



Lancashire Constabulary



CITIZENS IN POLICING ACTION PLAN - 2014 to 2015
Police SUPPORT Volunteers

POLICE SUPPORT VOLUNTEERS – 2014 to 2015					
	OUTCOME / OBJECTIVE	ACTIONS REQUIRED	OWNER	Date to be reviewed or completed by	CURRENT STATUS and Date -
1.1	To review and revise the Police Support and Community Volunteers Handbook to include all categories of Volunteers	- Draft and agree/adopt a Police Support and Community Volunteers Handbook for all categories of volunteers.	LL / BC / CKF / NW	31.12.2015	<i>On-Going at 3rd draft</i>
		- Taking the Regional Lead on this and liaising with our counterparts			
		- Incorporate the appropriate elements of the policies and standard operating procedures	LL / BC	31.12.2015	<i>On-Going</i>
		- Agree and include the Code of Conduct, and appropriate consent forms	LL / BC	31.12.2015	<i>On-Going</i>
		- Ensure that the handbook is revised regularly	LL / BC	On-going	
1.2	To confirm an appropriate management structure , following the outcomes of the organisational reviews	- Establish and regularly update list of volunteers – and their skills	CKF / NW	31.12.2014	COMPLETE
		- Establish, augment and review list of volunteer roles / tasks	CKF / NW	31.12.2014	COMPLETE

		- Explore the establishment of a management structure for volunteers both centrally and in divisions	LL	31.12.2014	COMPLETE – volunteers are assigned to a Line Supervisor and a Divisional/HQ Volunteer Coordinator. Three CIP Sergeants are also in post in each BCU
1.3	To agree and implement an appropriate meeting structure to manage, monitor and develop the volunteer scheme	- Consider re-establishing the Volunteer’s Forum	LL / CKF/NW	31.12.2015	<i>On-going – NW/CKF to email out request to volunteers if they would be interested in a volunteer forum / what would they like it to look like / Who would attend. Aims and Objectives.</i>
1.4	To develop and implement a performance framework to ensue	- Explore the use of DutySheet to provide management data as required	LL	31.12.2015	COMPLETE LCC Better Impact Management System Implemented July 2015

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	effective delivery and monitoring of the volunteer scheme	- Explore the use of DutySheet (or other attendance record) including set-up and annual on-going costs, to provide appropriate data	LL	31.12.2015	COMPLETE - See above
1.5	To manage current and future costs incurred in the Volunteer programme	- Monitor and report on overall expenses to ensure effective spending and value for money	LL	31.12.15	<i>On-going – quarterly reports from finance for expense claims</i>
1.6	To seek to develop and implement a policy for signposting	- Develop a procedure to offer options to unsuccessful candidates and signpost them to external opportunities including those with partner organisations and third sector groups	LL	31.12.14	COMPLETE

	unsuccessful candidates to other options within or outside of the organisation	- Produce leaflets/webpages to highlight other volunteering opportunities	LL / Corp Comms	31.12.14	COMPLETE
1.7	To provide a comprehensive induction programme	- Develop an induction programme that is used for all categories of volunteers	LL / BC / Training centre	31.12.15	<i>On-going – already have one in place but working on this alongside Volunteer/Supervisors Handbook to update and ensure its use across all BCU's</i>
1.8	To explore the suitability of current leadership structure and programmes for volunteers	- Seek opportunities to enhance the role of volunteers in order to aid their development	LL / VR / Div Co-ordinators	31.12.15	COMPLETE
		- Create a Divisional structure	Div Coordinators	31.12.15	COMPLETE
1.9	To ensure that volunteers feel valued and are retained by the organisation	- Ensure that the Action Plan emanating from the Spring 2014 Volunteer Survey is implemented	LL	31.12.14	COMPLETE
		- Implement a regular review with the line manager which includes discussion on opportunities for alternative specialist tasks, if appropriate	Line Manager / Div Coordinators	31.12.14	COMPLETE
		- Establish a force-wide procedure for reward and recognition and ensure that this is adopted consistently by all divisions	LL / CKF / NW	31.12.14	COMPLETE
1.10	To support volunteers to progress to other volunteer opportunities both internally and externally	- Ensure effective mentoring to encourage progression including positive action nurturing	Line Manager / Div Coordinators	31.12.14	<i>Implemented –On-going</i>
		- Collate and document appropriate information on progression	LE / HR	31.12.14	<i>Implemented –On-going</i>

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		- Ensure that all necessary information is provided	Line Manager / Div Co-ord.	31.12.14	<i>Implemented –On-going</i>
		- Provide support throughout the application and selection process	Line Manager / Div Co-ord.	On-going	<i>Implemented – On-going by Volunteer Co-ordinators</i>
		- Provide support for unsuccessful candidates	Line Manager / Div Co-ord.	On-going	COMPLETE – Signpost to our other opportunities and to LCC opportunities
1.11	Develop Specialist / Research Roles for volunteers enabling us to utilise volunteers who have specialist skills and to help retain volunteers providing interesting opportunities	- Link in with Specialists Departments to identify where volunteers can contribute their time	LL/PS	31.12.15	<i>On-going - Specialists Department / Universities Day at Oct 2015 follow-up event Feb 2016</i>
1.12	Working closely with Third Sector Groups	- NHP to work closely with these groups / Share best practice and strengthen links with CVS	LL/CKF/NW		COMPLETE - Focus groups held in Divisions Sept/Oct 2014 with NHP Teams/ CVS/Councils