



**'CROSSING THE LINE'**  
**POLICE SUPPORT VOLUNTEERS:**  
**RISING NUMBERS AND MISSION CREEP**

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## 1. Introduction

Between 2014 and 2017 the number of police support volunteers (PSVs) working for police forces in England and Wales grew by 837. Over the same period the number of paid police staff jobs was cut by 1,566. These statistics, and the other findings in this report, bear out UNISON's continuing concern that volunteers are being used to backfill some of the 20,000 police staff roles lost to government police cuts since 2010.

The Institute for Public Safety, Crime and Justice in its March 2016 Report *'2030 Vision: Specials and Police Support Volunteers at the Heart of Policing Reform'* suggests that volunteers should be *'central to policing models'*, and that *'we need to burst the artificial glass ceiling of assumptions about what it is and isn't possible or safe for volunteers to do'*. This is made yet more explicit in their statement that *'it is possible to think of a future where voluntary delivery models are the major part of policing delivery'*, describing it as a future *'in which volunteers significantly outnumber paid police roles... [and] are seen as a primary delivery mode for many aspects of policing'*.

UNISON finds these statements deeply concerning. Police forces should not be aiming to have the majority of their work done by individuals working for free. It would be very worrying if an emergency service like the police were aiming to rely increasingly on volunteers. Volunteers cannot be deployed in an emergency, because they are not employed under a contract of employment. And as UNISON has pointed out previously, the use of police support volunteers threatens the agreement between the Home Office, ACPO, the College of Policing and the trade unions that volunteers must not replace paid roles.

With these concerns in mind, we have called this UNISON report *'Crossing the Line - Police Support Volunteers: Rising Numbers and Mission Creep'*.

## 2. Background

In October 2014, UNISON published a report on police support volunteers (PSVs), based on information gathered through Freedom of Information (FOI) requests sent to police forces in England and Wales. This report was a comprehensive review of the use of police support volunteers, addressing the driving forces behind the increase in numbers, and problems with the emphasis on PSVs as a solution to the issues created by cuts to police funding. In our 2014 report we raised concerns that volunteers were being used as a replacement workforce to cover for the large scale redundancies in the police staff workforce resulting from government cuts.

This 2018 report by UNISON brings our research on police support volunteers up to date. Much has changed since 2014. The National Police Chiefs' Council (NPCC) issued its Citizens

in Policing (CiP) Strategy 2016-2019<sup>1</sup>, a paper based on research conducted in 2016, and produced a corresponding website, recruitment campaign<sup>2</sup>, and policy suggestions. At the time of our 2014 publication, there was essentially no guidance available on the use of PSVs. Since then, the College of Policing has published its PSV Manual - a comprehensive set of guidelines for forces recruiting, deploying, and managing volunteers<sup>3</sup> - and 2017 saw the Policing and Crime Act passed, which made it possible for chief constables to designate volunteers with significant police powers. There has also been a broader move towards recruiting PSVs to provide specialist skills, in addition to the more generic work that has previously been done by volunteers.

In July 2017, UNISON sent out a new set of FOI enquiries on volunteers to police forces in England and Wales. Based on the responses that we received to these inquiries, reports published by the NPCC and IPSCJ (Institute for Public Safety Crime and Justice), and communication with UNISON police staff branches, we have produced this latest report. It is an assessment of current use of police support volunteers and the changes in PSV statistics since 2014. Our report is a counterpoint to government/employer-led publications on volunteering within the Police Service.

Our research highlights changes in PSV and police staff numbers, the variation in PSV use and deployment between police forces, the distinct difference between volunteer policy and volunteers in practice, and a range of issues that merit greater public scrutiny.

UNISON remains deeply concerned that the police service is developing an unsustainable and unrealistic vision of volunteering, which may expose the public to risk and which at the very least requires proper public debate.

### **3. Executive Summary**

This report seeks to update UNISON's 2014 report on police support volunteers. It rehearses the background to the use of police volunteers, presents the significant changes which have taken place in the strategy on police volunteering and the roles and powers created for PSVs which have taken place over the last four years.

The key findings of our latest research on police volunteering can be summarised as follows:

#### **3.1 Home Office funding, via the Police Transformation Fund, has been given to the Institute for Public Safety Crime and Justice, to support the College of Policing Citizens in Policing Programme to develop policy and practice on police volunteering**

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<sup>1</sup> Jones, *Citizens in Policing Strategy 2016-2019*, National Police Chiefs Council, 2016

<sup>2</sup> <https://www.citizensinpolicing.net/news/nationwide-campaign-launched-recruit-volunteers/>

<sup>3</sup> <http://www.college.police.uk/What-we-do/Support/Citizens/PSVs/Pages/Establishing-a-volunteer-programme.aspx>

- 3.2 Police support volunteer (PSV) numbers have risen by 15% between 2014 and 2017.** Responses to our FOI questionnaire revealed wide variety in the direction of change in PSV numbers between 2014 and 2017. 13 forces showed a net decrease in PSVs over this period, but there was an overall net increase across all forces surveyed of 857 PSVs. This represents a 15% increase in numbers since 2014
- 3.3 Over the same period, the number of police staff, in the forces which responded to the FOI inquiry, declined by 1,566 feeding the on-going concern that PSVs are being used to replace paid police staff roles**
- 3.4 In Hampshire Constabulary, PSVs make up 35% of the combined paid police staff and PSV workforce.** The next highest ratio of PSVs in the police staff workforce is 25% in Devon and Cornwall; 19% in Hertfordshire Constabulary and 16% in Thames Valley Police
- 3.5 Only one force has introduced Volunteer Police Community Support Officers (Lincolnshire)** with Kent Police possibly hoping to follow
- 3.6 The severity of government police cuts may have impacted on the ability of forces to actually recruit, train and manage PSVs**
- 3.7 At least a quarter of forces still don't record the number of hours that PSVs provide to them**
- 3.8 Forces continue to use volunteer role titles that are undefined acronyms, or very vague, making it impossible to assess the nature of the role without further inquiry**
- 3.9 A third of forces surveyed have incomplete, or no, data on PSV ethnicity**
- 3.10 Many forces continue to deploy PSVs in roles which are controversial because their function appears to encroach on the work of paid police staff employees**
- 3.11 The only official statistic on PSVs to be published is the number of PSVs in each force.** From 2018 this information is now collected and published in the twice yearly Home Office Police Workforce reports. But if PSVs are as important to UK policing as is often suggested, it would seem sensible to collect and publish data not just on their numbers, but also their costs, deployment, and impact, so that trends could be assessed and forces held properly accountable

**3.12 UNISON is still not being consulted properly by all forces in relation to proposals regarding new PSVs.** When we asked UNISON police branches to comment on the quality of consultation from their forces in relation to proposals to introduce new PSV roles we received a wide range of responses. Some respondents indicated that consultation was inadequate, that UNISON's views were not always taken into account and that some forces introduced PSV roles against the wishes of the union.

#### **4. Who are Police Support Volunteers (PSVs)?**

The term police support volunteers (PSVs) refers to citizens who choose to voluntarily provide a resource to their local police force. Police volunteers are not an entirely recent development – there is a long history of volunteering to support the work of police forces in the neighbourhood watch and the special constabulary. However, funding cuts to policing over the last 8 years and policy changes regarding volunteering in policing have been accompanied by an increased interest in encouraging citizens to volunteer for their local police force, and an increased focus at higher levels of police management on the potential of PSV deployment. It is important that these policy changes do not go unexamined, and their potential impacts are critically assessed.

The Citizens in Policing (CiP) website<sup>4</sup> provides an overview of PSVs. CiP states that 'Across the UK, more than 32 million people... volunteer at least once a year', including '16,000 special constables, 10,000 volunteer police cadets, 9,000 police support volunteers, and 173,000 neighbourhood watch scheme coordinators'. Volunteer roles are outlined as broadly falling under the categories of special constables, police support volunteers, police cadets, and 'affiliated organisations'. This report covers only police support volunteers, and not the other three groups.

A point of particular relevance to UNISON's members is that PSVs are deployed in areas of work that are the preserve of police staff, not officers. If duties, which should be performed by paid members of police staff, are being delegated to volunteers that is a serious cause for concern for UNISON. Furthermore, the diversity of roles which volunteers are allowed and expected to perform is rapidly increasing, again potentially facilitating their move into work that should be paid.

To the credit of the College of Policing, their guidelines on PSVs are well thought-through and thorough. We were particularly glad to see their statement that in *'developing appropriate roles, it should be remembered that police support volunteers are not there to replace paid employees'*, as this is an issue which continues to be a source of concern. Less laudably, the Policing and Crime Act 2017 made it possible to give volunteers policing

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<sup>4</sup> <https://www.citizensinpolicing.net/>

powers (outlined in detail in section 5) – a development that we consider worrying and which UNISON opposes.

Volunteering can be valuable to police forces<sup>5</sup>, rewarding for the PSVs<sup>6</sup>, and a valuable bridge between a community and their police force, 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. We have to ask whether communities and the volunteers themselves are being put at risk, unsustainable strategies being promoted, and communities short-changed.

## 5. New Strategies for Police Support Volunteers

Since UNISON's 2014 report on Police Support Volunteers, the National Police Chiefs' Council has conducted its first major research into 'Citizens in Policing' (CiP), and set out a subsequent strategy for 2016-2019<sup>7</sup>. While the CiP strategy document posited volunteering as an area growing in both numbers and importance, responses to UNISON's FOI inquiry suggest that volunteer numbers have not risen, either as uniformly, or as significantly, as had been expected. In fact, despite the overall increase in PSV numbers, some forces have seen significant decreases in volunteer numbers. This information, combined with the CiP's recent volunteer recruitment campaign, suggests that volunteer numbers may not be growing at the uniform rate that the NPCC had hoped they might. As a result, volunteers are consequently providing less of a solution to the impacts of falling police budgets than was suggested a few years ago<sup>9</sup>. It may actually be the case that the severity of police cuts has impacted on the ability of forces to recruit, train, supervise and develop their police support volunteers. For example, at least one force was unable to respond to our FOI inquiry because its PSV coordinator had been made redundant.

Other PSV research and strategy papers published in 2016 include '*2030 Vision: Specials and Police Service Volunteers – At the Heart of Policing Reform*'<sup>8</sup> and '*Citizen Involvement in Policing*'<sup>9</sup>. Both are worrying in their approach and suggestions. The papers frame volunteers as a resource whose use needs to be better managed and more standardised – a move that we do not object to – but also as a significantly underused source of labour.

The use of PSVs as a source of labour is, however, generally couched in euphemism. Volunteers are rarely described as engaging in 'work' or 'labour' – a trend which is consistent throughout CiP, NPCC, and Institute for Public Safety Crime and Justice (IPSCJ)

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<sup>5</sup> e.g. Jones, *Citizens in Policing Strategy 2016-2019*, National Police Chiefs Council, 2016

<sup>6</sup> e.g. Anonymous, *I may be taken for granted, but there's nothing like being a special constable*, Guardian, 27 February 2016

Citizens in Policing, *Our stories*, <https://www.citizensinpolicing.net/our-stories/>

<sup>7</sup> Jones, *Citizens in Policing Strategy 2016-2019*, National Police Chiefs Council, 2016

<sup>8</sup> Britton & Knight, *2030 Vision: Specials and Police Service Volunteers – At the Heart of Policing Reform*, Institute for Public Safety Crime and Justice, 2016

<sup>9</sup> Britton & Callender, *Citizen Involvement in Policing – A critical but under-researched aspect of policing*, Belfast – Social Policy Association Conference, 2016

material. PSV research, official publications, and public statements all shy away from describing the work of volunteers as ‘work’, instead emphasising the ‘support’, ‘assistance’, and ‘additionality’<sup>10</sup> that PSVs provide. Other reports describe how volunteers provide ‘skills and capacity’<sup>7</sup>, are a ‘primary delivery mode’, and may even become ‘the major part of policing delivery’<sup>11</sup> – all of these terms neglecting to explicitly describe their contributions as work. To both argue for volunteers as a resource for ‘policing delivery’, and not label their contributions as ‘work’, is misleading. It highlights what we consider to be a central trend in PSV policy and strategy – that there has been a move, whether conscious or not, to get volunteers working for police forces, but avoid drawing attention to the phenomenon as real work. Further, while volunteers are seen as providing a source of labour, government and employer publications on PSVs fail to ask the obvious question of whether police forces should be having their work done by unpaid citizens?

Much of the research conducted on PSVs has been the work of the Institute for Public Safety Crime and Justice (IPSCJ). They have published a range of papers on PSVs, including surveys of volunteering statistics<sup>12</sup>, and strategic proposals<sup>13</sup>, to which we will refer in this report. With the support of the Police Transformation Fund, the IPSCJ has also been coordinating regional pilot projects relating to PSVs<sup>14</sup>, as will be discussed in the following section.

## 6. New Roles and Powers for Police Support Volunteers

The move towards expanding the remit of volunteers has not remained limited to the publication of reports. November 2017 saw the launch of a ‘volunteer policing initiative’, in which forces, supported by the IPSCJ and Police Transformation Fund, were given the opportunity to pilot projects relating to volunteers. According to the Citizens in Policing press release<sup>15</sup>, these projects included ‘*utilising Special Constables to run joint response vehicles with paramedics, involving Special Constables in counter-terrorism activities*’, and ‘*working with employers to encourage new ways of freeing up staff to volunteer in policing*’. Significant time and funding has been given to this initiative, indicative of the enthusiasm of the Home Office and the College of Policing for expanding the remit of volunteers.

The PSV roles being trialled as part of the Police Transformation Fund/IPSCJ project include the following:

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<sup>10</sup> ref

<sup>11</sup> ref

<sup>12</sup> Britton, Knight, & Moloney, *Citizens in Policing National Benchmarking Exercise: Phase One Findings Report*, IPSCJ, 2016

<sup>13</sup> Britton & Knight, *2030 Vision: Specials and Police Service Volunteers – At the Heart of Policing Reform*, IPSCJ, 2016

<sup>14</sup> *National Citizens in Policing Piloting Project*, [www.ipscj.org/national-citizens-policing-piloting-project](http://www.ipscj.org/national-citizens-policing-piloting-project)

<sup>15</sup> Citizens in Policing, *Volunteer policing pilot programme launches across 19 forces*, [www.citizensinpolicing.net/news/volunteer-policing-pilot-programme-launches-across-19-forces](http://www.citizensinpolicing.net/news/volunteer-policing-pilot-programme-launches-across-19-forces), 2017

**Essex Police Active Citizens:** a visual deterrent and a link between the public and police, to achieve more cohesive communities, interact with residents and help to make policing more transparent.

**Merseyside Police Volunteer Accountant:** works alongside officers and staff within the financial investigations unit, within the economic crime team.

**Hampshire Constabulary Cyber Specials and Cyber Volunteers:** Cyber Specials and Cyber Volunteers are the core of the digital community with high levels of technical expertise joining policing in their fight against cybercrime.

Supporting the roll out of more operational PSV roles, the Policing and Crime Act 2017<sup>16</sup> introduced major changes to the ‘Powers of police civilian staff and police volunteers’. In proposing these changes, the Home Office stated that it would be made possible for *‘volunteers to be designated with powers in the same way as staff’*. While this has yet to be widely implemented – the majority of roles performed by volunteers do not require any police powers - the precedent it sets is worrying. Further, the suggestion from the Home Office at the time that increasing powers for volunteers would *‘[free] up police officers to concentrate on core policing tasks’* strongly suggests that this policy was put forward in order to compensate for the impacts of police funding cuts. Instead of improving police funding and better supporting police forces, the Home Office appears to be suggesting that police forces get volunteers to do work that they can no longer pay for.

Most notably, the Policing and Crime Act 2017 legislated that ‘CS spray’ and ‘PAVA spray’ could be used by volunteer police community support officers, and that chief constables could award all police powers barring 7 reserved powers (power of arrest, stop and search, use of firearms etc.) to volunteers. It is important to clarify that we do not object to volunteers being given resources appropriate for the work they are tasked with. What we do object to is volunteers being put in positions of such responsibility and risk that CS and PAVA spray would ever be needed. This type of operational deployment is quite obviously not suitable for unpaid volunteers.

The developments set out in this report make evident that the threat of volunteer roles encroaching on the work of paid police staff is not confined to the page, but one that is entirely real.

## **7. Our Freedom of Information (FOI) Request**

In July 2017, UNISON submitted an FOI request to forces in England and Wales to discover information about PSVs. We did not send the request to the Met Police, or City of London Police, because UNISON does not organise in the two London forces.

34 forces responded to the FOI request.

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<sup>16</sup> Policing and Crime Act 2017, <http://www.legislation.gov.uk/ukpga/2017/3/contents/enacted>

Hampshire Constabulary responded by stating that they had 'over 1122 volunteers', but did not hold the information requested in a retrievable format and that to access the relevant information would cost in excess of £450. Their full response is copied in the appendix, in Section F.

The most notable change to the questions we submitted, as compared to those submitted in 2014, is the removal of a request for an estimation of volunteer costs. The responses we received in 2014 suggested that forces were very rarely able to provide or estimate the costs associated with PSVs. However, the responses on this issue which we received in 2014 appear to have been quite typical as in 2016 Britton et al.<sup>17</sup> found that '*[t]he understandings of financials related to police volunteering... [was] limited in many forces*' and there was '*little consistency in financial reporting*'. Due to the poor response we received on this issue in 2014, the volunteer cost question was omitted from our 2017 inquiry.

A copy of the full FOI request can be found at Appendix, Section G.

## **8. Summary of Main Trends in UNISON's 2017 Research**

Since UNISON's last report on PSVs in 2014, volunteer numbers have changed in all forces surveyed. While there was variety in the direction of change, including large decreases (e.g. Northamptonshire: -474), stability (e.g. Warwickshire: -4, Cleveland: +4), and large increases (e.g. Hertfordshire: +171), the net trend was an overall increase of 857 in the number of volunteers recorded across all forces since 2014. This equates to about a 15% increase in PSV numbers across this period.

One force – Lincolnshire - has also introduced Volunteer Police Community Support Officers (VPCSOs). The Kent Police and Crime Commissioner announced in 2017 that his force would be seeking to recruit 300 volunteer PCSOs.

Branches, for which we have information, indicate that in general they are consulted by their force on PSV proposals, but although some branches have been successful in rejecting inappropriate proposals, this is not a universal experience. However, information from our branches on the quality of trade union engagement with the employer over PSVs is partial, so we cannot say with certainty that good engagement with UNISON is happening to the same degree in all forces.

Our findings are reported in greater detail in the following section, and all data collected is reproduced in the Appendix to this report.

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<sup>17</sup> Britton, Knight, & Moloney, *Citizens in Policing National Benchmarking Exercise: Phase One Findings Report*, IPSCJ, 2016

## i. Police Support Volunteer Numbers by Force

**Table A** in the Appendix at the end of this report sets out the number of police support volunteers in each force in 2014 and again in 2017, and the change in numbers. **Table B** gives the number of volunteers as a percentage of the sum of police staff and volunteers.

**The information gathered by UNISON shows that, based on the data supplied by forces that responded to the FOI request in July 2017, there were 6858 PSVs registered with forces in England and Wales at this date.** This figure is less than the 9,000 PSV number previously claimed by the College of Policing 'Citizens in Policing' team, but in the same region as the new Home Office data for PSV numbers.

The Home Office began to publish official data on the number of PSVs in 2018<sup>18</sup>. The first available figures on PSV numbers were published in July 2018 and comprise the total number of PSVs in forces in England and Wales as at 31 March 2018. **The Home Office total count for PSVs on 31 March 2018 is 7,152, including British Transport Police (115), the Met Police (0) and the City of London Police (11).** The Home Office count only includes PSVs who are over 18 and who have been vetted by their force, thereby excluding police cadets, neighbourhood watch and speed watch volunteers. **Table C** in the Appendix shows the Home Office data on PSV numbers for the police forces in which UNISON organises and to which we sent our FOI request. In these forces the Home Office records a total PSV workforce of 7,026.

The percentage of the police workforce<sup>19</sup> (police staff plus volunteers, excluding police officers) made up by volunteers varied widely, from 2-3% in Bedfordshire, Greater Manchester, Gwent, and Staffordshire, to >35% in Hampshire.

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<sup>18</sup> Home Office 'Police Workforce, England and Wales, 31 March 2018' (19 July 2018)

<sup>19</sup> Number of police staff in relevant forces found in *Police workforce, England and Wales, 30 September 2016: data tables*, Home Office, <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-30-september-2016>  
*Police workforce, England and Wales, 30 September 2014: data tables*, Home Office

**Table 1: Highest numbers of police support volunteers, also expressed as a percentage of police staff workforce:**

Police force	Number of volunteers	Volunteers as percentage of total staff (staff and volunteers)
Hampshire	>1122	>35 %
Thames Valley	611	16 %
Devon and Cornwall	599	25 %
Kent	348	13 %
Hertfordshire	343	19 %
Avon and Somerset	312	12 %
South Wales	275	12 %
West Midlands	246	7 %
West Yorkshire	211	5 %
South Yorkshire	184	8 %

**Table 2: Lowest numbers of police support volunteers, also expressed as a percentage of the police staff workforce:**

Police force	Number of volunteers	Volunteers as percentage of total staff (staff and volunteers)
Gwent	16	2 %
Bedfordshire	19	2 %
Cleveland	27	6 %
Staffordshire	45	3 %
Cumbria	49	7 %
Northamptonshire	54	6 %
Warwickshire	64	9 %
Greater Manchester	90	2 %
Humberside	93	7 %
Nottinghamshire	94	7 %

## ii. Police Support Volunteer Hours by Force

**Table D** in the Appendix sets out the number of hours worked by PSVs in those forces which supplied the relevant data. It also shows the average number of hours per volunteer in each force.

The data shows that:

9 forces did not record the number of hours worked by their police support volunteers over the course of 2016. These forces are listed below, with their number of registered

volunteers adjacent. Kent Police informed us that, as of January 2017, they are now recording volunteer hours.

**Table 3: Forces not recording the number of hours worked by police support volunteers in 2016**

Police force	Number of volunteers
Cambridgeshire	117
Cheshire	158
Essex	135
Gloucestershire	176
Kent	348
Northumbria	117
South Wales	275
South Yorkshire	184
West Midlands	246
Wiltshire	211

Of the forces listed above, all have a significant number of volunteers, with five of them amongst the ten forces with the highest number of volunteers.

The inability of so many forces to account for the hours worked by their PSVs is concerning.

That said, while ‘further enquiry’<sup>20</sup> might provide a different picture of volunteer hour recording, if forces’ FOI responses state that volunteer hours are not recorded, we must assume that that is, in fact, the case. As hours were stated as not being recorded in a number of forces, it would seem that these forces are limited in their ability to quantitatively assess, report, and evaluate their use of volunteers. Given that volunteers make up a significant proportion of a number of police forces, this is a cause for concern.

An argument that has been used to refute suggestions that PSVs might replace paid staff is that PSVs work so few hours that that is not possible for them to replace paid staff, or alternatively that as PSVs aren’t working full-time hours, they can’t be replacing full-time staff. Our data provides a counterpoint to this position. In many forces, volunteers are working a lot of hours, with an IPSCJ report also highlighting that the ‘hours served by volunteers in policing is substantial’<sup>21</sup>, although as that statement includes hours worked by Special Constables and Volunteer Police Cadets, it is difficult to be specific regarding PSV hours alone. Britton et al. also note that there are ‘sizeable proportions of volunteer cohorts who are inactive or exhibiting very limited activity’, which could mean that the average hours per volunteer is significantly higher than we have calculated. While we cannot, without further investigation, assert that volunteer hours when totalled are

<sup>20</sup> Jones, *Citizens in Policing Strategy 2016-2019*, National Police Chiefs Council, 2016

<sup>21</sup> Britton, Knight, & Moloney, *Citizens in Policing National Benchmarking Exercise: Phase One Findings Report*, IPSCJ, 2016

equivalent to those of a full-time employee, given variation between individuals and roles, it is entirely plausible that the contributions of volunteers are at least buffering the need for more paid staff and compensating for paid positions that have been cut.

### iii. Police Support Volunteer Demographic Breakdown by Force

**Table E** in the Appendix shows the number of Male, Female, and BME-identified volunteers in each force. While a few forces had significant gender disparities (e.g. Kent: 225 male, 123 female), the overall distribution was relatively equal, with a slightly higher total number of male volunteers (2416) than female (2110). The Home Office Police Workforce data on PSVs bears out this conclusion from our FOI responses, showing that in March 2018 49.8% of PSVs were female and 50.2% male.<sup>22</sup>The questions posed did not ask about other/non-binary genders.

Without data on regional ethnic diversity, it is not possible to come to any conclusion regarding whether the volunteer make-up reflects that of the region. The number of forces that had incomplete, or no, data on ethnicity was significant, at just under a third of those surveyed. Given the emphasis that is put on the value of PSVs as ‘connecting communities to policing’<sup>23</sup>, it would be worth having a measure of how representative of ‘communities’ a region’s PSVs are. The Home Office Workforce data indicates that across England and Wales 6.6% of PSVs are what are termed ‘minority ethnic’. This is the same as the percentage of BME police officers, but less than police staff (6.8% BME) or PCSOs (9.5% BME)<sup>24</sup>.

### iv. Police Support Volunteer Role Descriptions

Police forces responding to the FOI request provided a list of PSV role descriptions currently deployed in their force.

**Section H** in the Appendix of this report provides a list of PSV role descriptions for each force that responded to our FOI. The data gathered shows that there is an enormous variety of PSV roles across different forces, and a lot of variation in how many separate/distinctive volunteer roles a force actually has. 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.

We were contacted by the College of Policing and the Programme Manager at Citizens in Policing following our 2014 report regarding PSV role descriptions. They highlighted that many volunteer titles were ‘misleading’ and *[did] not actually represent what the volunteer does*. They further found that a number of roles were not, in fact, volunteer roles at all, and had been included by forces in error. Their investigative work was informative and greatly appreciated. However, while they identify *‘the need for forces to be more precise in the way in which information of this nature is recorded’*, this need does not appear to have been

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<sup>22</sup> Home Office ‘Police Workforce, England and Wales, 31 March 2018’ (19 July 2018) p.35

<sup>23</sup> <https://www.citizensinpolicing.net/>

<sup>24</sup> Home Office ‘Police Workforce, England and Wales, 31 March 2018’ (19 July 2018) p.32

met. UNISON's latest research report shows that forces continue to use volunteer role titles that are undefined acronyms or very vague, making it impossible to assess the nature of the role without further inquiry.

Given that all forces have made significant cuts to their police staff workforces over the last 4 years, it is very likely in our view that some PSVs are being taken on to compensate for the loss of paid police staff employees. This process, whether intended or not, is one that should be a cause for concern.

The Citizens in Policing website<sup>25</sup> outlines the three key types of volunteer roles as

1. Those trained, managed and mentored within the force:

- Special Constables
- Volunteer Police Cadets
- Police Support Volunteers

2. Partnered and supported by the police:

- Neighbourhood and Home Watch
- Citizen Patrols [such as Street Pastors/Angels]
- Crimestoppers
- Speed watch
- Victim support

3. Holding the police to account through:

- Independent Advisory Groups
- Independent Custody Visitor Scheme

The Citizens in Policing web-site further outlines roles as including:

- Staffing police station front counters
- General administrative work
- Role playing for officer and staff training
- Skilled, professional work in areas such as social media and marketing
- Vehicle maintenance
- Criminal investigation support
- Updating victims and witnesses
- CCTV monitoring

A number of the roles outlined above look like they should be paid positions. Administrative work, staffing counters, maintaining vehicles, and 'skilled, professional work' should be paid. That said, one force clarified that front counter volunteers were taken on only in rural

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<sup>25</sup> <https://www.citizensinpolicing.net/>

stations where that role had not previously existed as a paid position, and a UNISON branch representative of another force similarly pointed out that the counter work done by their volunteers was limited, and in stations and offices that had not recently been staffed by paid employees. However, these clarifications address only a very few roles and forces, so it is still likely that some of the work done by PSVs compensates for paid positions that have been cut.

This is made more likely by both the CiP Conference, which highlighted the need for volunteers in more skilled roles, and the Institute for Public Safety, Crime and Justice '2030 Vision: Specials and Police Support Volunteers at the Heart of Policing Reform' (March 2016), referred to in the introduction, which pushes this concept further to suggest that *'it is possible to think of a future where voluntary delivery models are the major part of policing delivery'*, describing it as a future *'in which volunteers significantly outnumber paid police roles... [and] are seen as a primary delivery mode for many aspects of policing'*.

While it is admittedly not an exact science, we have classed any role that sounds like it might plausibly be a paid police staff role as 'controversial', and any that appear to be reasonable volunteer roles as 'uncontroversial'. We recognise that the hours worked by volunteers in those positions, and the precise nature of their work, cannot easily be known to us, which may lead to roles being unfairly classified. However, it remains the case that volunteer roles are encroaching on domains that we would argue should be the remit of paid staff.

- **Uncontroversial PSV Roles**

UNISON considers that the following roles, as deployed by many forces, and listed at **Section H** in the Appendix, are genuine volunteering roles that do not impinge on established police staff employment:

- BikeSafe Volunteer
- Cadet leader
- Chaplain
- Force Historian
- Neighbourhood Watch
- Police band
- Puppy Sitter/Watcher/Walker
- Pubwatch volunteer
- Role Player
- SpeedWatch Volunteer

- **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. This is 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**

- Bobby Van Operative
- Car Valeting
- Coroner's Court Volunteer Ushers
- Coroner's Office Admin Support
- Finance Admin
- Finance Assistant
- Front counter
- HR Admin
- Licensing Team Data & Admin Support
- Lifeguard
- Vehicle Cleaner
- Volunteer driver
- Vehicle Maintenance

- **Operational Roles**

- Volunteer Police Community Support Officers
- Child Abuse Investigation Unit (CAISU) Researcher
- Coroner's Office Support
- Crime Team Support Assistant
- DNA Recovery Lab
- Drugs Testing on Arrest (DTA) Support
- Intelligence Analysis Volunteer
- Prosecution Team Clerical Support
- Research and Intelligence Support
- Victim Contact Co-ordinator
- Volunteer – Serious Crime Reviews PVP

## **v. Powers**

As mentioned above, the Policing and Crime Act 2017 allows chief constables to grant police powers to volunteers. While this has so far seen very limited deployment, Kent Police has granted relevant policing powers to South East 4x4 response<sup>26</sup>. The legislation may not yet have had much impact, but it is undoubtedly a cause for concern due to both the impact it could have, and its being a visible sign of the move towards volunteers being given what should be paid work.

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<sup>26</sup> [www.kent-pcc.gov.uk/news/2017/062017/new-funding-grants-available-to-support-volunteer/](http://www.kent-pcc.gov.uk/news/2017/062017/new-funding-grants-available-to-support-volunteer/)

## **vi. Volunteer Police Community Support Officers**

Only one force has, since 2014, started using Volunteer Police Community Support Officers (VPSCOs). Lincolnshire Constabulary had 103 VPSCOs as of March 2017<sup>27</sup>. VPSCOs were first proposed in November 2013, driven particularly by this force. In UNISON's 2014 PSV report, we made the case that the potential for VPSCOs to be deployed in forces which had made PCSOs redundant raised significant concerns over job substitution.

In 2014, we hoped that this proposal would be laid to rest. It is encouraging to observe that, four years later, the majority of police forces surveyed had no plans to introduce VPSCOs. However, Lincolnshire has recruited substantial numbers of VPSCOs, which continues to set a precedent for other forces doing the same.

Kent Police announced its intention to recruit 300 VPSCOs at the end of 2017. It remains to be seen whether it will be possible for the force to recruit such numbers.

The PCSO workforce has been cut more dramatically than any other part of the police workforce since 2010. 40% of PCSO jobs have been lost since that time, with a very damaging effect on the ability of forces to deliver neighbourhood policing. One force, Norfolk Constabulary, abolished its entire PCSO workforce on 1 April 2018 and Suffolk Constabulary announced a 55% cut to its PCSO workforce in July 2018. The rise of VPSCOs in this context is extremely worrying, as the charge of job-substitution is almost completely impossible to refute given the level of cuts to the paid workforce.

## **9. Role of UNISON Branches in PSV Proposals**

UNISON branches play a key scrutiny role in relation to proposals for PSVs from forces. Most forces consult UNISON on proposed PSV roles, and where this is undertaken via a genuine partnership approach it can allow the union to reject inappropriate PSV role descriptions and monitor the on-going use of PSVs which have already been agreed. As part of the list of PSV roles in individual forces set out at **Section G** of the Appendix, we record, where available, the level and quality of engagement enjoyed by the UNISON branch in the force in respect of PSV proposals. It will be seen from the responses of individual UNISON police branches that the quality of engagement varies widely with some branches happy with the consultation over proposed PSVs and others unhappy with the fact that their force has gone ahead and deployed PSV roles which have, either been explicitly opposed by UNISON, or which have not been brought to the union's attention in the first place.

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<sup>27</sup> *Volunteer PCSOs...*, Citizens in Policing, 16 March 2017, <https://www.citizensinpolicing.net/news/volunteer-pcsos-community-based-police-volunteering-lincolnshire-police/>

## 10. Police Support Volunteers: Conclusion and Issues for Public Debate

UNISON's 2018 Report on the deployment of Police Support Volunteers (PSV) by forces in England and Wales shows that there continue to be problems with the ambition of some police leaders to push volunteering beyond acceptable boundaries. UNISON remains totally opposed to volunteers taking over work which should be the province of paid employees. The principle of no-job-substitution must be rigorously maintained and policed.

The conclusions we have arrived at in writing this report are that:

- i. The Institute for Public Safety, Crime and Justice (IPSCJ), supported by the Home Office, has a vision for volunteers, highlighted in this report, which pushes the boundaries of PSV deployment much further than is acceptable in our view. It is important that the IPSCJ vision is challenged in this respect.
- ii. Some of the Police Transformation Fund supported Regional Pilot Projects take volunteering into the realm of what UNISON believes should be paid employment. See Section 6 above.
- iii. PSV numbers have risen over the last four years by around 15 % which has to be compared with the 19% fall in police staff numbers between 2010 and 2017.
- iv. Volunteers may be seen as providing cost-free labour, but it is important to recognise that there are costs associated with their use; costs that we suggest need to be better accounted for.
- v. These costs are of particular importance if, as appears to be the case in some forces, volunteers may be taking on work that either has previously been, or should be, performed by paid staff.
- vi. Forces continue to use volunteer role titles that are undefined acronyms or very vague, making it impossible to assess the nature of the role without further inquiry.
- vii. Potential PSV mission creep is compounded by the 2016 Home Office reforms on PSV powers<sup>28</sup> and the subsequent 2017 Policing and Crime Act, which enable chief constables to designate volunteers with most police powers. The increasing encroachment of volunteer roles into work that would previously have been performed by paid staff is very nearly made explicit, with the Home Office stating that it will be made possible for *'volunteers to be designated with powers in the*

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<sup>28</sup> Home Office, *Police volunteers to be given powers without taking on role of special constable*, <https://www.gov.uk/government/news/police-volunteers-to-be-given-powers-without-taking-on-role-of-special-constable>, 20 January 2016

*same way as staff*'. While this has yet to be widely implemented – the majority of roles performed by volunteers do not require any police powers - the precedent it sets is worrying. Further, the suggestion that this will '*free* up police officers to concentrate on core policing tasks' strongly suggests that this policy is being put forward in order to compensate for the impact of police funding cuts. Instead of improving police funding and better supporting police forces, the Home Office is suggesting that forces get volunteers to do work that neither the government, nor forces, can pay for under the current police funding regime.

- viii. As volunteer hours are not being recorded in a number of forces, these forces and the College/NPCC/Home Office are limited in their ability to quantitatively assess, report, and evaluate their use of volunteers. Given that volunteers make up a significant proportion of the combined workforce of a number of police forces, this is a cause for concern.

As stated earlier, UNISON is not criticising individual volunteers, and we recognise that many forces are working to do the best they can, given their limited resources and significant cuts and constraints. However, the move to substitute paid roles with unpaid volunteers is not one that should be allowed to pass un-criticised.

Further, while we are glad to see that the College of Policing is taking the lead in setting reasonable guidelines for police service use of volunteers, we emphasise the need to continue to monitor how this translates into practice. It is helpful that the collection and publication of statistics on PSV numbers and demographics by the Home Office is now happening and should hopefully give all stakeholders the ability to track and evaluate trends in PSV use and deployment going forward.

Up until recently the lack of publically available facts and figures on PSVs frustrated proper analysis of the use of volunteers. As a result police forces and their leaders remained unaccountable, and their trade unions and staff associations, and most importantly the general public, remained poorly informed about a trend that could change the face of policing forever.

UNISON hopes that the publication of this, our latest, report into PSVs will add to the public debate about the use of volunteers to deliver policing and also generate further discussion between police stakeholders about this key development within the Service. On the basis of the findings in this report UNISON is asking forces, the Home Office and the College of Policing for:

- better/more transparent PSV role titles
- greater clarification of the role of volunteers
- an end to the encroachment of volunteer roles into previously paid police staff jobs
- an updated agreement on the principle and practice of no job substitution by PSVs
- greater funding for policing going forward to ensure that forces do not have to replace paid staff with unpaid volunteers

## Appendix

**Table A: Volunteer/Police Staff numbers 2014 – 2016**

.Police force	Police Support Volunteers January 2014	Police Support Volunteers 2017	Change in volunteers 2014-2017	Change in police staff numbers 2014-2017
Avon and Somerset	255	312	+57	+52
Bedfordshire	221	19	-202	-33
Cambridgeshire	36	117	+81	-66
Cheshire	65	158	+93	+88
Cleveland	23	27	+4	+72
Cumbria	21	49	+28	-74
Derbyshire	15	103	+88	+207
Devon & Cornwall	482	599	+117	-244
Dorset	155	149	-6	+168
Durham	225	117	-108	+36
Essex	37	135	+98	+14
Gloucestershire	49	176	+127	-2
Greater Manchester	121	90	-31	-270
Gwent	Not Available	16	-	-162
Hampshire	172	>1122	>950	+93
Hertfordshire	172	343	+171	-66
Humberside	132	93	-39	-381
Kent	850	348	-502	-74
Merseyside	165	95	-70	-96
Norfolk	162	120	-42	-45
Northamptonshire	528	54	-474	-146
Northumbria	37	117	+80	-166
North Wales	36	102	+66	-48
Nottinghamshire	222	94	-128	-441
South Wales	201	275	+74	-173
South Yorkshire	164	184	+20	-109
Staffordshire	77	45	-32	+40
Suffolk	53	172	+119	-104
Thames Valley	536	611	+75	-56
Warwickshire	68	64	-4	+55
West Mercia	77	154	+77	+117
West Midlands	Not Available	246	-	-120
West Yorkshire	252	211	-41	+355
Wiltshire	59	135	+76	+13
	<b>5739</b>	<b>6858</b>	<b>+857 net</b>	<b>-1566 net</b>

**Table B: Volunteers as % of staff total**

<b>Police force</b>	<b>Police Support Volunteers 2017</b>	<b>Police staff (including DOs and PCSOs) March 2017</b>	<b>Volunteers as % of staff and volunteer total</b>
Avon and Somerset	312	2313	12
Bedfordshire	19	894	2
Cambridgeshire	117	886	12
Cheshire	158	1494	10
Cleveland	27	392	6
Cumbria	49	654	7
Derbyshire	103	1382	7
Devon & Cornwall	599	1776	25
Dorset	149	1217	11
Durham	117	957	11
Essex	135	2020	6
Gloucestershire	176	745	19
Greater Manchester	90	4038	2
Gwent	16	660	2
Hampshire	>1122	2110	35
Hertfordshire	343	1446	19
Humberside	93	1331	7
Kent	348	2324	13
Merseyside	95	2033	4
Norfolk	120	1209	9
Northamptonshire	54	838	6
Northumbria	117	1612	7
North Wales	102	1077	9
Nottinghamshire	94	1227	7
South Wales	275	2103	12
South Yorkshire	184	2086	8
Staffordshire	45	1453	3
Suffolk	172	903	16
Thames Valley	611	3233	16
Warwickshire	64	687	9
West Mercia	154	1748	8
West Midlands	246	3524	7
West Yorkshire	211	3868	5
Wiltshire	135	975	12

**Table C: Home Office PSV Numbers Report (31 March 2018)**

<b>North East Regional Total</b>	<b>207</b>	Cleveland	84
		Durham	72
		Northumbria	84
<b>North West Regional Total</b>	<b>685</b>	Cheshire	77
		Cumbria	63
		Greater Manchester	106
		Lancashire	367
		Merseyside	72
<b>Yorks &amp; H/Side Regional Total</b>	<b>806</b>	Humberside	114
		North Yorkshire	265
		South Yorkshire	207
		West Yorkshire	220
<b>East Midlands Regional Total</b>	<b>763</b>	Derbyshire	123
		Leicestershire	240
		Lincolnshire	221
		Northamptonshire	45
		Nottinghamshire	134
<b>West Midlands Regional Total</b>	<b>508</b>	Staffordshire	150
		Warwickshire	69
		West Mercia	136
		West Midlands	153
<b>Eastern Regional Total</b>	<b>815</b>	Bedfordshire	13
		Cambridgeshire	84
		Essex	152
		Hertfordshire	267
		Norfolk	124
		Suffolk	175
<b>South East Regional Total</b>	<b>1,828</b>	Hampshire	477
		Kent	453
		Surrey	147
		Sussex	132
		Thames Valley	619
<b>South West Regional Total</b>	<b>971</b>	Avon & Somerset	300
		Devon & Cornwall	218
		Dorset	141
		Gloucestershire	180
		Wiltshire	132
<b>Wales Regional Total</b>	<b>443</b>	Dyfed-Powys	59
		Gwent	..
		North Wales	109
		South Wales	275
		<b>Total of 41 forces</b>	<b>7,026</b>

**Table D: Hours Worked By Volunteers**

<b>Police force</b>	<b>Total hours worked by police support volunteers in 12 month period</b>	<b>Police Support Volunteers 2017</b>	<b>Average hours per volunteer</b>
Avon and Somerset	10812	312	35
Bedfordshire	8804	19	463
Cambridgeshire	Not recorded	117	-
Cheshire	Not recorded	158	-
Cleveland	390	27	14
Cumbria	1180	49	24
Derbyshire	6604	103	64
Devon & Cornwall	9901	599	17
Dorset	9139.39	149	61
Durham	5926.76	117	51
Essex	Not recorded in 2017	135	-
Gloucestershire	Not recorded in 2017	176	-
Greater Manchester	8978	90	100
Gwent	Not recorded	16	-
Hertfordshire	17017.75	343	50
Humberside	11276.02	93	121
Kent	Not recorded in 2016	348	-
Merseyside	8256	95	87
Norfolk	13413	120	112
Northamptonshire	3899	54	72
Northumbria	Not recorded	117	-
North Wales	5708	102	56
Nottinghamshire	1319.5	94	14
South Wales	Not recorded	275	-
South Yorkshire	Not recorded	184	-
Staffordshire	3769.49	45	84
Suffolk	12503	172	73
Thames Valley	Recorded in different system, inaccessible under the budget and time constraints of an FOI	611	-
Warwickshire	4734	64	74
West Mercia	10322	154	67
West Midlands	Not recorded	246	-
West Yorkshire	24575	211	116
Wiltshire	Not Known	135	-

**Table E: Volunteer Demographic Data**

<b>Police force</b>	<b>Police Support Volunteers 2016</b>	<b>Male</b>	<b>Female</b>	<b>BME</b>	<b>notes</b>
<b>Avon &amp; Somerset</b>	312	163	144	47	5 gender not recorded, 57 ethnicity not recorded
<b>Bedfordshire</b>	19	10	9	5	
<b>Cambridgeshire</b>	117	45	72	9	12 ethnicity not recorded
<b>Cheshire</b>	158	63	94		Ethnicity not recorded
<b>Cleveland</b>	27	17	10		Ethnicity not recorded
<b>Cumbria</b>	49	34	15	0	
<b>Derbyshire</b>	103	51	80	7	
<b>Devon &amp; Cornwall</b>	599	355	244	2	
<b>Dorset</b>	149	60	89		Ethnicity not recorded
<b>Durham</b>	117	-	-	-	Not currently recorded
<b>Essex</b>	135	-	-	-	Information not held in format that allows to be extracted by means of a database query
<b>Gloucestershire</b>	176	101	75		Ethnicity not recorded
<b>Greater Manchester</b>	90	46	44	4	
<b>Gwent</b>	16	9	7	0	
<b>Hertfordshire</b>	343	169	174	28	
<b>Humberside</b>	93	44	49	5	
<b>Kent</b>	348	225	123	1	
<b>Merseyside</b>	95	50	45	4	
<b>Norfolk</b>	120	67	53	1	
<b>Northamptonshire</b>	54	24	30	2	
<b>Northumbria</b>	117	80	37	2	
<b>North Wales</b>	102	65	37	1	
<b>Nottinghamshire</b>	94	40	54	3	
<b>South Wales</b>	275	119	140	16	
<b>South Yorkshire</b>	184	83	101	6	16 ethnicity not recorded
<b>Staffordshire</b>	45	19	26	11	
<b>Suffolk</b>	172	87	86	19	
<b>Thames Valley</b>	611	317	294	46	
<b>Warwickshire</b>	64	26	38	4	
<b>West Mercia</b>	154	83	71	4	
<b>West Midlands</b>	246	125	109	2	
<b>West Yorkshire</b>	211	117	90	18	
<b>Wiltshire</b>	135	90	45	5	
		2784	2484	252	

## Section F: Hampshire Constabulary refusal notice

Hampshire Constabulary provided a refusal notice, copied below. They advised that they had over 1122 volunteers, but that to provide further information would exceed the FOI cost limit.

*'Hampshire Constabulary does not hold this information in a retrievable format.*

*The cost of determining if the information is held, locating and retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It is estimated that it would cost more than £450 to comply with your request.*

*Hampshire Constabulary has over 1122 volunteers. However not all volunteers have personal details recorded within the electronic personnel system. Therefore to provide the requested information extensive manual reviews would be required of all manual personnel files relating to volunteer staff in order to supply gender and BME. In addition not all hours worked will be held centrally, therefore searches required to extract this information would exceed the FOI cost limit in this case.'*

## Section G: The Freedom of Information Request

Forces were asked the following questions:

### 1. Police Support Volunteers

- a. How many police support volunteers are currently registered with your force?
- b. How many of these volunteers are:
  - Male
  - Female
  - BME
- c. Please list each different role description for your police support volunteers.
- d. What was the total number of hours worked in your force by police support volunteers in 2016?
- e. Please indicate which, if any, of your police support volunteer roles have been designated as 'policing support volunteers' in line with the *Policing and Crime Act 2017, Part 3, Chapter 1, Police Workforce, 38. Power of police civilian staff and police volunteers*
- f. Does your force intend to confer, or impose, any power or duty of a constable on any of your policing support volunteer roles, as provided for by the *Policing and Crime Act 2017, Part 3, Chapter 1, Police Workforce, 38. Power of police civilian staff and police volunteers*?
- g. If Yes, please list all those policing support volunteer roles on which you intend to confer, or impose, the power or duty of a constable, and list the powers or duties to be so conferred or imposed in respect of each role?

## 2. Volunteer Police Community Support Officers

- a. How many volunteer police community support officers are currently registered with your force?
- b. How many of these volunteers are:
  - Male
  - Female
  - BME
- c. What was the total number of hours worked in your force by volunteer police community support officers in 2016?
- d. Please indicate whether any of your volunteer police community support officer roles have been designated as 'community support volunteers' in line with the *Policing and Crime Act 2017, Part 3, Chapter 1, Police Workforce, 38. Powers of police civilian staff and police volunteers?*

## Section H: Police Support Volunteer Roles in Police Forces

(Total role figures reflect the number of distinct PSV roles, not the number of PSVs)

### Avon and Somerset Constabulary

#### Total roles: 41

Car Crime Volunteer  
CBRN Respirator Volunteer  
CCTV Volunteer  
Chaplain  
Christian Police Association (CPA) Administration  
Citizens Academy Coordinator  
Community Researcher Volunteer  
Community Speed Watch Volunteer  
Cyber Crime Specialist Support Volunteer  
Disabled Police Association Volunteer  
District/Dept Volunteer Coordinator  
Flood Road Closure Volunteer  
Flood Support Coordinator Volunteer  
Football Liaison Support Volunteer  
Force Headquarters Visitor Guide Volunteer  
History and Heritage Volunteer  
IAG Support Volunteer  
Impact Engagement & Pathway Support Volunteer  
Impact Restorative Justice Volunteer  
IMPACT Transport Volunteer  
Independent Advisory Group Support Volunteer  
Internet Research Volunteer  
Local Policing Support Volunteer  
Missing Persons Support District Volunteer  
Mounted Section – Volunteer Groom  
Neighbourhood Advocate Volunteer  
Black Police Association Support Volunteer  
Police Post Support Volunteer  
Pubwatch Volunteer  
Puppy Scheme Volunteer

Restorative Approaches (A&S) Volunteer  
RPU Education Assistant and Project Support Volunteer  
Rural Watch Volunteer  
SCLT Caseworker  
Service Questionnaire (Mystery Shopper) Volunteer  
Specials Recruitment Assessor  
Training Role-Playing Volunteer  
Vehicle Maintenance Volunteer  
VIPER Chaperone Volunteer  
Volunteer Police Cadet Leader  
Volunteer Police Cadet Scheme Support Role

## **Bedfordshire Police**

### **Total roles: 14**

Positive Action Team Assistant  
Coroner's Office Admin Support  
Licensing Team data & admin support  
Public Protection Unit Investigations Team admin & data support  
Cadet Instructor x 5  
Corporate Services Investigation data support  
Public Protection Unit Mental Health Services Team support  
Finance Assistant  
Local Policing Team admin support  
Customer Service Assistant  
Cybercrime data & investigation support  
Public Protection Unit Evidence log data support  
Force Museum Exhibit log assistant x 2  
Tape Library Professional Standards recording support

## **Cambridgeshire Constabulary**

### **Total roles: 51**

Cambridge City Speedwatch Coordinator  
Cambridge Research Volunteer

Children and Young People (CYP) Support Volunteer  
Fenland Business Liaison Volunteer  
Traffic Survey volunteer  
Victims' Hub Community Volunteer  
Stolen Cycle Support & Admin Volunteer  
Child Abuse Investigation Unit (CAISU) Researcher  
Local Communications Support Volunteer  
Mobile CCTV Volunteer  
SNT Admin Support Volunteer  
Victim Contact Coordinator  
Community Liaison Volunteer  
Crime and Confidence Contact Volunteer  
Cycle Crime Prevention Volunteer  
DAISU Volunteer  
PSV Area Speed Watch Coordinator  
Business Against Crime Volunteer (E-Cops)  
Project Support Volunteer  
Force Volunteer Coordinator  
Forcewide Speedwatch Volunteer Coordinator  
Intelligence Analysis Volunteer  
Media Viewing Volunteer  
Interview Panel Volunteer  
Meeting Liaison Volunteer  
Neighbourhood Watch Support Volunteer  
Online Communities Volunteer  
Positive Action HR Volunteer renamed Access Course Volunteer  
Property Recovery Volunteer  
Recruitment Telephone Research Volunteer  
Research & Administration Volunteer  
Research Volunteer  
Restorative Justice Facilitator Volunteer  
Role Player Volunteer  
Student Liaison Volunteer  
Vehicle Tasking Volunteer  
Injury Awards Advisor

Positive Action Support Volunteer  
Community Liaison Volunteer (Huntingdon)  
Newsletter Co-ordinator Volunteer  
Chaplain (PSV)  
Senior Chaplain (PSV)  
Volunteer Cadet Leader  
Community Safety Police Support Volunteer  
Community Resolution Facilitator Volunteer  
PPD Support Volunteer  
Victim Support Volunteer  
Fraud/Cyber Crime Prevention Marketing Volunteer  
Vulnerable Victim Support Volunteer (Fraud & Cyber)  
Crime Reduction Support Volunteer  
SCT Support Volunteer

### ***UNISON Engagement***

*The process in Cambridgeshire Police is that PSV roles are presented to the PSV working group and discussed. The branch sits on this working group for the discussions. The branch also has a right of appeal direct to chief officers if a particular role is disputed by the branch. The branch receives all new PSV role applications at the outset and is able to research arguments in readiness for the board. The branch have made it clear that it is not against volunteers per se, but the taking on of PSV's must not degenerate into a free-for-all role creation because PSV is the current in-word and managers should not be vying for PSV's where there is absolutely no need for them.*

*The branch will raise objections on the following points to any role submitted:*

- 1. The role is not enhancing the work done by employed staff*
- 2. The role is being taken up following a restructure in which the work was not required and therefore taken out of the employed staff's role*
- 3. The role is encroaching on the work done by employed staff*
- 4. There is absolutely no requirement for the role*

*Using these criteria, the branch has rejected the following proposals in the last 12 months:*

- CIT Research Volunteer*
- Intelligence Support Volunteer*
- Stop and Search Community Scrutiny Group Volunteer*
- Health and Safety Volunteer*
- Aviation First Responder PSV*

*Having said that, it would appear that the force is becoming reliant of PSV's across the board and the branch has raised concerns at chief officer level around this issue. The branch continues to resist strongly about any moves to bring in Volunteer PCSOs, which the force has now dropped.*

## **Cheshire Constabulary**

### **Total roles: 28**

Constabulary Band Manager  
Constabulary Band Member  
Community Engagement  
Operation Enhance Support  
Local Policing  
Partnership Support  
Road Safety  
Crimestoppers  
School Liaison Support  
Anti-Social Behaviour Order  
Cheshire Cares  
Victims Panel Volunteer  
Watch Scheme/Cheshire Police Alert  
IAG  
Community Support Mental Health  
Museum Manager  
Museum Events and Visitor Assistant  
Heritage Watch (Rural data)  
Photographer & Rural Twitter  
Local Policing (Rural data)  
Crimebeat Coordinator  
Road Safety 'A'  
Custody Visitors  
Frontdesk Auditor  
Consultation  
Dog Welfare/FD Audit  
Dog Welfare  
Call Auditor

## **Cleveland Police**

### **Total roles: 6**

Community Support  
Volunteer  
Duty Support Volunteer  
Vehicle Checker  
Rural Crime Team Volunteer  
IAG Secretary  
Role Player

### ***UNISON Engagement***

*The branch can confirm that the six volunteer roles, listed for our force, are correct and that we were consulted and agreed them. We had the Community Support Volunteer role amended as some of the proposed duties were crossing the boundary into the PCSO role.*

## **Cumbria Constabulary**

### **Total roles: 19**

Admin Volunteer  
All Watch Volunteer  
Bike Safe  
Business Improvement Volunteer  
Community Engagement Volunteer  
Community Speedwatch  
Country Watch  
Farm Watch Volunteer  
Front Counter Volunteer  
High Tech Crime Unit Volunteer  
Horse watch Volunteer  
Multi Agency Meeting support Volunteer  
Neighbourhood Policing Communication Volunteer  
Operation Encompass Volunteer - MFH  
Puppy Walker  
Restorative Justice Admin Volunteer  
Sexual Violence Prevention Volunteer  
Tecos Volunteer

## **Derbyshire**

### **Total roles: 11**

Role actors  
Cadet Support  
Community Support  
Police Station Support  
Vehicle Cleaning and Inventory  
Wildlife Support  
Licensing Team Support  
Cycle Secure  
Non-Evidential Language Interpreter  
Communications Support  
Uniform Task Force

## **Devon & Cornwall Police**

### **Total roles: 17**

ANPR Admin Support  
CCTV Monitor Volunteers  
Community Police Cadet Leaders  
Community Speedwatch  
D & C Community Watch Association  
Engagement Volunteer  
Healthy Relationships Support  
Heritage Learning & Resource Volunteer  
Lifeguard  
Local Policing Support  
Street Safe Patrol  
Trauma Risk Management support  
Vehicle Maintenance driver  
Victim Care Unit  
Volunteer driver

## **Dorset Police**

### **Total roles: 21**

NPR Support

CCTV Operator

Safe Bus

Community Messaging

No Excuse

Community Office

Neighbourhood Policing

Victims Bureau

Vehicle Cleaner

Horse Watch

CSW Admin

CSI Admin

Public Contact

OPCC Community Engagement

Cyber Crime

VST

Animal Welfare

Stop That Thief

Marine Section

BikeSafe

Shop Watch

### **UNISON Engagement**

Only roles which have UNISON agreement are advertised/filled

## **Durham Constabulary**

### **Total roles: 31**

Admin Support

BikeWise

CCTV

Community Speedwatch

Data Collation

Dog Support Volunteer

Driver Handyman

Driver Operations

Events

Evidence Related Property

Farmwatch

Front Office Support

Leaflet Drops

Media Facebook and Twitter

Neighbourhood Watch

Newsletters

Op Hawkeye\*

OP Spoke\*

PACT

Photography

Pubwatch

Safer Homes

School Activities

Service Update Bureau

Speedwatch Admin

Stores

Surveys

Training

Victim Support Letters

Vulnerability Support

*Youth Engagement*

## **UNISON Engagement**

UNISON has agreed the following roles, but rejected the proposal for a Community Support Volunteer.

<i>Admin Support</i>	<i>Agreed task</i>
<i>Animals/Rural/Wildlife Support</i>	<i>Agreed Task</i>
<i>Armourer Support</i>	<i>Agreed Task</i>
<i>Cadet Leader - DAAC</i>	<i>Agreed Task</i>
<i>Children &amp; Young People Support</i>	<i>Agreed Task</i>
<i>Community Speedwatch – in the community</i>	<i>Agreed Task</i>
<i>Crime Reduction Support</i>	<i>Agreed Task</i>
<i>CSI Support</i>	<i>Agreed Task</i>
<i>Custody CCTV &amp; custody log checks</i>	<i>Agreed Task</i>
<i>Digital/Cyber Support</i>	<i>Agreed Task</i>
<i>Dog Support</i>	<i>Agreed Task</i>
<i>Driver Handyman Support</i>	<i>Agreed Task</i>
<i>Driver Operations Support</i>	<i>Agreed Task</i>
<i>Events</i>	<i>Agreed Task</i>
<i>Evidence Related Property Support</i>	<i>Agreed Task</i>
<i>Intelligence Support</i>	<i>Agreed Task</i>
<i>Leaflet Drops</i>	<i>Agreed Task</i>
<i>Media (Facebook &amp; Twitter) Support</i>	<i>Agreed Task</i>
<i>Meetings</i>	<i>Agreed Task</i>
<i>Mini Motos</i>	<i>Agreed Task</i>
<i>Mini Police Support - DAAC</i>	<i>Agreed Task</i>
<i>Newsletters</i>	<i>Agreed Task</i>
<i>Neighbourhood Police Team Support</i>	<i>Agreed Task</i>
<i>Operation Hawkeye</i>	<i>Agreed Task</i>
<i>Operation Spoke</i>	<i>Agreed Task</i>
<i>PACT</i>	<i>Agreed Task</i>
<i>Photography</i>	<i>Agreed Task</i>
<i>PNC Support</i>	<i>Agreed Task</i>
<i>Safer Homes Scheme</i>	<i>Agreed Task</i>
<i>Speedwatch Admin</i>	<i>Agreed Task</i>
<i>Training/Exercises</i>	<i>Agreed Task</i>
<i>Victim Support Letters</i>	<i>Agreed Task</i>
<i>Vulnerability Support</i>	<i>Agreed Task</i>

## **Essex**

### **Total roles: 7**

- Administration Office Volunteer
- Citizens in Policing Team Volunteer
- Museum Volunteer
- Frauds and Scams
- Forensic crime department volunteer

Active Citizens  
Translator

### ***UNISON Engagement***

*The current UNISON branch secretary was not in post in 2016, but from asking those who were in the branch office it does not appear that the branch was consulted on the Active Citizens PSV role. It's the same for the hate crime roles.*

*As with all volunteer posts, the branch has some serious concerns. Not just in terms of the potential impact on police staff roles, but also in terms of discipline, security and standards of professional behaviour.*

## **Gloucestershire Constabulary**

### **Total roles: 18**

Bikesafe Volunteer  
Cadet Leader  
Cadet Volunteer  
External Police Staff  
Humane Animal Dispatcher  
Independent Custody Visitor  
Independent Advisor Group Vol  
Nhood Watch Sup Asst Volunteer  
OPCC Library Volunteer  
Police Chaplain  
Restorative Gloucestershire  
Volunteer  
Volunteer CCTV Check and DL  
Volunteer CCTV Operator  
Volunteer Disclosure Assistant  
Volunteer Fleet Care  
Volunteer Quality Assistant  
Volunteer Scheme Biographer

### ***UNISON Engagement***

*The system we have in Gloucestershire is that a manager will approach the Volunteer Co-ordinator (employed post) with the desire to recruit a volunteer. This is then made subject of a simple role profile which is circulated to interested parties (Vetting, Health and safety, Unison, Police Federation and HR) for comments. If there are comments around suitability of the role it is placed before our Citizens in Policing Panel and a final decision is made there. We are listened to and some roles we object to are not filled.*

## **Greater Manchester Police**

### **Total roles: 23**

Attraction & Recruitment Support Volunteer  
Community Engagement Facilitator Volunteer  
Community Engagement Volunteer - Hyde  
Community Support Volunteer  
Community Support Volunteer - LPT  
Community Support Volunteer - LPT North  
Community Support Volunteer - LPT South  
Community Support Volunteer - Neighbourhood Policing Team  
GMP Band Volunteer  
Independent Domestic Violence Vol IDVA  
Museum Volunteer  
Newsletter Volunteer - NCE  
SC Administrative support  
Special Constabulary Volunteer  
Student Safe Volunteer  
Videobox Volunteer  
Volunteer - Administrative Support NCE  
Volunteer - Employee Volunteering  
Volunteer Assistant - PPIU  
Volunteer Police Cadet Scheme Assistant Team Leader  
Volunteer Police Cadets Assistant Team Leader  
Volunteer Scheme Coordinator  
VPC Asst Leader

## **Gwent Police**

**Total roles: 4**

Cadet Leader  
Police Cadet Co-ordinator  
Hate Crime Project Support  
Police Support volunteer

**UNISON Engagement**

UNISON has agreed all PSV roles.

**Hertfordshire Constabulary**

**Total roles: 35**

Volunteer Cadet Instructor  
SNT  
Special Constabulary Support  
LCU  
Crucial Crew  
CIT  
Intervention  
PLOD Support  
Tape Library  
IOM Team Support  
Intel Team Support  
Custody  
ANPR  
Historical Society  
Dog Re-Homing Scheme  
Awards Ceremonies  
Corp Serv Admin Support  
Rost Support  
Vetting Unit  
Public Order Team Support  
Scientific Services  
Op Man Hunt  
Role Play

CCSU  
 CR & CS  
 CTC  
 SOIT  
 CEOP  
 Harm Reduction  
 Major Crime  
 Cocooning Team Support  
 SNT Seasonal  
 DriveSafe Volunteer Administrator  
 Missing Persons Unit  
*Rappaw Volunteer*

***UNISON Engagement***

*The process of volunteer recruitment in Hertfordshire Police was challenged in 2014 and both sides obtained legal advice.*

*Since that time all volunteer roles that are being requested, are the subject of a template proposal form. A panel which consists of the Volunteer Co-ordinator, the Superintendent in charge of Volunteers, a representative from HR and a representative from UNISON scrutinises the form and make a decision as to whether it is a suitable request, or not.*

*When roles are not agreed it is UNISON’s understanding that they are either not advertised, or the department requesting is given feedback and it may look to either pull the role, or amend the task profile.*

*Panels are intermittent as and when required.*

<i>Volunteer Cadet Instructor</i>	<i>Agreed</i>
<i>SNT</i>	<i>Agreed</i>
<i>Special Constabulary Support</i>	<i>Agreed</i>
<i>LCU</i>	
<i>Crucial Crew</i>	<i>Agreed</i>
<i>CIT</i>	
<i>Intervention</i>	
<i>PLOD Support</i>	
<i>Tape Library</i>	
<i>IOM Team Support</i>	<i>Not Agreed</i>
<i>Intel Team Support</i>	
<i>Custody</i>	
<i>ANPR</i>	

<i>Historical Society</i>	<i>Agreed</i>
<i>Dog Re-Homing Scheme</i>	<i>Agreed</i>
<i>Awards Ceremonies</i>	<i>Agreed</i>
<i>Corp Serv Admin Support</i>	
<i>Rost Support</i>	<i>Agreed</i>
<i>Vetting Unit</i>	
<i>Public Order Team Support</i>	
<i>Scientific Services</i>	
<i>Op Man Hunt</i>	
<i>Role Play</i>	<i>Agreed</i>
<i>CCSU</i>	<i>Not Agreed</i>
<i>CR &amp; CS</i>	
<i>CTC</i>	
<i>SOIT</i>	<i>Not Agreed</i>
<i>CEOP</i>	<i>Not Agreed</i>
<i>Harm Reduction</i>	
<i>Major Crime</i>	<i>Not Agreed</i>
<i>Cocooning Team Support</i>	
<i>SNT Seasonal</i>	<i>Agreed</i>
<i>DriveSafe Volunteer Administrator</i>	<i>Agreed</i>
<i>Missing Persons Unit</i>	<i>Not Agreed</i>
<i>Rappaw Volunteer</i>	<i>Agreed</i>

## **Humberside Police**

### **Total roles: 13**

Police Volunteers (Community Safety Volunteers) work in formal collaboration with Humberside Fire and Rescue since January 2013. All volunteers wear t-shirts / fleece that are double badged and cross over the services with the delivery of Fire Safety / Crime Reduction advice. Community Safety volunteers also assist with community engagement / leaflet drops.

Admin assistance (for both services)

Special Branch admin

PCC admin assistance

Safe places scheme coordinator

Front Counter assistance (only in rural stations where there haven't been previous employed staff)

Economic Crime Unit assistance  
Youth Engagement assistance  
Car maintenance assistance  
Corporate Communication Assistance  
Cadet leaders  
Role playing assistance  
Partnership working with third sector agencies

## **Kent Police**

### **Total roles: 24**

Bluewater Shop Crime Prevention Advice  
Car Valeting  
CID assistance  
CJU assistance  
Clergy  
Country Eye Partner Agency Work  
Country Eye emailing relevant partner  
CSU Admin  
CSU storm searches, updating internet w PCSO  
CSU/ASB team research/training  
CTU/Driver diversion admin  
Custody quality assurance  
Dover Partnership Against Crime Admin  
E-Watch assistance  
FHQ archaeological liaison  
Finance admin  
Firearms – filing, telephone enquiries  
Front counter – filing, general duties  
G safe admin and research  
Heritage Watch admin  
HR admin  
Integrated Offender management admin  
IPAC  
KPTS role-playing and admin

## **Merseyside Police**

### **Total roles: 19**

Cadet Leader  
Aftermath Coordinator  
Citizens in Policing Support  
Police Band  
Speedwatch Volunteer  
General Enquiry Office Volunteer  
Road Peace Volunteer  
Special Constabulary Support Officer  
Bikesafe Volunteer  
Volunteer Chaplain  
Neighbourhood Watch  
Titan Cyber Support  
Cyber Interventions Volunteer  
Dog Section Volunteer  
Roads Policing Administrator  
Equality and Diversity Champion  
Neighbourhood Support Volunteer  
Economic Crime Team Volunteer

### ***UNISON Engagement***

*Branch is consulted on and has to agree to all proposed PSV roles.*

## **Norfolk Constabulary**

### **Total roles: 17**

Volunteer-CCTV Operator Gorleston  
Volunteer-Community Engagement Volunteer  
Volunteer-Coroners Office Support  
Volunteer-Crime Prevention Support  
Volunteer-FLO Support  
Volunteer-Force Historian

Volunteer-ID Procedure Volunteer  
Volunteer-Local Policing Team Support  
Volunteer-PACT Volunteer  
Volunteer-Property Support Volunteer  
Volunteer-PSV & Specials Team Support  
Volunteer-Public Enquiry Officer  
Volunteer-Role Player  
Volunteer-SARC Support  
Volunteer-SIAS Developer  
Volunteer-Transport Services Volunteer  
Volunteer-Volunteer Cadet Leader

## **Northamptonshire Police**

### **Total roles: 22**

Volunteer-Administration Support Volunteer Justice  
Volunteer-Business Support Volunteer  
Volunteer-Chaplain  
Volunteer-Community Schools Challenge Volunteer  
Volunteer-CSI MOPI Volunteer  
Volunteer-Data Cleansing Volunteer  
Volunteer-Disability Access Volunteer  
Volunteer-DMU Research Volunteer  
Volunteer-Force Museum Curator  
Volunteer-Intel Team Research Volunteer  
Volunteer-PIU Team (CJC)  
Volunteer-Policy Library Volunteer  
Volunteer-Safeguarding Support Volunteer (FIB)  
Volunteer-Safer Community Volunteer  
Volunteer-Serious Crime Reviews PVP  
Volunteer-Sunflower Centre Worker  
Volunteer-Volunteer Community Speedwatch Admin  
Volunteer-Volunteer DPMU Assistant  
Volunteer-Volunteer Media Support  
Volunteer-Volunteer to Chief Officers  
Volunteer-Volunteer ViSOR Admin Assistant

## Volunteer-Watch Liaison Volunteer

### **UNISON Engagement**

*When considering volunteer roles the branch takes the approach of declining any volunteer roles that used to be, or could be, a police staff role, or any role that could be a part time, or full time, job.*

*We were supposed to have had a robust system in place that meant that any volunteer roles came through UNISON prior to them being approved, but the following list shows that it's not as we thought. Apparently, many of these roles were set up by managers who were unaware of the proper approvals process and therefore did not come via UNISON. In light of this report, ALL volunteer roles are now being reviewed with UNISON involvement and where appropriate they will be challenged. The process is also going to be refreshed and re-communicated. Most of the volunteer roles below have now been deleted as they were very old, out of date or no longer required. All roles have now been consulted on with UNISON and any we opposed, haven't been created.*

<i>Volunteer-Administration Support Volunteer Justice – Consulted no issues</i>
<i>Volunteer-Business Support Volunteer Consulted – no issues</i>
<i>Volunteer-Chaplain – Not consulted. In post for many years. No issues</i>
<i>Volunteer-Community Schools Challenge Volunteer – <b>Not consulted</b></i>
<i>Volunteer-CSI MOPI Volunteer – <b>Not consulted</b></i>
<i>Volunteer-Data Cleansing Volunteer – Consulted no issues</i>
<i>Volunteer-Disability Access Volunteer – Consulted, no issues</i>
<i>Volunteer-DMU Research Volunteer - unsure</i>
<i>Volunteer-Force Museum Curator – <b>Not consulted – no issues though</b></i>
<i>Volunteer-Intel Team Research Volunteer - Consulted and approved</i>
<i>Volunteer-PIU Team (CJC) – <b>Not consulted</b></i>
<i>Volunteer-Policy Library Volunteer – <b>Not consulted</b></i>
<i>Volunteer-Safeguarding Support Volunteer (FIB) – <b>Not consulted</b></i>
<i>Volunteer-Safer Community Volunteer – Generic role</i>
<i>Volunteer-Serious Crime Reviews PVP – <b>Not consulted</b></i>
<i>Volunteer-Sunflower Centre Worker – <b>Not consulted</b></i>
<i>Volunteer-Volunteer Community Speedwatch Admin – <b>Not consulted</b></i>
<i>Volunteer-Volunteer DPMU Assistant – <b>Not consulted</b></i>
<i>Volunteer-Volunteer Media Support – <b>Not consulted</b></i>
<i>Volunteer-Volunteer to Chief Officers – <b>Not consulted</b></i>
<i>Volunteer-Volunteer ViSOR Admin Assistant – <b>Not consulted</b></i>
<i>Volunteer-Watch Liaison Volunteer – <b>Not consulted</b></i>

## **Northumbria Police**

### **Total roles: 3**

Volunteer Police Assistant Cadet Leader

CSW Coordinator Job

CSW Volunteer Job

### ***UNISON Engagement***

*Confirm that the roles in respect of Northumbria are correct and the branch was consulted on them. We are also consulted on any new roles the force wishes to introduce.*

## **North Wales Police**

### **Total roles: 16**

BikeSafe

Chaplain

Community Speed Watch

Corporate Communications

Digital Investigation & Intel

EXODUS

HOLMES

Horse Watch

Mountain Rescue SAR Tactical Advisor

On Call – for MRT/Search and Rescue

PACT

Role Play

Safer Neighbourhoods Team

Student

Transport Services Support

West Rhyl and Town Centre Project Administration

## **Nottinghamshire Police**

### **Total roles: 26**

Administrative and Planning Support Volunteer  
Administrative Support Volunteer (Various Functions /Depts.)  
Coaching and Mentoring Volunteer  
Community Speed Watch Coordinator Volunteer  
Custody Support Volunteer  
Fraud and Cyber Crime Prevention Volunteer  
Neighbourhood Watch Crime Coordinator  
Tri Force collaboration UCPI Liaison  
Volunteer, Digital Investigation Unit

## **South Wales Police**

Police Student Volunteers  
Police Band Members  
Police Youth Volunteer Hub Leaders (Cadet Leaders)  
Neighbourhood Volunteers (Generic role profile)  
Administrative Support  
Coroners Court Volunteer Ushers  
Museum Assistant  
Police/Neighbourhood Watch Coordinator  
Scientific Support Volunteer  
Force Chaplains

## **South Yorkshire Police**

Volunteer Puppy Walker  
Transport Researcher and Analyst  
Volunteer Lifewise Facilitator  
Volunteer Court Usher  
Volunteer Puppy Sitter  
Digital Outreach Officer – Volunteer  
Volunteer Puppy Watcher  
Community Safety Volunteer

Vehicle Maintenance Assistant  
Volunteer Assistant  
Assistant Pursuit Staff Officer Volunteer  
SY Safer Roads Partnership – Volunteer Community Champion  
Chaplain  
Police Band Co-ordinator Volunteer

### **UNISON Engagement**

*Current branch secretary was not personally consulted about the above posts, nor aware of the branch being consulted previously.*

*Since August 2017, the branch has been consulted on the following:*

- **SYP Force Band Manager:** *to act as a point of contact between band member and SYP. Agreed.*
- **Specials Supervisor Co-Trainer & Role Player:** *To assist in role play for training new special constables. Agreed.*
- **Groom:** *Objected to the post*
- **Property Clerk:** *Objected to the post*
- **Rural Crime Volunteer:** *Objected to the post*

### **Staffordshire Police**

**Total roles: 6**

Cadet Assistants and Leaders  
Community Engagement Support Volunteer  
Community Language Volunteer  
Custody Appropriate Adult  
Remote Links Suite Volunteer  
Vehicle Fleet Support Volunteer

### **UNISON Engagement**

*Normal practice is that the force will send the branch the role profile of the proposed volunteer position, which the Branch Executive then consults upon. The Branch Secretary then makes a decision based on the feedback from the consultation. All the above roles have been agreed by UNISON via this process.*

## **Suffolk Constabulary**

### **Total roles: 30**

180 Degrees Support  
Bar Assistant  
CCTV Operator - Suffolk  
CJU Support  
Community Engagement Volunteer – Suffolk  
Community Safety  
Community Safety Translator  
Cybercrime Support  
Data Input Support  
DA Support  
Data Download Support  
Drugs Testing on Arrest (DTA) Support  
Force Chaplain  
HBV Support  
HR Support  
Information Management  
KUDOS Leader  
L&D Support  
Local Policing Team Support – Suffolk  
Metal Detecting  
MIT Support  
Museum Assistant  
Police Mutual  
PSV & Specials Team Support – Suffolk  
RMU  
Role Player – Suffolk  
Safeguarding & Welfare Translator  
Transport Services Volunteer – Suffolk  
*Volunteer Cadet Leader*

### ***UNISON Engagement***

The branch categorises PSV roles under three headings:

- **Unknown/Historical** – this is where there’s a PSV position but no historical information to know if the branch approved the role and records are not available in the Volunteers Office.
- **Not Supported** – Where we have said that we didn’t support, but the force recruited anyway.
- **Supported** – Where the branch didn’t oppose the recruitment. Please note that none of these roles perform duties of existing or former (made redundant) staff or officers.

180 Degrees Support	<b>Not Supported</b>
Bar Assistant	Supported
CCTV Operator - Suffolk	<b>Not Supported</b>
CJU Support	<b>Not Supported</b>
Community Engagement Volunteer – Suffolk	<b>Not Supported</b>
Community Safety	<b>Not Supported</b>
Community Safety Translator	Supported
Cybercrime Support	<b>Not Supported</b>
Data Input Support	Unknown prior to my taking office
DA Support	<b>Not Supported</b>
Data Download Support	<b>Not Supported</b>
Drugs Testing on Arrest (DTA) Support	<b>Not Supported</b>
Force Chaplain	Supported
HBV Support	Unknown prior to my taking office
HR Support	<b>Not Supported</b>
Information Management	<b>Not Supported</b>
KUDOS Leader	Unknown prior to my taking office
L&D Support	Unknown prior to my taking office
Local Policing Team Support – Suffolk	<b>Not Supported</b>
Metal Detecting	Supported
MIT Support	<b>Not Supported</b>
Museum Assistant	Supported
Police Mutual	Supported
PSV & Specials Team Support – Suffolk	Unknown prior to my taking office
RMU	<b>Not Supported</b>
Role Player – Suffolk	Supported

<i>Safeguarding &amp; Welfare Translator</i>	<i>Supported</i>
<i>Transport Services Volunteer – Suffolk</i>	<i>Supported</i>
<i>Volunteer Cadet Leader</i>	<i>Supported</i>
<i>PSV on Horseback</i>	<i>Not Supported</i>

## **Thames Valley Police**

### **Total roles: 12**

PSV Neighbourhood Policing  
 PSV Partnerships  
 PSV Chaplaincy  
 PSV Counter Services  
 PSV Critical Friend  
 PSV Admin & Station Support  
 PSV Cadet Leader  
 PSV Dog Section  
 PSV Learning & Development  
 PSV Operations  
 PSV Vehicles & Driving  
 PSV – Volunteer

### ***UNISON Engagement***

*We are aware of, have been consulted on, and have agreed the volunteer roles in the attached document.*

## **Warwickshire Police**

### **Total roles: 5**

Administrative Support (Incl. HR, local policing units, HQ)  
 Police Chaplains  
 Ushers in Coroner's Court  
 Vehicles Volunteer  
 Victim Satisfaction Volunteers

### ***UNISON Engagement***

*I can confirm that UNISON Warwickshire Police Branch is consulted on all volunteer roles.*

*We have regular meetings to discuss whether a role can be undertaken by volunteers or if it should be a paid post.*

## **West Mercia Police**

### **Total roles: 5**

Administrative Support (incl. HR, local policing units, HQ)

Police Chaplains

Ushers in Coroner's Court

Vehicles Volunteer

Victim Satisfaction Volunteers

## **West Midlands Police**

### **Total roles: 3**

Custody Visitor

Voluntary Chaplain

Volunteer

## **West Yorkshire Police**

### **Total roles: 82**

Administrator

Anti-Social Behaviour Contact Point Support

Anti-Social Behaviour Ringbacks

Anti-Social Behaviour Ringbacks Support

Anti-Social Behaviour Vulnerability Surveys

ASB Link Officer support

ASB Link Support Assistant

ASB Officer Support

Assisting Volunteer Co-ordinator

BME Victim Ringback Assistant

Business Change Assistant

Cadet Leader

CATO Clerical Support

CCTV Support

Change Course Co-ordinator

Child Safeguarding Clerical Support  
CID Clerical Support  
City Hall Council Contact Point Volunteer  
Community Speed Watch  
Community Speedwatch Support  
Converter Team Clerical Support  
Corporate Communications Media Assistant  
Corporate Communications Public Relations Marketing Assistant  
Crime Prevention Panel – Proactive Crime Prevention  
Crime Scene Visitor Assistant  
Crime Team Support Assistant  
Custody Clerical Assistant  
Custody Clerical Support  
District Neighbourhood Investigations Assistant  
District Neighbourhood Investigations Support  
District Wildlife Assistant  
DNA Recovery Lab  
Domestic Violence Safeguarding Unit Clerical Support  
Economic Crime Unit and Trading Standards Support  
European Arrest Warrant Team  
Evidence Stores Disposal Support  
Explorer Support  
Explorers and Volunteers District Training Support  
Families First Clerical Support  
Force Band  
Force Chaplain  
Forensic Submissions Unit  
FPIU Open Source Researcher  
Hate Crime Clerical Support  
Health and Safety Support  
Helpdesk Assistant  
HR Clerical Support  
HR Personnel File Management  
Intranet Support  
IT Agile Assistant

Leeds Community Action Network  
Leeds Watch and BACIL Support  
MARAC Clerical Support  
Neighbour Policing Engagement Assistant  
Neighbourhood Newsletters  
Neighbourhood PSV  
Neighbourhood Watch Scheme Assistant  
Neighbourhood Watch Scheme Support  
Neighbourhood Watch Support  
NHW Assistant  
NPAS Aviation Support  
NPT Clerical Support  
NPT Hub Support  
PDU Database Clerical Support Volunteer  
Proactive Crime Prevention Assistant  
Proceeds of Crime Assistant  
Property Assistant  
Prosecution Team Clerical Support  
Public Enquiry Counter  
Regional Forensic Intel Unit  
Regional Forensic Unit CCTV  
Research and Intelligence Support  
Safeguarding Clerical Support  
Safer Schools Assistant  
Special Constabulary Support Assistant  
Specials Liaison Officer Support  
Specials Volunteer Hub Support  
Stable Hand Assistant  
Vehicle Fleet Assistant  
Victim of Crime – Customer Service Ringbacks  
Victim Support and Liaison  
Viper Identification Assistant

***UNISON Engagement***

- *The consultation process over proposed PSV roles had fallen by the wayside until the recent creation of the “Citizens in Policing” Board and all roles are now being reviewed.*

- All “new” roles, or changes to existing volunteer functions, will be agreed
- The branch is still gathering data as to which of the previous tasks have been agreed and may have been altered without agreement. Roles may have been re-titled, but remain the same.

## **Wiltshire Constabulary**

### **Total roles: 13**

Bobby Van Operative  
 Cadet Core leader  
 Chaplains  
 Firearms and Knife Education  
 Management Performance Coach  
 Office Support Volunteer  
 Online Safety  
 Police Information Point  
 Recruitment Liaison  
 Restorative Justice Facilitator  
 Volunteer Investment Value Auditor  
 Watch Scheme Processor

### ***UNISON Engagement***

1. Bobby Van Operative: consulted and the role was agreed
2. Cadet Core leader: consulted and role was agreed
3. Chaplains: consulted and role was agreed.
4. Firearms and Knife education: *consulted we did not agree as we felt that this type of education can be done by Community Policing Team. As it happens it was not recruited into.*
5. Management performance coach: consulted and role was agreed
6. Office Support Volunteer: consulted and role was agreed
7. Online Safety: consulted and role was agreed
8. Police Information Point: *consulted and objected to the role as it was an Enquiry*

## *Officer role*

9. *Recruitment Liaison: consulted and objected as believed this should be a Police Staff role*

10. *Restorative Justice facilitator: consulted and objected as we did not think it was right that Police Staff could potentially end up at a person's address with a member of a public to conduct Restorative Justice and all the problems that could bring.*

11. *Volunteer Investment Value Auditor: consulted and objected on grounds it could be a paid role. It has not been recruited to.*

12. *Watch Scheme Processor: consulted and objected on the grounds that there was a paid member of staff doing speed watch and they now wanted a volunteer to do the same work for neighbourhood watch.*