



# VOLUNTEERS IN POLICING

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# Overview

- Fifteen/twenty minutes to help frame subsequent group discussions:
  - Context
  - Types and roles
  - Benefits
  - Issues, dilemmas and challenges
  - The future?



***“The police are the public and the public are the police; the police being only members of the public who are paid to give full time attention to duties which are incumbent on every citizen in the interests of community welfare and existence”***

***Robert Peel***

- The Police should represent, reflect and be part of the community

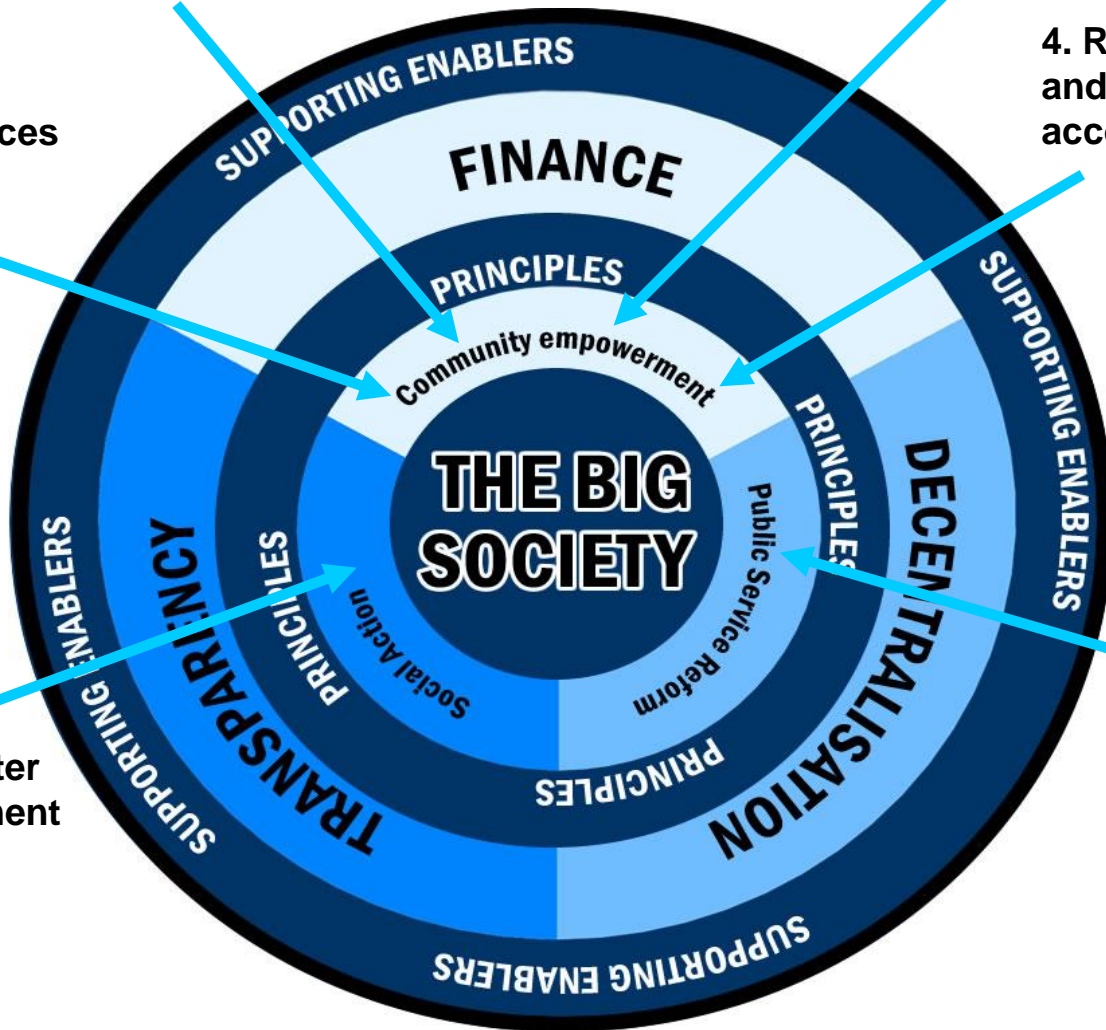


2. Publishing crime & justice data

3. Giving communities a choice in the work undertaken by offenders and exploring the potential of restorative justice approaches

4. Reducing bureaucracy and shifting accountability

1. Making police forces more accountable



5. Increasing opportunities for the private and not-for-profit sector

6. Encouraging greater community involvement



# Big Society

- Increased numbers of volunteers taking an active role within their neighbourhood and communities



# Types and roles

- Those involved in community safety initiatives under the direction and control of the police:
  - Special Constables (15,000+)
  - Police Support Volunteers (approx 9,000)
- Those involved in community safety initiatives not under police direction and control
  - Street Pastors (150 projects across the country)
  - Circles of Support and Accountability (approx 65 individual Circles provided by 11 Projects nationwide)
  - Neighbourhood Watch (150,000 schemes running throughout the UK covering nearly 5m households)



# Types and roles

- Those who help shape the Police Service:
  - Independent Advisory Groups (IAGs)
  - Partners and Community Together (PACT)



# Benefits

## Volunteers in the Police Service:

- Are visible evidence of community engagement
- Are more representative of the community
- Are able to provide direct feedback from their communities, offering a valuable perspective on community feelings
- Empathize with individual concerns
- Increase understanding and, thereby, public confidence in the Police
- Offer the opportunity to work with faith groups/diverse communities



# Benefits

- Offer expanded skills and increased diversity within the workforce
- Improve quality of service
  - Capacity to provide a service where otherwise it would not be possible
    - Extended opening hours for stations/offices otherwise closed
- Can influence and give evidence of values driven policing



# Benefits

- Facilitate cultural change
  - Advocates for the community in the police service
  - Advocates for the police service in the community
  - Challenge the police service
  - Are a symbol of community engagement
  - Demonstrate efficacy of different ways of thinking



# Issues, dilemmas and challenges

- Recruiting, vetting and training
- Management, control and accountability
- Costs
- Inclusion, diversity and valuing
- Retention
- Union concerns



# Issues, dilemmas and challenges

- Ethical

- Budget cuts/austerity measures

- Temptation to use volunteers to replace paid staff or carry out identical roles to those done by existing paid staff
- Not worth the risk of
  - Undermining their value
  - Diminishing the respect and trust earned by them
  - Damaging the (necessary) good relations between paid staff and volunteers
  - Ultimately being counter-productive through loss of volunteers



# Baroness Newlove's Vision

- Professionals are more visible and known by name by their community
- All professional staff regard supporting the community as the purpose of their work, rather than an 'add-on' or extra
- Agencies' processes are transparent to the public who, in turn, are clear who to contact to get their problem solved
- Agencies understand why they are working with the public and engagement is recognised and rewarded in their organisational culture
- Agencies share resources and knowledge with partners and the community
- Agencies are working in partnership, not in silos, with a shared vision



# Baroness Newlove's Vision

- Community members feel listened to and their concerns taken seriously
- Information is shared two ways leading to quick outcomes
- Community members know their rights are able to hold agencies to account
- Engagement is no longer a 'tick-box' exercise but a fundamentally different way of delivering services in collaboration with the local community
- The community are no longer just consulted but able to make decisions and take the lead in making change happen, with agencies available to assist



**Thank you**

Integrity

Professionalism

Fairness

Respect