

SPECIAL ISSUE 3

WINTER 2011

IMPACT



THE NORTHWEST VOICE OF THE SPECIAL CONSTABULARY



Welcome...



The last twelve months have been particularly challenging for officers and staff, but even through these challenging times, the interest in the Special Constabulary continues to be high, to such an extent as we have a waiting list of people wishing to join in GMP. It may be of no surprise that the biggest peak in interest came in the period closely following the civil unrest

during this summer – a clear sign that the public condemned the actions of the few, and wanted to make a difference to their communities.

The Special Constabulary continues to make a positive contribution to the communities in which they live and work, working in partnership with their regular counterparts, PCSO's and outside agencies, all of which create a tangible difference within our neighbourhoods.

Looking ahead, we need consolidate our presence in the communities and ensure that our officers are properly and effectively tasked and targeted where they will have the most impact on bringing offenders to justice, and reducing anti-social behaviour.

We continue to invest heavily on ensuring that our supervisors have the necessary skills to effectively lead their teams. The North West Region has recently produced a First-Line Supervisors course, aimed at Sergeants and those aspiring to take this first step into supervision, and in fact I was pleased to open the third first line supervisors course at Lancashire Constabulary recently, and hope you will read the feedback from the article on page 9 which has been really positive. It is a compliment for the North West that the course has attracted much attention from outside the region, with the Metropolitan Police, Gloucestershire and West Midlands all wanting to send their special sergeants on future North West courses.

Feedback from the First-Line supervisor's course has been so great, that a Second-Line supervisors course has now been produced, which is aimed at Inspectors – the first of these courses will be held next January. These courses, tied in with the NPIA Senior Leadership Development Programme, ensure that we have skilled and motivated leaders at all levels within the Special Constabulary, all assisting to make the Specials a highly effective and reactive resource.

Recently, GMP Special Constabulary supported the force in Operation Protector, which is the conservative party annual conference. This year, the GMP SC was given additional responsibilities throughout the Operation and I believe this is in recognition of the professionalism that the Special Constabulary has developed through excellent training and development opportunities.

The Special Constabulary National Conference planning is well underway and as the host SC Chief Officer I have been really pleased that the SC2012 event has been able to progress despite our current financial climate. This is very much due to the support we have had from our sponsors NPIA, Taribo and GMPA, plus our exhibitors, all of which can be seen on the conference website www.sc2012.co.uk. It is also testament to the planning team that they have utilised every contact they have and continue to work hard on the preparations to bring an interactive and informative conference to the delegates.

Finally, on behalf of myself and the other NW SC Chief Officer's, I wish you and your families a very happy Christmas and here's to another productive New Year!

Paul Whittam
Chief Officer, Greater Manchester Police



Once again, Special Impact demonstrates the diverse policing activities that the Special Constabulary participates in, not only in the North West, but also across the country. I am pleased to see the many different initiatives that you have taken ownership and responsibility for in addition to the everyday support you give to your regular colleagues and communities.

The government's localism bill is about encouraging people to take responsibility for activities and services within their communities and the Special Constabulary is a great example of demonstrating how members of the public can be empowered to resolve problems locally ultimately working towards making their neighbourhoods a better place to live and work in.

As we approach Christmas I know many of you will be giving your time to policing duties, very likely over and above your usual commitment and I would like to thank you all for your continued support to the police service. I would also ask you to pass on my thanks and appreciation to your families and friends, whom without their support to you would not allow the Special Constabulary to function to the level it does.

Finally, it just remains for me to wish you all a very Happy Christmas.

Chief Constable Peter Fahy
Greater Manchester Police



Welcome to Issue 3 of Special Impact. I hope you like our festive front cover; I enjoyed spending time with the specials that kindly volunteered to be photographed at the Trafford Centre. It was difficult to choose a front cover shot, as you will see from the additional photos that are published elsewhere in the magazine.

A few weeks ago, the government released the statistics from its last ever Citizenship Survey with the report detailing a decline in voluntary activity over the past years. Interestingly, the level of interest in joining the Special Constabulary has risen, as you will see from the recruitment article on page 8. We have had a 35% growth in the North West Special Constabulary since 2009 with current regional strength at 2083 officers.

You may recall that in 2010 I was involved in a Special Constabulary national survey whereby a key outcome throughout the survey results was that the Special Constabulary wanted more training. I hope that you feel that we do try and listen to your views when you read that we have just delivered our third first line supervisors course to the region. In addition, dates have been released for a regional second line supervisor's course to be delivered in January and 32 SC North West senior officers have attended the National Senior Leadership Programme this year.

Our SC trainers have formed a focus group to look at developing a consistent regional police action checklist and once this is in place the region will be designing and delivering a regional SC tutor constable course with the aim of offering more support to probationer specials to enable them to achieve independent patrol.

As you know, Employer Supported Policing is a high priority with me and I am pleased to inform you that we will be having a new ESP function on Duty Sheet by the end of December. I will then be contacting you all to ask that you utilise this function to help me develop ESP activity throughout the region. I would also like to take this opportunity to remind those of you that have ESP leave to ensure that you update the ESP activity box when updating your duties. Thank you. Don't forget to read our regular ESP article highlighting the latest company to support the Special Constabulary.

Finally, I would like to wish you a very Happy Christmas and all the best for 2012.

Tina Shelton
North West Regional Co-ordinator



SC 2012 NATIONAL CONFERENCE UPDATE

The Special Constabulary National Conference is being hosted by Greater Manchester Police on 23- 25 March 2012 and will take place at the Hilton Airport Hotel, Manchester. Planning the event continues with new sponsors joining us in terms of exhibiting and sponsoring our workshops and seminars. The workshop and seminars are all organised and can be seen at www.sc2012.co.uk

Tina Shelton, NW Regional Co-ordinator, states "The planning team have had a good booking response from forces across the UK plus delegates from Scottish forces, and more recently an enquiry from the Royal Cayman Islands Police Special Constabulary.

Friday evening seminars have now been introduced and delegates will choose a session upon their arrival at registration. These seminars include a presentation from Neil Henderson, a TVP Special Constable who is an ex news producer and will be talking about the media industry, the Q&A panel, and GMP's Xcalibre task force who are a dedicated unit dealing with gang-related gun crime, predominantly focusing on

the Moss Side and Old Trafford areas."

The gala dinner will be supporting North West Breakthrough in Breast Cancer and Cancer Research UK and there has been a great response from local and national companies donating raffle prizes for this event for which the planning team would like to extend their thanks to.

Any enquiries for the SC2012 national conference can be made by emailing sc2012@gmp.pnn.police.uk

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SPECIAL NEWS REPORT

Lucy Meacock and Tony Morris presented Granada Reports on 4 October featuring Special Sergeant David Hyde from Stockport.

The storyline revolved around the increased interest in joining the Special Constabulary since the August riots.

Greater Manchester Police had had the biggest increase with 788 expressions of interest in August 2011 compared to 110 in August 2010. Merseyside has seen a 50% increase and

Lancashire 280% increase. Special Sergeant Hyde who, when not performing policing duties, is a baggage handler at Manchester Airport, said that the 'Special constabulary is a perfect opportunity to get involved with policing the community' Special Sergeant Hyde thinks that people watching the riots on TV bought everyone together, and the increased interest in joining the Specials is because people want to prevent such incidents happening again.

Chief Superintendent Nick Adderley was interviewed saying:

"there is no doubt that the recent riots has increased the level of interest in becoming a special constable – this opportunity allows people from our communities, that have a vested interest in their community to contribute directly in policing their community"



At the Special Chief Officers Conference in October at Ryton, Labour MP Vernon Coaker, addressing the delegates, said "One of the lessons learned from the disorder was that we need a surge capability. Order was restored when 16,000 were officers on the streets of London alone, and frankly that demonstrates to me that numbers do matter. Helping to provide this surge capability is something that the Special Constabulary could look at along with regular colleagues in the Police Service."

He went on to say:

"Although there has been a big increase in numbers of special constables following the disorder I think that we should look at how we can get a massive increase."

The MP also suggested that remuneration for specials should also be a point for discussion – whether it took the form of a Council Tax rebate or small payment and he highlighted that several forces were now using the Special Constabulary as a recruitment tool for their regulars and this could become more common in future.



OPERATION PROTECTOR

Planning and Policing Political Party Conferences

Around 100 officers doing 600 hours duties over 5 days is how the Special Constabulary supported Operation Protector, which is the Conservative Party Conference event held in Manchester City Centre. On the Sunday, 35,000 protestors marched across Manchester City Centre, drawn to the city because of the start of the Conference.



The large-scale protest passed smoothly, and the early engagement with the marchers and the policing style adopted ensured that no arrests became necessary, which is an exceptional achievement. Manchester City Centre was brought swiftly back to 'business as usual' once the demonstration was over, albeit while the Conservative Party Annual Conference and its security demands continued.

ACC Ian Hopkins expressed his thanks and appreciation to all those officers and staff who were involved in this year's Operation Protector. He said "Once again I have been struck by the professionalism and dedication of all staff involved as they ensured that the event ran smoothly, despite the additional challenges of the protests on Sunday 2 October.... and this year we had outstanding support from the Special Constabulary"



GMP Special Constables met Home Secretary Theresa May on her tour of the force and pictured are SC Lyndon Riley and together Special Sergeant Jagmail Singh and Special Sergeant Tracey Edwards.

Special transferable skills

Kieran O'Neill is a Cheshire Special Constable that worked within BT's call centre. BT is one of the companies that grant Employer Supported Policing leave of up to 10 days per annum to enable specials to conduct voluntary duties or training.

BT wanted to look at its first line complaints procedures and when the centre manager realised that Kieran was a special constable and handled conflict situations regularly in this role he was asked to put together a training package that would improve complaint advisors responses in de-escalating conflict and settling complaints at first point of contact.

Kieran states, "Obviously the two work places are drastically different, however the work as a constable could be transferred in terms of complaint handling into an advisors role. I created a conflict management module that was specific to an interaction between a call centre advisor and customer. This was used as the main coaching document alongside facts about effective communication and the two-way communication circuit."

Over his time delivering this training, the centre as a whole reduced complaints sent offline, which produced a positive

impact in the centres atmosphere. Advisors taking ownership and responsibility to settle complaints and de-escalate conflict enabled them to deal with matters at first point of contact; this helped with both business and customer need. Customers were happy their issues were dealt with and BT were happy that they were dealt with immediately with no need for unnecessary back office work."

Whilst this particular piece of work was not undertaken via the employer supported leave policy, it nonetheless demonstrates how the skills learnt as a special constable can be transferred back into the workplace to be of benefit to the specials organisation.



Guest Forces...

HERTFORDSHIRE

Rural Specials

Across Hertfordshire, 26 appointed Rural Special Constables are making a positive impact to help their local community in both reducing crime and bringing those offenders responsible for crime to justice.

Rural SC's help reduce rural parish crime such as poaching, hare coursing, fly-tipping, theft of plant and high-value farm

Hertfordshire Constabulary was the first force in the country to launch the new specialist role of Mounted Rural Special Constable in October 2009 to help reduce crime and anti-social behaviour in the rural parts of the county.

Horse riders, gamekeepers, rural workers or anyone who has a keen interest in rural and wildlife matters is invited to join the Special Constabulary rural team

With 26 Rural Special Constables, including four mounted, already in post and five currently in training, the Constabulary is intending to recruit up to 32 Rural Special Constables on horseback by March 2012. Each Rural Special on horseback undertakes a specialised training course to develop their riding skills and to ensure they possess the necessary skills and

abilities to perform this specialist role. To become a mounted Rural Special, you must own your own horse or have access to a horse that you can use to perform these specialist-mounted patrols in the rural parishes of the county.

I enjoy patrolling on horseback – I can exercise my horse and make a difference in my community"

Rural Mounted Special Constable Kate Solomon



Inspector George Holland, the inspiration behind the initiative said " I had been aware of the need to improve the policing to the Rural Districts in Hertfordshire for many years. I decided the best way of achieving this objective was to recruit more people from our rural locations/families and from rural occupations into the Special Constabulary" Inspector Holland goes

on to say "With the support of their regular colleagues, the rural special constables have the ability to transform policing activities in rural districts"

The Hertfordshire Rural Special Constables aim to improve the quality of life for residents in the Hertfordshire countryside. Some examples of this are when gamekeeper Special Constable Richard Downs (pictured) helped solve a long-term quad bike issue in Redbourn and Hemel Hempstead by issuing warning and confiscation notices to riders driving inappropriately and mounted rural special Kate Solomon was



on patrol along a bridleway when she observed a number of young people smoking cannabis in a car. As a result of her intervention, the offenders were stopped and dealt with. Other initiatives that the team get involved with are the Horse Watch scheme which includes property marking saddles and keeping in touch with the equestrian community.

County Officer, Hertfordshire Association of Parish and Town Councils, Carina Helmn said: "We want to empower our local residents to become a visible presence within the community to help keep our towns and parishes an even safer place to live. We have seen the introduction of Rural Special Constables in the county and can see the real benefits of supporting the Constabulary with this new initiative. We hope this partnership will bring even more great results in 2011."

The Rural Specials have had such an impact on the local community that farmers, landowners and other folk in rural Hertfordshire have chipped in to help equip their local special constable with a Land Rover – and it's already paying dividends. Since SC Richard Downs took delivery of the 4x4 Defender with police livery at the end of April he has been able to maintain a high-visibility police presence in rural and remote areas of the county to deter poachers and other criminals. Richard, who is a gamekeeper at Holtsmere End Farm, said: "It's been a real talking point. Locals have been providing me with information about suspicious activity, which has already led to arrests for various offences. Many local people felt there was never a police presence in rural areas and have been surprised to see me out early mornings and late evenings. As I know the local people they have been providing me with information about suspicious activity, which they may not have otherwise supported."

Keepers have been informally policing the countryside ever since they were first employed. Before World War I and up to World War II gamekeepers were often encouraged to become special constables by their employers. It wasn't until policing became more urbanised that this practice changed and almost died out. Inspector George Holland says "Individuals like Richard are the reason this policing activity is growing and developing, helping to reduce the crimes and criminal behaviour that has such a disproportionate impact on the quality of lives of those who live and work in the rural areas of the county."

Assistant Chief Constable Chris Miller said: "Our Rural Special Constables have already made a positive impact across our rural communities by being a visible presence, reducing crime and gathering vital information"

THAMES VALLEY

Olympics Special Constabulary Team

During the 2012 Olympics, Thames Valley Police is one of the forces hosting a venue. Dorney Lake In Buckinghamshire will be hosting the rowing and canoeing events during both the Olympics and the Paralympics events.

The need to significantly increase Olympic resources in both the lead up to the events and during the events themselves was identified and the TVP Special Constabulary was approached to help. A dedicated Special Constabulary Olympics Team, with officers drawn on secondment from a number of local police areas across the force, has been created.

The specialised team members are on a year's secondment and comprise of a Special Inspector, two Special Sergeants and nine Special Constables. The selection criteria was based on application including historical duty hours, Independent Patrol Status, completion and compliance with mandatory training requirements, driving qualifications and good conduct / activity records. This dedicated SC Olympics Team is accommodated within a newly refurbished police station at Taplow, a couple of miles from the Lake.

Since the establishment of the dedicated SC Team in August, activity has been significant. The officers have been issued with a dedicated marked patrol car, new cycles and cycle gear and have received intensive cycle training – not just the basics, but including aspects of crowd control using cycles and cycling in teams. They have also been briefed in the Counter Terrorism and Intelligence aspects of the events and are updated on this regularly.

This core SC team will provide the lead to the total Special Constabulary resource which in total will be at least 24 officers per 24 hours, drawn from local police areas across the force with cover provided through the entire 18 days of the combined events.

A key role for the SC team during the Olympic events themselves will be to deploy on the river launches with Environment Agency Officers and to control passage through the locks at each end of the stretch of the river alongside the Olympics venue. Suitable safety gear has been secured for the officers and the necessary training arrangements are currently being made.

The team have been gathering intelligence over the months enabling them to become experts on the local geography, local trade and residents, knowledgeable on all the waterways, routes and moorings along the relevant stretch of the River Thames and capable of assessing, during event time, what is "normal" or "abnormal" activity

Since inception, the response to the SC Olympics Team has been very positive from local businesses, residents and the local TVP regular neighbourhood teams being supported by the team – numerous incidents have been attended to and dealt with by the SC team.



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Expressions of interest still remains high



Laura with Special Constable Chris Cowen

Expressions of interest to join the Special Constabulary continue to flood in since the August disorder where the SC had a significant impact on providing visible reassurance to the communities they volunteer within.

Recruitment seminars have continued to be held in both GMP and Cheshire forces. The thinking behind these events is to inform members of the public of the wide range of policing activities that Specials get involved in. By managing potential applicants expectations, plus giving relevant information on the recruitment and training process, assists forces with their attrition rates between application and appointment, thus saving costs and resources for both the potential applicants and the police service. If attendees feel at the end of the seminar that the role of a special constable is not for them, then they are offered the opportunity to consider becoming a Police Support Volunteer.

Laura Bell attended Cheshire's recruitment seminar in October. She is a student at West Cheshire College studying on the public services course, also working part time at Marks & Spencer. Laura says "The course I am on offers the opportunity of becoming a police cadet with Cheshire, however, as I have just turned 18 I am able to join the Special Constabulary which will give me an insight into what it is like to be a police officer as this is what I am considering for my career long term. This evening has really helped to understand the types of activities I would get involved in as a Special, as well as giving great tips on the application process."

GREATER MANCHESTER POLICE MCR



GMP TOOK OVER THE CITY'S ALBERT SQUARE RECENTLY TO HOST A MAJOR COMMUNITY EVENT.

All residents of Greater Manchester were invited to the GMP♥MCR Community Event on Saturday 29 October in Albert Square, Manchester City Centre, which also coincided with the National Voluntary Make a Difference Day.

The event aimed to encourage people to become part of the Key Individual Networks (KINs), a valuable part of neighbourhood policing. A KIN is made up of members of the community who have an interest in their local area and keeping it safe. The majority of members have access to their own network of local people, which they use in keeping communities informed of what police are doing.



The square was filled by displays from the service and the event was supported by the GMP Special Constables as well as the Force Band (volunteers) who entertained the crowds with a range of popular songs throughout the afternoon.



North West Leadership Training Continues

The third SC First Line Supervisors course took place in November where 35 North West Special Sergeants and Constables aspiring to be Sergeants were in attendance. In addition, we were pleased to welcome Special Sergeants from the Metropolitan Special Constabulary, West Midlands Police plus observers from Gloucestershire and Northampton.

SC GMP Chief Officer Paul, Whittam opened the course on the Friday evening and stated "Forces are placing a great deal of emphasis on ensuring that their Special Constabulary leaders are fully trained and have the necessary skills to manage their officers." He went on to say 'I and my counterparts across the North West region certainly believe that it is only through effective leadership that the Special Constabulary can operate to the best of its abilities, and continue to grow as a professional and reactive resource in that can only be described as very challenging times for each of our forces today."

It was to this end that the first line supervisors course was designed to ensure that out North West Special Sergeants receive suitable training to help provide the skills and knowledge required to undertake this role, which Chief Officer Whittam says "I believe the role of Special Sergeant is actually one of the most demanding roles within the Special Constabulary"

Special Sergeant Ross Sambrook, from MSC said, "I had a really good weekend! I meet some lovely people and really enjoyed the course. There was some hugely valuable content in the course and certainly a lot to learn."

T/Special Sergeant Cat Henderson from GMP said, "The weekend allowed me to make lots of new contacts and the command and control exercises were great fun. It is definitely a course that gives you the tools to be a better

supervisor and I would recommend anyone currently a Sergeant or wanting to be a Sergeant to attend. The welcome and support of all the trainers/staff at Hutton Hall was great. Overall a fantastic weekend."

Inspector Andy Johnson, observing from Gloucestershire Constabulary said, "The sessions I saw were outstanding. Inspector Martin Holleran, Dave S and Dave B (Lancashire Trainers) were excellent hosts and their ability as trainers was a pleasure to observe. I am definitely interested in sending Gloucestershire special officers on the future North West leadership courses"

"There are many courses being offered to Specials. However the NW course was exceptionally helpful as it was so interactive from start to finish. It made a refreshing change from the usual 'slide' presentations we have become so used to. Really well organised, especially as there were so many of us. Fantastic!"

The host SC Chief Officer from Lancashire, Nigel Walters, talked about the Special Constabulary being 'professional volunteers' and when on duty how 'there is a need for responsibility and accountability in the same way as regular officers'. He urged the attendees to work towards gaining an understanding of the supervisory role over the weekend and reflect on the skills they would learn and how to put them into practice.

The North West will be launching their second line supervisor's course for Special Inspectors and equivalent 13-15 January 2012

The North West forces would like to thank their supporter Blackburn University



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*"visually powerful got the message across brilliantly"
"Discussions were good and brought out new ideas"*

COMMAND & CONTROL EXERCISE

*"Learnt so much from this. This challenged us to think on our feet and work as a team"
"Helpful to think about responsibility, duty of care and health and safety policy and occupational health"
"Great to learn how other forces work"
"Syndicate idea very good for networking"
"Enjoyable session on performance meetings and will be really useful on division"
"Good to know how much we have learnt when it has been recapped"
"Best structured course I ever attended"*

North West Regional - Special Constabulary FIRST LINE SUPERVISOR WEEKEND WORKSHOP



Third Row (l to r) Acting S/Sgt Hillbourne (Cumbria), S/Sgt Kirkham (Cumbria), Acting S/Sgt Adams (Cumbria), S/Sgt Stockley (Merseyside), S/Sgt Ellis (Cheshire), S/Sgt Dixon (Lancashire), S/Sgt Longworth (GMP), SC Harding (Lancashire), SC Shepherd (Lancashire), PC Haycroft (Northants), SO Satchwell (West Midlands)

Second Row (l to r) PC Dewilde (Hutton Hall Staff), PC Whitehead (Hutton Hall Staff), S/Sgt Dutton (Merseyside), SC Willcocks (GMP), S/Sgt Cannon (GMP), Acting S/Sgt Holmes (Merseyside), S/Sgt O'Gorman (Merseyside), SC Rose (GMP), S/Sgt Mellor (Lancashire), SC Bassett (Lancashire), SC Johnson (GMP), Acting S/Sgt Tague (Merseyside), SC Limb (Lancashire), S/Sgt Clarke (Lancashire), SC Browne (GMP), SC Arkell (GMP), PC Robinson (Hutton Hall Staff), PC Sigger (Lancashire)

First Row (l to r) S/Sgt Bennett (GMP), SC 999 Chinnery (GMP), Acting S/Sgt Henderson (GMP), S/Sgt Markham (Merseyside), S/Sgt Powell (Merseyside), S/Sgt Sambrook (Metropolitan), Acting S/Sgt Carey-Shields (Merseyside), PC Smith (Hutton Hall Staff), Insp Holleran (Hutton Hall Staff), PC Bailey (Hutton Hall Staff), S/Sgt Redmond (Cheshire), S/Sgt Duckworth (Cheshire), SC Wilkin (Lancashire), SC Berwick (Lancashire), S/Sgt Spencer (Hutton Hall Staff), S/Sgt Taylor (Lancashire), S/Sgt Bennison (Merseyside)

LOCAL FOOD & BEVERAGE MANAGER AWARDED DIVISIONAL COMMANDER'S COMMENDATION

Food and Beverage Manager and Special Constabulary Inspector are not an obvious combination but Philip Marczak juggles them both commendably and has recently been awarded a Divisional Commander's Commendation for his work throughout the August riots.

He successfully combines his position with the Greater Manchester Police along with managing the busy restaurant and bar at Ramada Encore Warrington hotel.

The Commendation recognised Philip's hard work in policing the streets of Manchester every night for a week during the riots, working with a team of Police Officers to ensure public safety.

General Manager of Ramada Encore Warrington hotel, Heather Hamilton says:
"We have always been very proud of Philip's role as a Special Constabulary Inspector and fully support him in any way we can. We are delighted that his hard work has been recognised with this Commendation".

This is not the first time that 26-year-old Philip has been recognised for his hard work and dedication to the police force. He was named Special Constable of the Year in 2006

for his work helping the Hindley Neighbourhood Team and his policing support in Wigan Town Centre.

Philip, who currently manages 45 special constables and 9 special sergeants, says: "People are always surprised when I tell them about my two different roles but they are not as different as you might think. The leadership skills I have gained as a Special Constabulary Inspector have helped me in my role as Food and Beverage Manager to lead my team and deal with difficult situations"



Merseyside Special Constabulary on the 2011 Moonlight Walk

Thirteen of St. Helens Special Constabulary assisted in helping to police the annual Willowbrook Hospice Moonlight Walk. The walk started and finished at Alexandra Business Park and progressed through the Eccleston and Prescot areas.

Before the start of the event officers paid extra high visibility attention to the Eccleston area with a total of fifteen licensed premises being visited.



On the walk officers were utilised to promote the safe completion of the walk for the participants. Officers supervised busy road junctions and walked with those taking part helping to keep walkers safely on the footpaths whilst speaking to people over a range of different issues and interests. At the conclusion of the walk officers reported how much they had enjoyed taking part; stating that it was a fun and rewarding community event to be involved in. Many said they would do the Moonlight Walk again next year.

Specials Support Night Time Economy



Special Sergeant Mark Kendall talking to a doorman from the Union Vaults in Nantwich whilst on high visibility patrol.

Operation Sante is an operation running in Nantwich, Cheshire to help with the night time economy. This is due to the recent violent crime figures which have risen dramatically. The neighbourhood Inspector at Nantwich requested that the Nantwich Specials assist in the Operation. The role of the special constabulary during this operation is to keep a high visibility presence by deploying by foot in the town centre and by being proactive before any issues escalate by taking positive action. The operation has been running from the end of September and there is a team of seven Specials from Nantwich NPT, plus support from the Crewe NPT Specials involved in the initiative. The officers have issued Section 27 direction to leave notices, made several arrests and undertaken stop checks as appropriate.

Merseyside Special saves distressed female

Special Sergeant Michael Dutton was on uniformed mobile patrol recently in company with two regular colleagues in the Lower Lane area of Liverpool.

A member of the public advised him that they had seen a young female who appeared to be distressed. It soon became apparent that the female was attempting to commit suicide in a clearly well researched and pre-meditated train of events. Special Sergeant Dutton managed to chase, apprehend and transport the young female to Fazakerley Hospital where she was seen by the crisis team. Merseyside Special Constabulary are extremely proud of Mike's actions as he potentially saved a life and prevented a lot of grief amongst the female's family and friends.



EMPLOYER SUPPORTED POLICING

Each issue we feature a Special Constable who is supported by their organisation with additional paid leave to perform their policing duties.

This issue we meet Special Constable Chris Graham who is Store Manager at Specsavers, Runcorn, Cheshire. Specsavers, Runcorn have recently adopted Option 2 of the Employer Supported Policing programme, which means that in times of emergency, Chris will be released with pay to perform special constable duties. In addition to this, the company also allows Chris an additional two days paid leave per year to undertake training.

Specsavers is one of the best-known names in optical retailing in Britain and is now an international company having 1,300 stores across the world including Australia and New Zealand. The company's head office is in Guernsey. Specsavers' culture is all about serving people. Unlike many other types of retailing, selling spectacles involves much interaction with customers. Specsavers depends on its people to deliver the highest standards of customer care and service. This aligns with the policing service where neighbourhood policing and community involvement is so important and being part of the Special Constabulary involves serving people from local communities too.

Chris joined Cheshire Special Constabulary in April 2010 and says that Specsavers has always been supportive of this voluntary role.

"My directors and everyone in the store have been supportive. I am allowed flexible working, and they released me to help police riots in the summer." It is since the disorder in August when the store released Chris at short notice to undertake police duties that they have come on board officially with the ESP programme.

As a Specsavers store manager, Chris plays an essential part in making sure that his store meets business objectives and targets for customer service. He is also responsible for recruiting, motivating and developing the store team. He ensures that he has the right people, in the right place, at the right time to meet customer requirements. A big part of the manager's role is to also make sure that staff are on track with personal development plans. Chris says, "Specsavers is similar to the police service in terms of training and development being a key focus for the organisation. I think it is because Specsavers place so much importance on training their staff they fully understand that the additional training I get from being a police officer is of absolute benefit to them."

Chris spends around 8 hours a week as a special constable and says "I undertake every type of police duty a regular colleague would do. That includes neighbourhood policing, response to 999 calls, arrests and traffic operations. My practical policing skills have been useful in my store when I dealt with a first aid incident where a customer lost consciousness due to heart problems." Chris says that his self-confidence has increased since becoming a special constable and he finds it easier to deal with difficult situations and complaints in his paid role too.



Regional Round-up

This editions regional round-up is a pictorial look at the North West!



SC Laura Stewart and Regular Colleagues at the scene of an accident in Workington



The NW has worked in partnership with the Warrington Volunteer centre to design and deliver "Just Volunteering" workshop The photo depicts the pilot delivery of the training which will be launched in the New Year

Merry Christmas



AND FINALLY...

As always please keep sending articles and photos so that the Magazine continues into the future. All ranks are welcome to contribute. Email articles to: Tina.Shelton@gmp.pnn.police.uk

Thank You

VOLUNTEERING MATTERS

ISSUE 1





Welcome to our first publication of *Volunteering Matters*, which has been created to share news and good practice about our wider police volunteering programmes and to be a communication tool not only for volunteers but also for the members of staff that manage and support our volunteers without whom, in my opinion, our volunteer programmes would not get the support and recognition

that they deserve. It is also important to raise the profile and acknowledge the fantastic work that our volunteers do across the North West.

I think the key for those of us involved in volunteer management is to ensure that our volunteer programmes are not only flexible, but also have the buy-in from our ACPO teams and relevant stakeholders. The subject of buy-in was discussed recently at the North West PSV practitioners meeting and I hope that the article on page three will enable some more thinking around this area for our volunteer managers and stakeholders alike.

There are now around three million neighbourhood watch members across the UK and numbers have reached 9000 nationally in terms of Police Support Volunteers, and both roles help police forces deliver a better service to our communities. In the North West we will be working towards creating more innovative roles for volunteers and building on what has already been achieved. It is important that the police service encourage communities to be empowered and to get citizens more involved with policing their communities.

I would like to thank everyone who contributed articles, without their support *Volunteering Matters* would not be here! Please keep sending in the stories and photographs so that the future of the magazine is guaranteed. I am relying on you all to fill the future pages of VM – and I look forward to hearing about your productive initiatives.

Tina Shelton
North West Regional Co-ordinator



Following the success of *Special Impact*, it is great to see a publication dedicated to our wider police volunteers and I hope you enjoy this first edition of *Volunteering Matters*. It is pleasing to see the great initiatives our volunteers get involved in across the North West.

The police service is in a great position to encourage local volunteers because of our commitment to neighbourhood policing. This is absolutely not about policing on the cheap at a time of budget cuts. We are driven to strengthen engagement with local people and promote active citizenship. We can't all just be passive customers of public services; surely we all need to play our part in active citizenship and this can be achieved through volunteering.

Chief Officers would like to see the role of police volunteers broadened. We are giving more power and ownership to the community in terms of policing, for example in restorative justice, use of social media, our regular neighbourhood meetings and the growth we have seen in the number of volunteer special constables.

I believe that the police service could market the role of volunteers better than it does, and *Volunteering Matters* goes some way to improving communication in this area therefore I would ask that you continue to support its longevity by contributing examples of your excellent work going forward.

Peter Fahy
Chief constable, GMP
ACPO Regional Lead for Special Constabulary
& Police Support Volunteers

Lancashire Volunteer Highly Commended at National Award Ceremony

Elizabeth (Liz) Holden was awarded Highly Commended (a posthumous award) at the Special Constable & Police Support Volunteer Awards 2011 at a ceremony held at Church House Conference Centre in Westminster where Home Office Minister Damian Green made the presentations.

Liz provided wide-ranging support as a PSV within Lancashire Constabulary and prior to her sad passing earlier this year; she had completed over 2,200 hours in support of operational policing. She was also a highly proactive Neighbourhood Watch co-ordinator, provided valuable support to Neighbourhood Policing Teams at PACT meetings and would regularly ring back vulnerable members of the community to gather information and provide public reassurance. Additionally, Liz played a central role in planning, and securing funding for, events for the benefit of elderly and vulnerable members of the community. Margaret Dunn and Helen Dixon accepted the award on Liz's behalf.



Front cover: - Tameside PSV Janet Gould with Stockport PC & GMP Town Crier at the recent I love Manchester event

Cheshire introduces Junior Road Safety & Watch Officers Scheme

Cheshire Constabulary is expanding its involvement with schools by engaging with young people to communicate messages to schools about staying safe.

Working in partnership with Cheshire West and Chester Council, Cheshire Police is collaborating Junior Watch with the Road Safety Officers scheme.

The Junior Road Safety Scheme has been running very successfully in Cheshire West for approximately 30 years. Each school has two year 6 pupils that are nominated as Junior Road Safety and Watch Officers.

The role of the Junior Officers is to communicate the monthly messages as advised by the collaborative partnership, run competitions and display the information around the school regarding everything to do with community safety, personal safety as well as road safety.

The Officers are assessed at the end of the year on the scrapbook they have kept with a record of all the messages they have delivered, an award is given to whoever is deemed the best Junior Officer.

Sarah Collins from Cheshire West and Chester council said: "The scheme is important for trying to keep everyone safe while they're out and about. Additionally research shows that if you instil ideas into people from a young age you can mould their attitudes so in the future they'll become better drivers and motorcyclists."

Jenny Ford the community engagement manager for Cheshire Police added: "The junior watch scheme is a simple way of getting messages across to the community and to lots of people who can pass them on to people of all ages and all groups. These messages are so simple anyone can easily understand them so they can be spread far and wide."

The young people who are the Junior Officers believe it's a good scheme because it helps to keep other pupils safe. The role is undertaken by older pupils in the school in the hope that younger ones will look up to them and take more notice of the messages.



The photographs shows the recent launch of the new initiative at Cheshire Constabulary Headquarters.

Case Study of a Volunteer

Hilary Hancox writes about her role and why she volunteers.....

My name is Hilary Hancox, and I am 48 years of age. I started working for Merseyside Police in St Helens on 8 August 2006. I work 1 – 2 days per week; depending on how much work my supervisor, Lynne Carberry has got for me to do.



I live in Ashton in Makerfield, in a residential home for brain-injured people; so, as you can guess I have had a brain injury myself,

although it was a long time ago, over 25 years ago!!!! Before this happened to me I was a R.G.N. I trained in Broad Green Hospital, Liverpool, and when I qualified I went to work down South in Tunbridge Wells, after this I went off to America on a working holiday, where I was hit over the head in New Orleans, and so therefore I ended up at Transitional Rehabilitation Unit

To stop me from getting bored, I decided to go into voluntary work, firstly I worked for Cancer Research, but I got fed up with this as all that I was doing was hanging up clothes, and the real reason why I wanted to do voluntary work was so that I could meet more people and widen my horizons. So, I decided to try to do some work for Merseyside Police and started work with Lynne. I work with her in the offices at the main St Helens Police Station. I tend to work mainly helping with Home Watch and other office duties. I do some work on the computer too.

I also keep offering to make cups of tea, but I keep getting turned down... they obviously haven't tasted my brilliant tea / coffee!!

I really enjoy the work that I do for Merseyside Police (I still keep hoping to meet the man of my dreams, in a uniform). I have previously won St Helens Community Volunteer of the year and been invited to a posh evening dinner at a swanky Liverpool Hotel and I recently attended an awards evening to receive a certificate and thanks for working 5 years with Merseyside Police. So if you feel as if you have got something to give to Merseyside Police then don't be afraid and give it a go!!



Each issue we will have a specialist in volunteering guest to share their views with us. This edition we welcome Susan J Ellis, President of Energize, Inc., a training, consulting, and publishing firm that specialises in volunteerism.

I'll Never Understand Why Executives Still Don't Understand

By Susan J. Ellis

I was searching for something in the archives of my Hot Topics and found myself amazed that I have written 172 of these since 1997! I've commented on many different events, initiatives, successes, failures, and puzzlements in our volunteer field. But one theme keeps recurring: lack of enthusiasm about and true support for volunteer contributions from those in charge of organizations.

I will never understand the inability of executive-level decision makers to "get" how important volunteers are to the health and success of their organizations – or how important volunteers could be if approached in a strategic and creative way.

It is inexplicable to me that the subject of volunteering is simply omitted from the board room, long-range planning, funding applications, financial accounting, and anything else perceived as critical organization management. Even worse, volunteer involvement is often handled at a level far below the top – as a sub-unit of the department willing to house it (not necessarily the most logical one).

In many ways, this is the vital windmill at which I have been tilting throughout my career. Yet the call for attention needs to be repeated again and again. Why does nothing seem to change?

POWERFUL SOUND BITES

Those readers familiar with my writing, especially "From the Top Down" will not find anything new here as I've said it all before. But I want to highlight the key points in an effort to give each of you some "sound bites" or "elevator speeches" to use in your own advocacy for our work. Unless we are united in how we articulate our vision, we cannot expect executives to come up with these points themselves. So, in the hope that these bullet points will be useful, here is the most succinct set of arguments I can make for not ignoring volunteer involvement. And then I want you to add some more of your own.

- **Volunteers are an essential part of an organization's network of supporters.** Every organization needs friends in the community – people who feel a sustained relationship with the cause and the mission, which they express in different ways over many years – even over a lifetime. These supporters move in and out of different roles at different points in their lives (sometimes doing several at once): they give money, time, and talent; they provide

access to information, valuable contacts, and in-kind goods and services; they spread your message and educate the public.

- **Volunteers are time donors with limitless potential for contributing energy and a world of skills. But that potential will not materialize without a strategic plan to attract and engage the right volunteers for each organization.**

When hiring new employees, organizations spend time and energy combing the community, expecting to find the most qualified applicants. That same community is also a treasure trove of prospective skilled volunteers. Expect to find them by also putting some effort into that search.

- **Volunteers expand the brain of an organization (as well as its heart).** A colleague in Perth, Australia expressed this thought last month after attending one of my workshops there. He realized that he had understood the "hearts and hands" gifts volunteers offer, but had not before recognized the addition of greater skills and perspectives volunteers bring to the thinking of an organization (if we welcome them to do so).

- **Even though the staff is highly educated and well trained, it cannot be assumed that they have ever been taught anything about working with volunteers.**

What's my vision of utopia? That someday curriculum explaining the role of volunteering in society, the scope of citizen participation, and the basic principles of effective volunteer management is taught widely – at all levels of education and especially within the professional training of any occupation that will, upon graduation, definitely be expected to interface with volunteers on the job (examples: nurses, teachers, social workers, clergy).

- **Poor volunteer management costs more money (and effort) than doing it right in the first place.**

Signing on anyone who steps forward to "help" in vague ways, without clear objectives and coordination, simply wastes time – for the paid staff and for the volunteers. Who can afford to waste time? Worse, it can hamper achieving what really needs to be done for your clients or the public, making the engagement of volunteers a drain on resources rather than value-added.

- **It is not self-evident that "having" volunteer's means an organization is supported by the community – and adding "more" volunteers is not necessarily a meaningful objective.**

Some volunteers are loyal to the clients or the cause, not necessarily to the

organization. Executives ought to find out what volunteers are really thinking and saying in public. And, in some cases, focusing on fewer volunteers who are truly committed (and qualified) might be better for everyone.

- **When we value something, we plan for, fund, oversee, and evaluate it. So if we do not do these things for volunteer involvement, what's the message?**

When we value something, we designate someone to be responsible for it (someone with the skills and interest to do it well). Organizations should have someone in charge of volunteer involvement, not assign it as a sideline activity for someone who really isn't interested or qualified.

- **"Volunteer" does not mean low-level (no matter what word you use).**

Board members are volunteers, as are most advisory councils, student interns, pro bono consultants, and loaned executives! They may describe themselves with different terminology, but the common denominator is that a wide range of people contribute their expertise and time without going on the organization's payroll. Surgeons volunteer vacation time to perform operations in poor countries. Never assume a "volunteer" is unskilled.

- **It takes a village to raise a child, and it takes an entire organization to support volunteers.**

Even with a highly competent director of volunteer involvement, every single staff member shares responsibility for daily interaction with volunteers, partnering to accomplish goals. And the expectation for this is set by top management. How senior administrators demonstrate their commitment to involving volunteers determines how most staff will perceive it.

- **The key to unlocking the opportunities presented by volunteers is to pay attention.**

As with any other management function, the success of volunteer involvement is directly proportional to the amount of time spent thinking about, reaching the right decisions on, monitoring, and improving it. Volunteers should be on the executive agenda for the same reason that client services, money, and employees are.

Volunteering Matters would like to thank Sue for sharing her article with us. For further information please go to Sue's website: <http://www.energizeinc.com>

Do you agree with Sue's views? Feedback to tina.shelton@gmp.pnn.police.uk would be welcomed.

Community Crime Fighter honored by High Sheriff



A crime-fighting community stalwart has been rewarded for his tireless work trying to improve the quality of life for local people. Pete Thomas, co-ordinator of Fife Street Neighbourhood Watch for almost a decade, has won the High Sheriff's Award. The 59-year-old was

recognised for the outstanding contribution he has made to the communities of Barrow and beyond.

Mr Thomas, of Fife Street, Barrow, was shocked to receive the award and said the accolade was for the team and not just him.

The High Sheriff's Award was presented by High Sheriff of Cumbria, Iona Frost-Pennington, at the annual general meeting of Cumbria Neighbourhood Watch on Saturday October 8.

Chief Constable Craig Mackey also gave a speech about policing and some of the challenges and successes over the last 12 months. He recognised the significant part neighbourhood watches and community groups play in crime prevention and detection.

The Fife Street Neighbourhood Watch group celebrates its 10-year anniversary next year and Mr Thomas put its success down to all the wonderful people who live there.

He has also developed the Bringing Communities Together group, which brings a number of neighbourhood watch and community groups together across the Barrow and Ulverston area.

Speaking about the award, Mr Thomas said: "I thought it was just a normal AGM so I was just really relaxed.

"Then the award was announced and I was gobsmacked. I was just totally speechless.

"It is an honour but I don't do it for that. It might be my name on it but it is a team awards.

"I get so much help off the police, fire service and so many others.

"I can't thank everyone enough for all they do."

Rebecca Rawlings, community safety officer for Barrow Borough Council, said: "I am really pleased that Pete has been recognised in this way. He is a real advocate for the people of Barrow.

"No-one cares more about our town and he works hard every day to improve the quality of life for all of us who live here.

"Pete is not one for the limelight and is adamant that it is a team effort.

"While it is true to say that many people are involved, Pete is certainly an integral part of what goes on and we couldn't manage without him."

The photograph shows Pete receiving the High Sheriffs Shield from the High Sheriff Mrs Iona Frost-Pennington DL and the Chief Constable Craig Mackey.

STREET WATCH LAUNCHES IN BRINNINGTON

Brinnington residents have formed their own Street Watch scheme with the support of their local neighbourhood policing team.

Street Watch members will patrol Brinnington wearing high visibility jackets to provide a presence in the community, reporting back to police about antisocial issues such as nuisance behaviour, graffiti and underage drinking. The volunteers will walk around the area a minimum of two hours a month.

Inspector Jonathan Kelly, from the Stockport North Neighbourhood Policing Team, said: "This is not about volunteers confronting people and putting themselves in danger as they will phone police officers if an immediate police presence is required. The scheme is about bringing people together, having a presence on the streets and identifying issues that they want police to resolve. It is the community working in partnership with the police and we look forward to celebrating some successes with the community in the very near future."

Councillor Helen Foster-Grime, Stockport Council's Executive Member for Communities, said: "Street Watch is a very positive scheme which gives Brinnington residents the opportunity to work together in partnership with the Council and Police to identify issues which need resolving. This scheme will help bring the whole community together and make Brinnington an even safer place to live, visit and work in."

Street Watch was initially set up by Chief Inspector Philip Kedge in East Hampshire three years ago. He went on patrol with Brinnington Street Watch members to share his experiences.

Street Watch member David Kirman said: "The police are limited in how much time they can spend on the streets in our specific area so this is about us, the public, working in partnership with the police to find the issues we want them to tackle."



LANCASHIRE CONSTABULARY Community Road Watch Scheme



The Community Road Watch initiative in Lancashire has trained 47 members of the public who are Community Volunteers, to work in partnership with the police at approved sites to provide a highly visible deterrent to unlawful and anti-social driving, with the aim to directly address road safety concerns, reduce road casualties, and enables intelligence on the level and extent of driving offences to be assessed and recorded in respect of each location. The scheme is designated as an educational activity and not as police enforcement

The offences the Community Road Watch team focus upon are:

- Drivers exceeding the speed limit
- Drivers using mobile phones
- Drivers and passengers failing to wear seat belts and/or child restraints

The Community Road Watch team monitors and records these offences at the designated locations, and when an offence is observed the details are documented and then processed by the team. A letter is sent to the registered owner advising them that their offending action has been observed and informing them that if, a second offence is recorded then a police visit, or possibly prosecution, will follow.

To ensure that the Community Road Watch volunteers who are involved with the scheme remain safe and can work effectively, a full health and safety risk assessment for speed enforcement and speed compliance tactics will have been conducted.



WEB RESOURCES:

<http://www.npia.police.uk/en/9814.htm>
<http://www.ncvo-vol.org.uk/>
<http://volunteering.org.uk/>

<http://www.cabinetoffice.gov.uk/big-society>
<http://www.ivr.org.uk/Volunteering+stats>
<http://www.communities.gov.uk/publications/corporate/statistics/citizenshipsurveyq4201011>