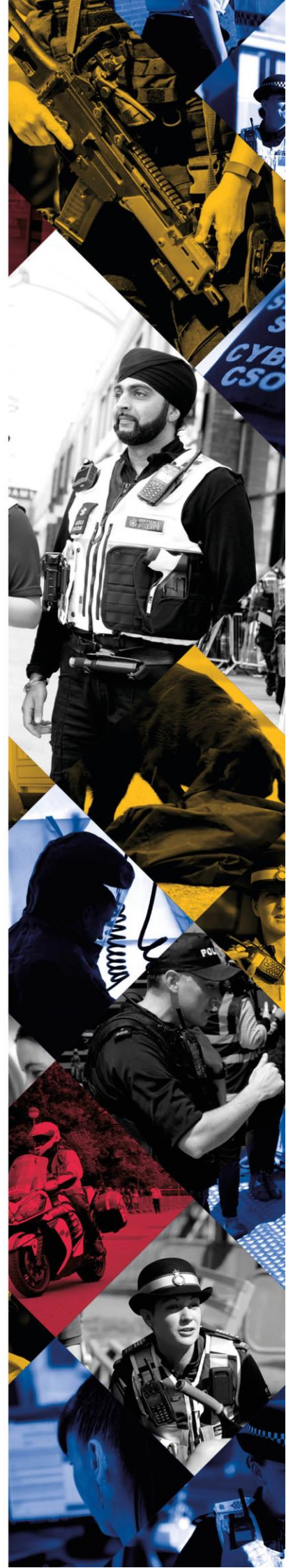




# Annual Volunteer Report

Citizens in Policing  
2022



# 1. PURPOSE AND RECOMMENDATION

The purpose of this report is to highlight the past 12 months volunteering activity within the Gwent Police Citizens in Policing (CiP) portfolio.

There are no recommendations requiring a decision.

# 2. INTRODUCTION & BACKGROUND

This report provides an annual update on the volunteering activities, including the Special Constabulary, Police Support Volunteers and Volunteer Police Cadets. Whilst the management and overall work of schemes such as the Independent Advisory Group (IAG) and Community Speed Watch do not currently sit within Citizens in Policing (CiP), they are still requested to align themselves to the CiP governance, with regards to their volunteering activities and numbers. A brief update on their volunteering activities is also included.

In March 2022 the CiP national team disbanded under the national transition to a business-as-usual model, with the closing down of national projects and workshops. This has identified opportunities for volunteers to align into policing priorities and allows for CiP integration into core policing functions.

The national movement will see the temporary All Wales CiP Coordinator move to a new permanent and sustained role, renamed the All-Wales Development Officer. This investment in CiP supports the National CiP strategy and highlights what the role of Regional Development Officers can offer. In Support of the All-Wales Development Officer, the National CiP Manager will remain in post until September 2022.

There is currently a detailed regional scoping exercise underway with external and internal partners across all policing portfolios, to populate the All-Wales CiP Strategy 2022-26. The new strategy will not only align to National CiP objectives but to policing in Wales and will allow for local variances to meet local community needs.

As Gwent transitions to the business-as-usual model it's important to acknowledge the incredible resilient responses the Special Constabulary, Police Support Volunteers and Volunteer Police Cadets have shown during the past 12 months in particularly difficult times. There has been enormous development across all areas, that places Gwent in a positive position as we transition.

There will be no amendments to the Governance structure in Gwent, the business-as-usual model will see the CiP Coordinator develop force strategies to align with the national picture and ensure CiP is integrated across all departments. The Special Constabulary and Police Support Volunteer portfolios will continue to be supported by the Assistant Chief Constable.

The Volunteer Police Cadets will be moving to a UK Youth Safe Spaces 'Safe to Operate' framework, to ensure our safeguarding procedures reflect the national standards, this work will continue to be supported by Chief Superintendent Ian Roberts, as the force Designated Responsible Officer.



## **3. ISSUES FOR CONSIDERATION**

### **3.1 Special Constabulary**

As the National CiP programme disbands, the Gwent Special Constabulary is fortunate to be in a positive, stable position to drive forward with the changes. The Special Constabulary are now engaged with work force planning and work continues to integrate and support SC development. They have secured a full time SC trainer to develop and implement phase one and two of the Special Constabulary Learning programme.

The value and importance of the Special Constabulary in Gwent has never been clearer with the Special Constabulary contributing a staggering 34,591 hours between April 2021 and March 2022, this has been delivered across 4,976 duties, with an average of 32 hours per Special Constable, significantly exceeding the nationally asked minimum of 16 hours per month.

The Gwent Special Constabulary contribute the highest number of average hours per month per SC in England and Wales, as reported in the recent National Special Constabulary Benchmarking Assessment. (Please see Appendix 12.1)

The establishment of Special Constables has grown slightly despite heavy losses to the Uplift program in the last 12 months, 38 Special Constables have resigned with 66% becoming Police Constables in Gwent, and 12 leaving for other reasons. We are expecting to see more SC's leave the Special Constabulary in the next 12 months as we enter the final year of the Uplift Programme.

We are still progressing towards achieving a baseline SC establishment of 10% of the regular officer numbers and will continue to work towards this over the next 3 years. This means the force will aim to increase the SC headcount to around 136 officers. To be able to achieve this, and to implement the new College of Policing training standard, we have a full-time trainer in post and a strong SC leadership team.

#### **New leadership structure**

There has been several changes to the leadership structure this year, with the introduction of 3 new Special Sergeant posts, this brings the Senior Leadership team to 10, allowing us to grow a strong and stable constabulary. The Special Chief Inspector is now directly integrated, and line managed by Chief Inspector Amanda Thomas. (Please see Appendix 12.2)

#### **Changes to SC Training**

The changes to the SC training programme continue and we are on track to drive forward the integration of the Special Constabulary Learning Programme, with L&D leading this work supported by the SC leadership team. A summary of the current position is outlined in the appendix (Please see Appendix 12.3) and shows a clear direction and strong current position.

Discussions are currently taking place with University Wales Trinity St David, University South Wales, and Cardiff Metropolitan University Wales, to determine if a partnership can be agreed, whereby students studying Professional Policing can initially be trained by the



university and then trained locally in force on Gwent specific processes and systems (NICHE, OST etc).

### Operational effectiveness

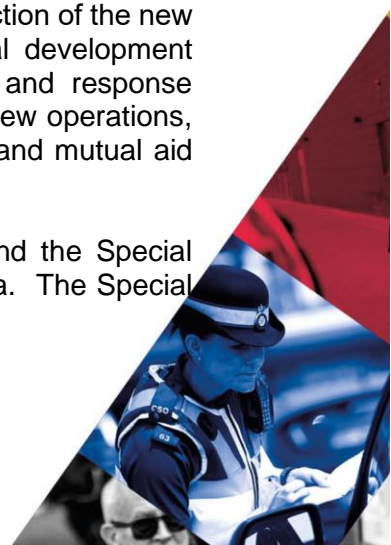
The Gwent SC team go above and beyond the minimum requirement of 16 hours per month. This small but dedicated team have continued their support across all departments. They have supported Neighbourhood Policing teams with over 4,671 duties, response teams with 9,644 duties and prearranged events with over 1,876 duties. Since the introduction of our specialist officers there has been a substantial number of hours contributed. The rural crime team have been supported with over 178 duties, financial crime with 364 duties and our Negotiators have contributed a massive 3,184 duties to the department.

As well as providing a visible presence in our communities and support to regular officers, below provides a snapshot of several activities the SCs have undertaken in the past 12 months:

Vehicle Checks	<b>447</b>
Vehicle patrols	<b>593</b>
Arrests	<b>402</b>
Prisoner transport	<b>223</b>
Domestic incidents	<b>297</b>
Foot patrols	<b>238</b>
Stop Search	<b>155</b>
Licensing checks	<b>216</b>
Drug/Alcohol seizures	<b>154</b>
Missing person enquiries	<b>156</b>
Roadside breath test	<b>57</b>
121's (custody or A&E)	<b>105</b>
Vehicle seizures	<b>42</b>

The Special Constabulary are fully integrated into both LPA's and the introduction of the new Special Sergeants has seen a boost in morale, and support for personal development increased. The Special Sergeants are fully supported by geographical and response Inspectors, who they have been working closely with to implement several new operations, as well as assisting with the recent Jubilee Celebration, Force Open Day, and mutual aid support at the upcoming Commonwealth Games.

Operation Sky Fall, has seen a collaboration between Blackwood NPT and the Special Constabulary that focussed on reducing the call demand for ASB in the area. The Special





Constabulary have conducted high visible foot patrols within affected areas that has seen some positive engagement and detection results.

The Special Sergeants have developed and delivered several action days dealing with No Bail Warrant offenders in the East LPA (Newport). They have held 4 operations to date and arrested 8 outstanding offenders and gathered a large amount of localised intelligence. These operations will continue to be delivered in Newport with the expansion of the operations to the West LPA.

### **Federation Representation and Taser**

On the 28<sup>th</sup> of April the Police Crime, Sentencing and Courts Act 2022 was enacted. This act effectively made changes to the provisions in place to support Special Constables, with the introduction of Federation Representation. With a three-month time frame for Royal Assent, we are expected to implement Federation Representation from the 1<sup>st</sup> of July 2022.

As a result of the implementation of the Act and Federation Representation, the National Police Chief Council has also shown full support for Special Constables to be deployable with Taser. The force has also shown its support for this and discussions are currently underway to progress this. The Special Constabulary are building a recommendation report to put forward for the qualification status of Special Constables in Gwent which will hopefully be agreed over the next few months.

### **Regional and National Engagement**

The Gwent SC leadership team continue to engage with regional and national SC collaboration efforts, with regular representation on several national workshops and regional meetings, representing Gwent and raising the profile of the good work of the Gwent SC on the national stage.

## **3.2 Police support Volunteers (PSV)**

Police Support Volunteer are individuals who give their free time to perform tasks which complement the duties performed by Police Officers and Staff. We currently have 51 volunteers, playing an active role within our communities and organisation. Traditional volunteer roles in Gwent have predominantly been Chaplains and Cadet Leaders. However, over the past 12 months we introduced Community Crime Prevention Volunteers, Coroner's Office Volunteers and Police Sport Gwent Assistants to join our Samaritans and Air Wave support Volunteers.

Over the past 12 months, the volunteers have contributed over 2100 hours collectively, supporting officers, victims of crime and communities.

We have seen increased interest in volunteering amongst communities, so we are exploring the options to facilitate recruitment campaigns over the summer months for those wishing to volunteer for the organisation. The portfolio will be looking to implement specialist volunteer roles over the next 12 months, with support from Senior Officers HR Business Partners and Unison.

This year we have designed and implemented an identifiable volunteer brand and logo for all departments to use and showcase. This allows are volunteers to have a unique identity both inside and outside the organisation (Appendix 12.4).



The Valuing Volunteering Framework has been completed for 2021/22, we are currently showing an overall rag rating of 83.5%, this has increased by 3% since completing the framework in 2020. With the future development of PSV inductions, management support and a review of the PSV Policy, we should see an increase rating by the end of 2022.

### **3.3 Volunteer Police Cadets (VPC)**

There are currently 127 Police Cadets, across 5 LPA units within our Cadet programme, with a large recruitment campaign underway in readiness for September 2022.

The Cadet Programme has implemented a two-year strategy, outlining the focus and ambition of the programme, this strategy falls in line with the National VPC strategy launched in 2020. (Appendix 12.6)

In March 2022 and following NPCC approval, the National VPC Safe to Operate Standards (UK Youth Safe Spaces framework) was launched. These standards form part of the Safeguarding Framework and will assist forces in creating a culture of safeguarding. The adoption and implementation of the national standards will allow the force to demonstrate accountability for safeguarding during HMIC inspections or during any safeguarding investigation. The National Safeguarding and Standards Hub will oversee ways in which compliance against the standards can be tested.

The implementation of these standards is now within forces, and each Welsh force is required to operate under these standards. All staff involved within the Cadet programme have undertaken several Safeguarding workshops, and are fully DBS compliant, through our partnership with Vibrant Nation. They have also completed several Youth Work practitioner qualifications to support their youth engagement work.

Gwent is in a unique position transitioning to the implementation of the UK Youth Safe Spaces framework, due to their already recognised achievement of the Bronze Quality Mark for youth work, that was awarded in May 2021.

The Quality Mark is a Welsh Government endorsed, standard for youth work in Wales. The Quality Mark is linked to the Welsh National Youth Strategy, National Occupation Standards for Youth Work in the UK. All relevant statutory and regulatory policies and procedures, workforce development plans and national youth work policy ensures full alignment to devolved and UK governance. Gwent is working through the second stage of the Quality Mark and is progressing well in order to achieve the silver recognition.

The NxtGen (Next Generation) team have worked increasingly hard with partners, schools, and internal departments to set out a new streamline Youth Engagement programme ensuring that the programme is inclusive to all young people. (Appendix 12.5). The team are fully integrated under the problem-Solving Hub umbrella, with full managerial oversight and guidance, where they are heavily involved in wider youth engagement initiatives.

The Cadet programme has become more aligned to the learning needs of the young person, with the introduction the Youth Achievement Award that offers all Cadets the opportunity to transition through the programme with the opportunities of attaining a few recognised qualifications (GCSE-A Level). This work is underway with the support and collaboration of Youth Cymru.



The Volunteer Police Cadets have been actively participating in social action events across the organisation, they have been instrumental in the work with Safer Streets, taking an active role in the preparations for many community events. They have taken part in a National cyber-crime exercise called 'Digital Eagles' developing greater knowledge to understand various elements of online crimes, exposure to data and safety whilst interacting virtually. They have collaborated with various charities, assisted with localised food banks and Neighbourhood teams supporting community events and crime prevention initiatives.

### **3.4 Mini Police/Heddlu Bach**

The Heddlu Bach programme has continued to progress with the programme now being hosted in 102 Primary Schools across all LPA's. The schools have all taken part in several police led initiatives, including internet safety week, stranger danger, and the Heddlu Bach Activity book. The schools have actively partnered with Neighbourhood teams to undertake a number of community initiatives, many focusing on parking outside schools, speeding, litter picks and community intergenerational work.

Two NxtGen Officers have undertaken a 6-week course to achieve Hwb Minecraft Certified Teacher status (They are the first people to achieve this status outside of the school arena). The officers have established a greater understanding of the interactive game and the influences the virtual world has on the creativity, learning and social development of young people.

Derwendeg Primary School, in Caerphilly have agreed to be a 'Pilot School' to launch a Heddlu Bach World on Minecraft. Pupils will build an online world which will link in directly with the Curriculum for Wales. A Heddlu Bach World will see pupils building their school, local police stations, shops, recycling centres, what they think a 'safe space' looks like within the World.

The Heddlu Bach World will be the first project established by HWB Cymru Minecraft and a Welsh Police force. The NxtGen Officers will be able to publish tasks, challenges, and activities in the world for pupils to take part in and complete. It will also afford the opportunity of placing key safety and crime preventative messages within.

Once the Heddlu Bach world is established and has a solid foundation, the world will be rolled out to other Heddlu Bach schools across Gwent, to add and develop virtual communities.

### **3.5 Independent Advisory Groups**

Gwent Police's IAG takes the role of a 'critical friend' in relation to the development of policing policy and services.

The group provides practical guidance on local and national issues impacting the communities of Gwent.

A core part of governance, IAG members sit on several boards including but not limited to:

- Hate crime
- Data
- Coercive powers



- Violence against women and girls
- Victims

Members of the IAG are also engaged with during critical incidents to assist the force's response but also to feedback on community concerns.

The group are governed through a refreshed terms of reference and supported by the diversity and inclusion team.

In the past twelve months working in partnership with the Office of the Police and Crime Commissioner, a youth community advisory group has also been established to ensure future generations have the opportunity to shape policing.

Since 1 June 2021, there were more than 430 hours volunteered by members of the IAG in service to the communities of Gwent.

### 3.6 Police Chaplains Service

The Gwent Police Chaplaincy service is currently made up of eight members of the team, including one lead Chaplain. The team has grown by three members over the past year.

The team members join us from all different walks of life and represent a wide range of faiths and belief systems, including Christianity, Islam, Bahai and the Buddhist belief system.

Our aim is to diversify the team further and we are currently holding conversations with our Jewish, Sikh, and Hindu communities around their leaders joining our Chaplaincy team.

The team covers the whole of Gwent, and each Chaplain is assigned to a particular area- in most cases where their places of worship are situated.

Our Chaplains offer personal and practical guidance to all colleagues, irrespective of which faith or belief system a person ascribes to, if any.

Chaplains provide a 'Listening ear' to support colleagues and their families, for example, when facing challenging circumstances or experiences, inside or outside work.

As well as offering personal guidance, our Chaplains assist in building links with our communities and can advise on operational religious matters, co-ordinating and leading services where appropriate. This includes weddings, funerals, and official services for police employees.

Our Chaplains are also available to support colleagues at incidents which could be deemed specifically traumatic or stressful, such as a death, road traffic collision or major incident.

Colleagues are able to contact Chaplains directly for advice and guidance, through a referral from their line manager or via our Occupational Health department.

As volunteers our Chaplains primarily decide their own hours of work and this can vary depending on their own commitments and the needs of the force.

Duties include:

- Supporting staff and officers after a traumatic incident





- Hosting monthly 'Surgeries' in their designated areas where officers and staff can pop in to speak to them
- Attending major incidents to provide pastoral and spiritual guidance
- Attending events and commemorations- often leading prayers and moments of reflection
- Supporting colleagues at social and sporting events
- Attending 1-1 sessions with colleagues who would like to access support

This year our Chaplaincy team has contributed to some exceptional work including:

- Leading on prayers for Stephen Lawrence Memorial Day.
- Hosting an Emergency Services Carol Concert.
- Distributing Easter Eggs to boost staff moral over the pandemic.
- Advising operational staff on sensitive matters around burial sites and religious observances around funerals.
- Hosting awareness sessions around their specific faiths and religious beliefs.
- Welcoming our staff and officers to their places of worship to participate in worship and community engagement.
- Assisting and advising on setting up the Contemplation Room at our new headquarters and donating prayer mats, religious texts, and artifacts.
- Assisting with the running of our internal and external Interfaith Forums.
- Attending 'Meet and Greet' sessions to introduce themselves to staff and officers

Our Chaplaincy team is heavily involved in arrangements around evolving the service and we are currently in discussions around maximising the potential of the role.

There are changes ahead in terms of the logistical organisation of the Chaplaincy service, with some new administrative functions being brought in to ensure that the service runs smoothly into the future.

We will also be working closely with the team to strengthen links with our Wellbeing and Occupational Health departments, alongside our Local Policing Areas.

### 3.7 **Community Speed Watch**

The department still has a dedicated officer in post to support and oversee all aspects of Community Speed Watch's (CSW). The GO Safe team currently have 9 active sites, Trinant & Parkway, St Arvans, DWR, Usk, Pwllmeyric, Marshfield, Peterstone, St Brides, Llantarnum and 3 are due to be established over the coming months.

CSW's are predominantly promoted by the Neighbourhood Policing Teams on engagement days, along with continued promotions with residents who submit speeding queries to the team. There has been some issues of late in relation to the recruitment of them, however this is currently being progressed.



## 3.8 Ethics Committee

The Ethics Committee is responsible for enhancing trust and confidence in the ethical governance and actions of Gwent Police. The Committee, which consists of internal staff, officers, volunteers from the IAG, the Police Chaplains Service, Special Constabulary as well as other external independent members, seek to provide assurance, advice, and guidance to the Chief Constable around issues facing the organisation. The Committee seeks to operate with openness, honesty, and integrity, adhering to the Nolan Principles and good governance principles.

The objectives of the committee are to:

- To promote the highest standards of ethical conduct.
- To provide insight into ethical issues.
- To be a source of support for all members of the organisation and ensure compliance with organisational values.
- To be an advisory body for any ethical dilemmas

The Ethics Committee have met on 3 occasions in the past 12 months discussing a broad range of Ethical Dilemmas including:

- Should Lateral Flow Tests be mandatory for officers / staff?
- Should the force publish minutes of its force meetings / boards?
- Is the random interrogation of officer phones ethical?

A lack of Ethical Dilemmas raised is an issue in many forces across the country. Our Internal Ethics Group was established in November 2021 with bi-monthly meetings and a focused delivery plan. It is hoped that the awareness of the Ethics Committee and its ability to support decision making across the force can be improved and a better flow of Ethical Dilemmas into the Committee established.

## 4 NEXT STEPS-

The Special Constabulary will continue to increase its establishment with an aim of reaching 10% of the regular officer workforce. In terms of recruitment, we will focus on recruiting and retaining career specials and identifying Special Constables who offer specialist skills to complement the operational support already delivered. The Special Constabulary will implement phase two of SCLP programme, aligning the two staged approach to the first year of the Police Constables Degree Apprenticeship and uplift skills of current Special Constables through wider training opportunities (driving permits, PSU, and Taser).

The Special Constabulary will continue to encourage Federation membership, to ensure as many of its officers as possible are represented.

We will work on raising the profile of Police Support Volunteers, both internally and externally. We will look at introducing innovative roles to complement day to day policing, recruiting volunteers into skilled areas. We will collaborate with internal and external stakeholders to implement a streamlined induction process for all volunteers into the organisation and ensure the PSV policy support volunteers across all departments.



The NxtGen team will continue developing the youth engagement programme, reaching out to wider communities. They will continue to focus on delivering the Volunteer Cadet Programme, increasing the number of young people engaging with the programmes. They will continue to collaborate with Agored Cymru to deliver youth qualifications, as well as wider partners to offer maximum opportunities and experience for young people.

Work will continue to increase the number of schools hosting the Heddlu Bach scheme, especially Welsh Medium schools. The aspiration is to offer the Heddlu Bach scheme to every primary school in Gwent by September 2024.

## **4 FINANCIAL CONSIDERATIONS**

The Citizen in Policing portfolio is financially supported by the Officer of the Police and Crime Commissioner.

Financial considerations will need to be factored into future budget reviews with the introduction of three Special Constable intakes a year and a baseline of 10% of the regular workforce. The largest proportion of spending is volunteer expenses and subsistence, which will, over time increase the expenditure. Considerations also need to be made to the increased training needs of officers and the availability of trainers within Learning and Development, these trainers are currently supported with paid overtime to facilitate training and options or increases in budget will need to be factored in. The continued support from the OPCC to cover the federation subsidies will also need to be factored into future budget setting. The 2022-23 contribution set aside; however future support has not yet been agreed.

Future financial considerations will need to consider the implementation of a PSV budget, to grow volunteering across the organisation. A separate budget will factor in expenses and uniforms for all volunteers.

The Youth Engagement programme has quickly developed over the past 24 months, and there has been an increased demand for engagement with young people. Financial consideration will need to factor in the cost benefit of supporting young people with uniforms (including boots), transport, rewards, and qualifications. If the programmes offering this provision are successful, consideration will need to be factored into the number of young people we offer opportunities to on a yearly basis and funding to support it.

## **5 PERSONNEL CONSIDERATIONS**

Our approach to developing Citizens in Policing needs to be well managed, with the infrastructure required to make it a success. The Special Constable have a strong and well led senior leadership team, to oversee the daily demands of the Special Constables and ensure they are well integrated into the organisation.

The Police Support Volunteers are well established and supported by departmental management to ensure they are nurtured and integrated.

The Volunteer Police Cadets and Mini Police is now driven by the NxtGen team who are well placed in the Problem-Solving Hub, with oversight of day-to-day tasking by the Problem-Solving Sergeant. This has ensured the work meets the vision set out in the strategy.



The CiP strategic board is now aligned to the Operational Policing Board to ensure infrastructure is in place to implement, sustain and develop the portfolio. This governance will ensure there is sufficient resources in place to develop the Citizens in Policing agenda. This will allow us to support the ongoing developments of growth with the Special Constabulary, the introduction of new Police Support Volunteer roles and to develop our Police Cadet and Heddlu Bach programmes.

## 6 LEGAL CONSIDERATIONS

Close consultation and engagement will be maintained with staff associations and people services regarding further use of volunteers.

## 7 EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any particular group.

In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.

## 8 RISK

## 9 PUBLIC INTEREST

In producing this report, has consideration been given to 'public confidence'? **Yes**  
Are the contents of this report, observations, and appendices necessary and suitable for the public domain? **Yes**

## 10 REPORT AUTHOR

CiP Co-ordinator Laura Ellis  
Chief Inspector Amanda Thomas

## 11 LEAD CHIEF OFFICER

T/Assistant Chief Constable Mark Hobrough



## 12 ANNEXES

12.1



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12.2



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12.3



GWP Special  
Constabulary training

12.4



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ng\_Proposal\_V2.pdf

12.5



2256\_01\_Youth\_Enga  
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12.6



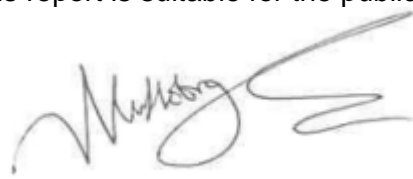
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Police\_Cadets\_Strateg

## 13 CHIEF OFFICER APPROVAL

13.1 I confirm this report has been discussed and approved at a formal Chief Officers' meeting.

13.2 I confirm this report is suitable for the public.

**Signature:**



**Date: 21/7/22**



