC Comms
Community Support	SECTO
Data Cleansing	CSINT Intelligence Team
Database Support	CICB Visual Evidence Team
Deployment Manager - Control Room	Force Control Room
Deployment Manager - Force HQ	Force Control Room
Detained Property	JUSTD Property Team
Digital Photographer	Website Team
Engage Administrator	Safer Roads Team
Museum Curator	External
IAG Treasurer - PCC	COMMU Public Involvement
IVET Office Support	CICB Visual Evidence Team
Image Capture Assistant	COMMU News & Publishing
Intelligence Inputter	INTEL Intelligence Team
Live Links Equipment	JUSTD Projects
Neighbourhood	COMSA Community Safety
Van Driver - Nightsafe	SECTO Corby Sector
Public Order Crowd Safety Support	HR
Public Order Role Play	SECTO
SCT	SECTO
Safer Community	SECTO
Safer Roads Enforcement	Safer Roads Team
Safer Roads Team Admin	Safer Roads Team
Serious Crime Reviews	CIPV Command
Smart Water	COMSA Community Safety
Stores Support Tailor	PROCR Stores
Scientific Support - student placement	CMD
Sunflower Centre Worker	CIPV Domestic Abuse Unit
UNISON Clerical Assistant	UNISON Team

Job Role	Department
Visual Evidence Volunteer	CICB Visual Evidence Team
ASB Liaison	SECTO
Child Exploitation Admin Support	PVP Child Protection Team
CBRN Administrator	HR
Community Speed Watch	Safer Roads Team
DPMU Assistant	PVP Domestic Abuse Unit
FCR Triage	Force Control Room
Information Assistant	PSD Information Team
LISP Assistant	SECTO
PVP consultant	PVP
Stolen Goods Researcher	SECTO
Training Assistant	REGCO
Visor Admin Assistant	PVP Domestic Abuse Unit
Warrants Co-ordinator	Force Performance Team
Chief Officers Admin	Administration Team
CRI - e-Forensics/High Tech Crime	High Tech Crime Unit
CRI - Intelligence Team	Forensic Investigators
CRI - Public Protection Team	Intelligence Team
Driver Training	HR
Watch Liaison	SECTO

Northumbria Police

Job Role	Department
Neighbourhood Policing	
Community Speed Watch	
Cadets	
Chaplains	
Watch Scheme	
Strategic Independent Advisory Group	
Independent Advisory Group	
Street Pastor	
Street Angel	
Mountain Rescue	
Lay Visitor - Custody	

Nottinghamshire Police

Job Role	Department
CCTV Evidence Viewer	
Lead Community Safety Volunteer	
Administration Support Volunteer	Training Dept

Job Role	Department
Administration Support Volunteer	PSD
Administration Support Volunteer	HR
Administration Support Volunteer	Crime & Justice
Administration Support Volunteer	Corporate Communications
QE2 Support Volunteer	Control Room
Firearms Licensing Volunteer	Firearms Licensing Department
Fraud/financial Investigation volunteer	Fraud financial Investigations Units
Digital Investigation Volunteer	Digital Investigations Unit
Printing volunteer	Printing Dept
Role play co-ordinator Volunteer Trainer	Training Dept
Facilities Volunteer	Facilities Dept
Speedwatch Admin	
Specials Recruitment Team Volunteer	HR
Pre-Crime Volunteer	Pre- Crime Units

South Wales Police

Job Role	Department
Police Band member	South Wales Police Community Band
Police Student Volunteers	Cardiff, Swansea & Glamorgan Universities
Barry Island Watch	Neighbourhood Policing
Community Safety Volunteer	Community Safety
Learning Development Services Volunteer	LDS
Equine Volunteer	Equine Section
Justice and Partnership Project Volunteer	Partnerships Department
Police Museum Volunteer	Corporate Communications
Hate Crime Volunteer	Community Safety Engagement Teams
Police Welfare Volunteer	Health & Welfare Department
Schools Community Volunteer	Schools Engagement Programme
Neighbourhood Policing Volunteer	BCU LPT

South Yorkshire Police

Process for UNISON involvement in decision making over volunteer roles degraded over recent years. UNISON branch disputes Community Safety role which strays into PCSO duties.

Job Role	Department
Community Safety	Local Districts
Lifewise	Community Safety
Cadet Leader	Community Safety
Digital Outreach Officer	Community Safety
Community Ambassador	Local Districts
Community Safety	
Safer Roads Community Champion	Safer Roads Partnership

Job Role	Department
Outdoor Space Maintenance	Lifewise
Pursuits Staff Officer Assistant	Roads Policing Group
Puppy Watcher	Dog Training School
Puppy Carer	Dog Training School
Puppy Sitter	Dog Training School

Staffordshire Police

PSV roles are agreed by UNISON locally.

Job Role	Department
Community Engagement Support	
Community Language	
Vehicle Fleet Support	
Custody Appropriate Adults	

Suffolk Constabulary

No process for consulting UNISON on PSV proposals.

Job Role	Department
Cafe/Bar support	
Safer Neighbourhood Team	
Human Resources Support	
CCTV	
Community Speed Watch	
Sexual Assault Referral Centre Support	
Community Safety Sponsorship Support	
Criminal Justice and Case Progression Support	
Role Player	
Driver	
Drug Testing on Arrest Support	
Occupational Health Support	
Learning and Development Support	

Surrey Police

PSV roles not agreed with UNISON.

Job Role	Department
ANPR	
ARV Mentor	
Boxing Inclusion Zone	

Job Role	Department
Car Valet	
Chaplaincy Support	
Christian Police Association	
Community Engagement	
Community Statement Taking	
Community Students	
Contact Management	
Coroners Officer Support	
Corporate Communications	
Countrywatch	
CPS/CJU	
Crime Reduction	
Custody	
Customer Service	
Drive SMART	
Drugs Liaison	
Emergency Planning	
Events	
Fleet	
Foreign Nationals	
Income Generation	
Junior Citizen	
Kennels	
Licensing	
MTPAS	
Mystery Shopper	
NHW	
Occupational Health	
Photographer (Comms)	
PSV HQ Team	
PPO (IOM)	
Project Pegasus	
Property	
Pubwatch	
Response support	
Role Play	
RPU	
Saddle Marking	
Safer Neighbourhoods	
School Speedwatch	
Small Ads	
SOIT	

Job Role	Department
Sports Minibus Driver	
Staff Associations	
Surrey Safety Camera Partnership	
Traffic & Process Unit	
Vehicle Maintenance	
Vulnerable Vehicle Scheme	
Witness Care Unit	

Sussex Police

Branch believes that the force needs to develop a distinct definition of what a volunteer is, as well as very clear guidelines in policy as to their use.

Job Role	Department
Chaplain	Brighton & Hove Division
Clerk	
Grace Eyre Foundation Job Coach	
Support Services Administrator	
Treasurer and Secretary	
Admin Court Reporting	
Cadet Leader	
Volunteer Coordinator	
Community Speed Watch	
Farmwatch	Communications
Extended Police Family Liaison	
Administration	East Sussex Division
Administration Clerk	
Administration Assistant	
Chaplain	
Clerk	
Community Accident Prevention	
Community Resolution Coordination	
Coroner Officer Support	
Data Input Assistant	
Domestic Violence Administrator	
Press Office Assistant	
Prosecutions	
Specials & Cadets Coordinator	
RADAR Admin Support	
Community Resolution Coordinator Support	
Administrator	Crime & Justice Dept
Assistant Accountant	
Crimestoppers	

Job Role	Department
Court Reporting Admin	
Policy & Inspection Team Admin	
CVU Support	HR
Church Liaison Community Engagement	West Sussex Division
Community Call Backs	
Mid-Sussex Tea Fund	
NHW Admin Support	
NPT Admin Support	
NPT Voluntary Admin	
NPT Volunteer Admin Assistant	
Office Admin, Southwater	
UNIT Manager	
VCC Volunteer Leader	
Admin	
Crime Researcher	

Thames Valley Police

The following PSV roles are identified as problematic by the UNISON branch.

PSV Counter Services: use of PSVs as front counter enquiry officers in Tier 1 police stations (rural/low footfall) is increasing. As more and more stations are re-designated as Tier 1, fully employed police staff, who work on front counters in Tier 2 stations are finding themselves at risk of redundancy and replacement with volunteers.

Critical Friend: TVP want to use ex Senior Officers, who used to work in Specialist posts, to come back in and work with the organisation on Operational Decision making, in some cases, when there is a specific Major Incident, and their 'experience' could come in handy. Although not taking away any current police staff roles, the local UNISON branch feels uneasy about 'outsiders', being involved in operational decisions. This is a particular concern because the force has staff who are probably just as capable, or in some cases, more capable, (allowing for current hands-on knowledge), of being involved in that process, thereby possibly restricting their ability to gain experience and progress within the role

Job Role	Department
PSV	
PSV Admin and Station Support	
Chaplaincy	Welfare
PSV Counter Services	Counter Services
Crime Prevention and Reduction	
Critical Friend	
Dog Section	

Warwickshire Police

Job Role	Department
Neighbourhood Watch	Community Protection
Community Speed Watch	
Hate Crime	Local Policing
Constabulary History Society	Volunteer Programme
Information Compliance Team	Information Compliance
Local Investigation Team	
Policing Priority Area Team	PPA Team
Publication Scheme Support	e-Communications
Safer Schools Partnership	Crime Prevention
Scientific Support Unit	Scenes of Crime
Analyst Assistant	Principal Analyst
ICT Database & File Storage Review	ICT Technical Support

West Mercia Police

Job Role	Department
Generic Volunteer	Local Policing
Generic Volunteer	Enabling Services Dept.

West Midlands Police: responded to the FOI request as follows:

- Our data is not organised in such a way as to allow us to provide this information
- The cost of compliance with your request is above the amount to which we are legally required to respond.
- West Midlands Police currently lack a single source means of recording the hours worked by volunteers.
- West Midlands Police are at this moment conducting a review of its existing volunteers within force

West Yorkshire Police

The UNISON branch has been trying to check to ensure that the "tasks" PSVs do are not fundamentally what looks like an existing job, or takes place so often that the role should be placed on the establishment. The branch definitely has an ongoing issue over the Property Clerk Assistant role and some of the others do look like other functions. Now that the branch has had the full list of PSVs it has asked for the tasks allocated to each PSV to evaluate them.

Job Role	Department
CCTV Liaison Assistant	Protective Services
Proactive Crime Prevention	Protective Services
Crime Scene Visitor Assistant	Protective Services

Job Role	Department
Operation Admin Clerical Support	Protective Services
Premises Search Record Clerical Support	Protective Services
Integrated Offender Management	Protective Services
CID Office Support	Protective Services
POCA Assistant Support	Protective Services
Wildlife Assistant	Protective Services
Chaplain	Protective Services
VIPER Assistant	HQ
Volunteers Coordinator (Performance)	HQ
Custody Clerical Assistant	HQ
Safer Schools Assistant	Neighbourhood Policing
Community Contact Points	Neighbourhood Policing
NPT Engagement	Neighbourhood Policing
Customer Service Ring-back	Neighbourhood Policing
Community Speed Watch	Neighbourhood Policing
Volunteer Coordinator Neighbourhood	Neighbourhood Policing
News Editor Neighbourhood Watch	Neighbourhood Policing
BME Customer Ring Back	Neighbourhood Policing
Helpdesk Assistant	District
Licensing Department Assistant	District
Property Clerk Assistant	District
Safeguarding Race Hate Coordinator	District

Wiltshire Constabulary: refused to disclose PSV role titles, stating that this would not be in the 'public interest'

TABLE E

Force	Future Plans
Avon & Somerset Police	" Wishes to continue to increase volunteering - to release staff to focus on core functions "
Bedfordshire Police	Our current plans are to establish specific numbers and skills for our volunteers and then raise the profile of the department to obtain more placements.
Cambridgeshire Police	Cambridgeshire Constabulary does not have any definitive plans to increase volunteer staff with regard to numbers or job titles
Cheshire Police	Numbers of volunteers are being increased to at least 300
Cleveland Police	The force does plan to expand the number of volunteers within their establishment, however exact plans are still unknown as the force is currently undergoing a change program and the new structures are either in their infancy or proposal stages. Once the structure is fully established, the gaps where volunteer assistance is required will become evident. The force will then be in a place to develop a meaningful volunteer strategy that will add value and resilience.
Cumbria Constabulary	No specific target on the recruitment of volunteers. New roles are currently being developed.
Derbyshire Constabulary	"ambition to recruit 150 PSV by 2017"
Devon & Cornwall Police	"the number of volunteers is likely to increase as the diversity of roles increase"
Dorset Police	The PCC has pledged to double recruitment of Special Constables and significantly increase the number of volunteers in Dorset Police by 2016
Durham Constabulary	It is anticipated that further roles will be created. No exact numbers known.
Dyfed Powys Police	Currently looking into developing new roles and exploring, researching further potential innovative and useful practices for volunteers
Dyfed Powys Police (PCC)	Continue the use of existing volunteer roles. Establish a new volunteering scheme of Independent Residents Panel to scrutinise the Force's complaints handling process. Approx 10 volunteers to be recruited in April 2014
Essex Police	College of Policing are looking at supporting Essex with a Police Support Volunteer Roadshow to assist with recruiting more volunteers. We are looking at adding "Active Citizens" to our PSV numbers
Gloucestershire Constabulary	Reviewing use of volunteers
Greater Manchester Police	We are currently advertising for 7 volunteer scheme co-ordinators
Gwent Police	No response

Force	Future Plans
Hampshire Constabulary	There are no plans to increase the number of police support volunteers. Other aspects such as Speedwatch may continue to grow
Hertfordshire Constabulary	The PCC launched his Volunteer Strategy in 2013, which explores the range of volunteering options available and looks to suggest ways to make them more accessible and available. Maximising the numbers of and contribution made by volunteers to the policing of Hertfordshire forms part of an objective from the Constabulary Operational Policing Plan 2013-14. Crime Reduction and community Safety initiated a mapping project looking at the current establishment of volunteers and identifying opportunities for growth across the force. The project was completed in October 2013. The new roles have yet to be agreed.
Humberside Police	Humberside Police intends to increase the number of volunteers to 300. All role areas of business are being assessed to determine if volunteers can provide additional support and assistance. This includes community engagement and safety, increasing our presence and communications in all communities
Kent Police	Currently considering a police cadet scheme
Lancashire Constabulary	We will ensure that we provide opportunity for all in our communities to be able to contribute in the delivery of service. We will ensure that volunteers are empowered to play an active role in shaping the future of the Constabulary and the services it provides. To achieve this we will target under-represented groups and provide opportunity for them to contribute, widen the number of tasks available for volunteering, provide progression pathways into paid employment or senior volunteering roles, engage staff associations and support networks to support those volunteers from under-represented groups i.e. the Lancashire Black Police Association, provide further opportunities within the Special Constabulary by increasing their establishment and develop a Lancashire Volunteer Police Cadet model and roll out across the force area with priority given to vulnerable areas.
Leicestershire Constabulary	No response
Lincolnshire Police	The force is seeking to increase the number of police support volunteers and other volunteers in line with the PCCs strategic plan. The aim is to look to achieve 250 police support volunteers by April 2016. The development of volunteer roles is a continuing process in response to operational/support services requirements. Any volunteer roles will be developed in line with the principles of the Volunteer Charter.
Merseyside Police	Whilst new roles are always being sought, there is a strict requirement that the role must not be one that has been or is being performed by a paid member of staff
Norfolk Constabulary	Plans are in place to increase the number of PSVs in Norfolk to 275 by the end of 2015 by increasing numbers in existing roles.

Force	Future Plans
North Wales Police	Plans to expand the number of volunteers but no target has been set.
North Yorkshire Police	The number of volunteers is anticipated to almost double in the next 6 months and there will be the addition of 7 further roles. In addition in the long-term, Community Safety Volunteers will be used by North Yorkshire Police which will further increase the numbers.
Northamptonshire Police	Plan to increase the number of PSV's to 1000
Northumbria Police	The use of police support volunteers is a thread within our volunteer strategy (alongside Special Constables and engagement with the voluntary sector) rather than the main focus. Northumbria has a volunteering strategy, which sees the use of volunteers as a key element of building improved trust and public confidence in the police. Within this, our priority is to develop community-based roles such as Community Speed Watch. A recent evaluation of our approach identified that CSW are highly valued by our community. We therefore seek to further expand this capacity.
Nottinghamshire Police	Superintendent Paul Anderson, who holds the portfolio for Volunteering at Nottinghamshire Police, is seeking to increase volunteers to over 1,000 by the end of 2015. This figure will INCLUDE Special Constables, Police Support Volunteers and Cadets
South Wales Police	The Extended Police Family Development Officer (who co-ordinates the volunteer scheme within South Wales Police) is looking to further enhance opportunities to engage with both further and higher education establishments, in order to continue to widen the engagement with the youth population.
South Yorkshire Police	Community Safety Volunteer role is currently a pilot and numbers may increase. South Yorcks Police will only increase the number of volunteers when there are opportunities to enhance the current service. No plans to develop new roles.
Staffordshire Police	Plans are in place for the progression of the Police Support Volunteers Scheme, which include the following: Volunteers to work at least once a month and therefore feel valued by the organisation, Promote the work currently being done by volunteers, Establish new roles for volunteers, Work more with partner agencies in the promotion/use of volunteers.
Suffolk Constabulary	Plan to increase the number of PSV's in Suffolk to 115
Surrey Police	" the programme will develop in accordance with force policy on engaging with citizens to support policing"
Sussex Police	No specific plans to increase the number of volunteers
Thames Valley Police	Currently seeking volunteers
Warwickshire Police	Policy review March 2015
West Mercia Police	West Mercia Police is currently undergoing a strategic alliance with Warwickshire Police and as part of the alliance a review will be undertaken to review the task profiles of volunteers and also how they can/do support and assist the police workforce.

Force	Future Plans
West Midlands Police	Not disclosed
West Yorkshire Police	West Yorkshire Police has an aspiration to increase the number of police volunteers to 1000 and increase the numbers of special constables to 1500 to meet current and future operational needs
Wiltshire Police	Not disclosed.

Appendix A

Home Office/Thames Valley Police Guidance on Police Support Volunteers

- Prior to the start of any volunteer programme development, it is necessary to establish why the force wants to involve police volunteers. If no response other than one based on cost is forthcoming, it is unlikely that a successful volunteer programme will be developed
- It is also important that differences between employees and volunteers, and the implications of these, are recognised by the force.
- It should be recognised at an early stage that volunteers are not cost free...there are significant costs associated with volunteering
- It is essential that careful consideration is given to the development of any volunteer management systems to ensure that they do not suggest an employment relationship
- It is important to recognise that voluntary work differs significantly from employment. Concern has been expressed in recent years about the growing trend of treating volunteers in exactly the same way as paid employees, with the exception of payment.
- Volunteers are not there to replace paid staff or cover staff vacancies and shortages
- Union and staff association representatives should be consulted with regard to appropriate volunteer roles to ensure that concerns over job substitution are avoided

Appendix B

Alex Marshall
Chief Executive
College of Policing
10th Floor
Riverside House
2a, Southwark Bridge Road
London
SE1 9HA

26 March 2014

Dear Alex

Proposals to Create Volunteer PCSO Role

I am writing on behalf of UNISON to object in the strongest possible terms to the recommendation which is going before next week's Professional Committee to establish a Volunteer Police Community Support Office (VPCSO) role. I refer to DCC Michael Bank's paper on this subject.

UNISON is opposed to the concept of the VPCSO role for the following reasons:

- With cuts being made by forces to their PCSO establishments, there is an obvious potential for VPCSOs to be used for job substitution. In order to avoid this, the College would have to insist that forces which had cut established PCSO numbers would not be allowed to deploy VPCSOs. Without this prohibition, how would the prohibition on job substitution be delivered in forces that had cut PCSO numbers?
- The continuing lack of consistency in the award of powers to PCSOs by chief constables across England and Wales has led to a confusing patchwork of PCSO capabilities and has compromised public understanding of their existing powers. UNISON continues to call for all PCSO powers on the statute book to become standard powers to deal with the existing post-code lottery. Deploying VPCSOs into this already confused and confusing environment is a recipe for increasing the lack of understanding of the PCSO role.
- The PCSO role is now welcomed by communities and PCSOs are firmly woven into the fabric of the police service. They have proved their worth. However, as you will remember, this acceptance was not achieved overnight and the attempt to introduce VPCSOs now threatens to undermine the

carefully built up integrity of PCSOs which has taken a number of years to establish.

- The concept of allowing volunteers to undertake a designated police staff role, such as PCSO, raises the alarming prospect of this concept being extended to volunteer scenes of crime officers, volunteer custody and detention officers or volunteer crime analysts. If you think through the logical consequences of allowing VPCSOs this is where the argument will take you.
- There is an existing volunteer police patrol role – it's called a Special Constable. The idea of a second volunteer patrol role is likely to confuse not only the general public, but also those individuals who might have been considering a career as a Special Constable
- It is not clear who would be charged with supervising VPCSOs. Would this task fall to PCSOs or to police officers?

We hope that the Professional Committee recognises the controversy that will be raised if the College decides to back the concept of the VPCSO. We will of course be making these points forcibly at the Committee next week and to this end, I would be grateful if you could copy this letter to members of the Committee in advance of the meeting please.

If the College decides to champion the VPCSO role, it will make it difficult for UNISON to persuade our PCCO members, in particular, that the College is acting in their interests and not seeking to substitute their paid employment with a down-graded special constabulary role.

Yours sincerely



Ben Priestley
National Officer
UNISON Police and Justice

ⁱ Police Support Volunteers: helping to build safer communities. Thames Valley Police & Home Office, p.4