

## **DECISION MAKING MEETING**

**16 September 2020, 13:00 - TEAMS**

### **Attendees**

David Lloyd (Commissioner)  
David Gibson (Deputy Commissioner)  
Chris Brace (Chief Executive)  
Amie Birkhamshaw (Director of Strategy)  
Ian Rooney (CFO)  
Nigel Atkins (Senior Communications Officer)  
Gavin Miles (Deputy Chief Executive)

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### **AGENDA**

1. Minutes of Meeting of 1 September 2020
2. Cover note for the refreshed Volunteer Strategy 2020 - 25  
Volunteers Strategy Refresh
3. Northchurch Road Safety Fund Proposal

## DECISION MAKING MEETING

**1<sup>st</sup> September 2020, 11:00 - TEAMS**

### **Attendees**

David Gibson (Deputy Commissioner)  
Chris Brace (Chief Executive)  
Amie Birkhamshaw (Director of Strategy)  
Nigel Atkins (Senior Communications Officer)  
Karl Stonebank (Grants & Funds Officer) - Item 2  
Carolyn Kitchen (TESA - minutes)

### **Apologies**

David Lloyd (Commissioner)  
Gavin Miles (Deputy Chief Executive)  
Ian Rooney (CFO)

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## MINUTES

1. Minutes of meeting of 19<sup>th</sup> August – **Approved**

2. Criminal Justice Innovation Bids 2020/21

9 bids have already been assessed by the Herts Criminal Justice Board and their recommendations were noted.

The following bids were recommended for approval:

- **CDAT Herts; Jobs Pathway** - £36,000
  - High scoring bid with lots of support from partner organisations.
- **Prince Trust; Herts, Minds & Goals** - £44,527
  - Offers a series of interventions working with at least 48 young people. Providing £20,000 in match funding and £5,600 Gift in Kind contributions
- **Hertfordshire Constabulary: Custody distractions for vulnerable detainees** - £750

- Very high scoring project. Would be only the second force to look at benefits of custody distractions.
- **Hertfordshire Constabulary; Community based video enabled justice -£60,000**
  - High scoring bid and very relevant regarding current issues with court backlogs, DA Bill and Section 28 roll out. Clarity is sought on match funding from HMCTS.

**The following bids were not recommended for approval:**

- Stevenage BC; The No More Service drugs, alcohol and offending service
- HARCO; Step Forward
- HACRO Growing Together
- HCC Youth Justice Service; Under 18s Appropriate Adult Overnight provision
- Hertfordshire Constabulary; Management of Released under Investigation (RUI) cases

3. Terms of Reference for the IOM review - **Approved**

4. Use of the terms Victim and Complainant and impact on Criminal Justice culture and behaviour - **Paper forward to the next meeting when the PCC was available to attend.**

Meeting	Decision Making Meeting
Date	17 <sup>th</sup> September 2020
Title of report	Cover note for the refreshed Volunteer Strategy 2020 - 25
Written by	Nimat Jaffer, Policy and Project Officer
Purpose	To outline the need for the refreshed volunteer strategy
Decision(s) required	Approve the refreshed draft volunteer strategy and public and stakeholder consultation.
Financial implications	N/A
Risk implications	None - draft for consultation
Legal implications	N/A
Equalities impact	None identified
Freedom of information exemption section if applicable	None.

## 1. Introduction

The OPCC's Volunteering Strategy 2017 – 2022 was consulted on and published in late 2016. Significant progress has been made in the past three years, and the Coronavirus Pandemic has changed the landscape of volunteering. These factors, alongside the refreshed Community Safety and Criminal Justice (CSCJ) Plan 2019 – 2024, means a refresh of the Volunteer Strategy is timely.

The CSCJ Plan will continue to increase volunteering opportunities for the public, and enhance collaborative working with local partners to be more efficient with resources and responsive to community safety. For example, the Emergency Services Collaboration Memorandum of Understanding (MoU) between Hertfordshire Constabulary and Hertfordshire County Council (HCC) has provided the unique multi-disciplinary volunteer opportunity of uniformed and visible "Emergency Services Volunteer" role to support patrols, crime prevention advice and fire safety.

Other new volunteer opportunities include Mini Police, Canal Watch, Faith-based Watch schemes and Pathways. Pathways include Police Volunteer Cadets having the opportunity to become Cadet Leaders and then transition into the Special Constabulary. The Special Constabulary also has its own dedicated pathway to training and development opportunities for Specials. The Emergency Services Volunteer role has the potential to enhance the volunteer pathways, thereby offering volunteers new experiences and the opportunity to learn new skills. Another collaborative scheme is the Mini-Police which operates in partnership with schools and indirect supports the volunteer pathway.

Ultimately, these fast-evolving partnerships and volunteer opportunities, combined with the unique challenges posed by Covid-19 and new working practices, highlight the need to refresh the current Volunteer Strategy.

## **2. Progress Overview**

Significant progress has been made on the actions set out in the Volunteering Strategy 2017 – 2022, For example:

- The Special Constabulary has achieved Independent Patrol Status which follows the same pathway to competence as a regular officer.
- Volunteer Police Cadet groups take part in social action projects and can also work to a St Johns recognised qualification in first aid. All units work closely with their opposite numbers in other organisations such as Fire cadets, Scouts etc.
- Police Support Volunteers are being actively utilised for their unique skill set in over 30 different organisational areas from school and gangs support to puppy fostering. The total number of hours volunteered has increased by 52% adding value to the need and demand of specialist policing areas.
- Volunteer Police Cadet Leaders support cadets who are undertaking the Duke of Edinburgh Award and continue to work closely with the Fire Service who are delivery partners.
- Dog Welfare Volunteers have been trained with input from the Dogs Trust and the OPCC also received a Dogs Trust award for facilitating responsible dog ownership.
- There has been a remarkable increase in households signed up to Neighbourhood Watch and other watch schemes which has risen from 62K to 159K.
- Neighbourhood Watch and OWL has evolved into a positive engagement platform beyond an alert and Watch system, it is used for online Q&A sessions, live chats and more.

Informal volunteering which forms Priority 4 of the current volunteer strategy has been challenging. The Community Safety Accreditation Schemes (CSAS) cannot be expanded due to staff capacity issues, and while the number of courses on Citizens Academy has increased, the average time spent on the site is 32 seconds.

The reach and impact of developing Employer Supported Policing (ESP) is challenging to analyse as the reach and impact are not monitored, nevertheless business engagement remains a strategic priority in line with the CSCJ Plan.

## **3. Refreshed Volunteering Strategy 2020 – 2025**

The refreshed Volunteering Strategy will build upon the successes of the past three years. In particular, it will focus on improving engagement and communications to expand demographic reach of volunteering opportunities, as well as working more closely with partners to promote volunteer opportunities and creating new scrutiny roles for public involvement and reassurance.

The Coronavirus Pandemic has changed working practices and the volunteering landscape. In that context, the refreshed Strategy will explore virtual and hybrid model opportunities for volunteering.

HCC and the Hertfordshire voluntary sector are developing steering committees to encourage joint working to sustain volunteering opportunities and address local differences in needs and resources across the county. The OPCC have been invited to sit on relevant steering committees which will serve as vehicle to deliver the engagement and communications objective described above. Collaborative working will also serve as a stepping stone to developing a single point of contact model for volunteering across Hertfordshire, thereby making all opportunities as visible and accessible as possible.

#### 4. Timeline

17 <sup>th</sup> September 2020	18 <sup>th</sup> – 25 <sup>th</sup> September 2020	28 <sup>th</sup> September – 8 <sup>th</sup> November 2020	9 <sup>th</sup> November – 13 <sup>th</sup> November	16 <sup>th</sup> – 21 <sup>st</sup> November 2020	24 <sup>th</sup> - 4 <sup>th</sup> November 2020	20 <sup>th</sup> November – 11 <sup>th</sup> December	14 <sup>th</sup> December 2020
Draft volunteering strategy to DMM							
Consultation planning including print force (PDF copies)							
		Public and Stakeholder Consultation	Echo data analysis	Amend strategy based on feedback	Final strategy to DMM		
					Publish planning		Publish volunteering strategy

#### 5. Consultation

Echo is the most suitable platform for delivering the public and stakeholder consultation, enabling a single online link to be shared in a variety of ways at a time when face-to-face engagement is inevitably still limited. The proposed question is;

***“Tell us what you think of the refreshed volunteer strategy?”***

The Insight and Analysis team will be able to pull out data from the free text based on the:

- Sentiment
- Positive / negative
- Actions required
- Areas of improvement

This will enable the OPCC to amend the strategy based on the consultation feedback in a timely fashion and publish the final version mid December 2020.

Appendix A lists the groups that the OPCC will consult.

#### 6. Recommendation

1. Approve the refreshed draft Volunteer Strategy 2020-25
2. Approve the public and stakeholder consultation plan

## Appendix A

- Hertfordshire Constabulary
- Hertfordshire OPCC
- Hertfordshire County Council
- Broxbourne Borough Council
- Dacorum Borough Council
- East Herts District Council
- Hertsmere Borough Council
- North Herts District Council
- St Albans City and District Council
- Stevenage Borough Council
- Three Rivers District Council
- Watford Borough Council
- Welwyn Hatfield Borough Council
- Hertfordshire Fire and Rescue Service
- NHS Clinical Commissioning Group
- University of Hertfordshire
- Colleges of Hertfordshire (x4)
- Communities 1<sup>st</sup>
- W3RT
- #TeamHerts
- Local CVSs
- Local Citizens Advice Bureaus
- Dogs Trust
- ESP employers
- National Probation Service in Herts
- Herts Chamber of Commerce
- IBAG members
- Public / Volunteers

**Page 1 - Cover Page**

Volunteering Strategy 2020 – 2025

“Crime Reduction & Community safety is a shared responsibility for us all”

## Page 2 - Foreword

My Community Safety and Criminal Justice Plan is called 'Everybody's Business' because we all have a role in keeping Hertfordshire a safe county in which to live and work.

Volunteers makes a telling contribution to that vision, and I will continue to use my office to bring together organisations and individuals from across policing, blue light services, community safety, criminal justice and the wider voluntary and community sector. To maximise that contribution, we must look to move to a single point of contact model in the future, in order to increase visibility of all volunteering opportunities across Hertfordshire and make public access to those opportunities as simple and straightforward as possible.



Good progress has been made since my last Volunteer Strategy in 2017. Of particular note is, the piloting of an Emergency Services Volunteer role in Dacorum that combines the disciplines of policing and fire safety, and the development of the Independent Stop and Search Scrutiny Panel which now reviews Section 60 authorisations.

Volunteering opportunities have increased with the introduction of the Mini Police scheme and extension of roles for Police Support Volunteers (PSV), so that people of all ages with a range of skills can contribute to community safety and crime prevention. I am delighted that this has increased the volunteer contribution from PSVs, from 10,350 hours in 2017 to 16,500 in 2019.

This refreshed Volunteer Strategy builds upon these successes and sets out an action plan for how we can continue to boost volunteering opportunities and ensure that our volunteer community is valued and its fantastic contribution is recognised.

Lastly, the Coronavirus Pandemic has changed the way many of us work, and volunteering has been affected too. In acknowledging this new landscape, we must work together to ensure our volunteering community continues to grow and thrive in spite of current challenges. For example, with Independent Custody Visitors, I am pleased that alternative ways to monitor and scrutinise have been facilitated to suit the new circumstances. We must continue to explore new ways to use scrutiny volunteers virtually, as well working with partners to flex how we engage with volunteers in the future. I am grateful to all volunteers for rising to the challenge in these unprecedented times.

My refreshed strategy continues to place volunteering at the heart of modern policing, crime prevention and community safety, and I look forward to working in partnership with you to deliver its important aims.

A handwritten signature in black ink that reads "David Lloyd". The signature is written in a cursive, slightly slanted style.

**David Lloyd**  
**Police and Crime Commissioner for Hertfordshire**

### **Page 3 - Our strategic aims**

#### Our vision

- We all have a role to play in keeping Hertfordshire a safe county

#### Our Mission

- To maximise opportunities available to volunteers to contribute to policing, crime reduction and community safety in Hertfordshire

#### Our Values

- Be inclusive and open to all
- Work in partnership with statutory and voluntary bodies
- Value and respect the contribution volunteers make
- Be creative and innovative in our approach

## **Page 4 - Our strategic priorities**

### Priority 1

Collaborate across the public and private sectors and with voluntary sector partner agencies to maximise the number of pathways into volunteering across policing, criminal justice and community safety.

### Priority 2

Work with local businesses to apply private sector skills and knowledge in a policing context through volunteering schemes.

### Priority 3

Explore how innovation and technology can be used to enhance joint working with partners, local businesses and community centres to better promote volunteering opportunities – for example, through online platforms.

### Priority 4

Continue to develop and expand the range of scrutiny volunteering roles available.

<p style="text-align: center;"><b>Our Impact</b> Since 2017 we have:</p>	<p style="text-align: center;"><b>Our Ambition</b> By 2025 we aim to:</p>
<p><b>Mini Police</b></p> <ul style="list-style-type: none"> <li>• 32 schools across Hertfordshire have signed Service Level Agreements (SLAs) for this fun opportunity for children aged 9-11 years to learn about community safety and give young people a voice.</li> <li>• Commissioned by the PCC and the Youth United Fund, mini police are provided with a uniform of a baseball cap and hi vis tabards.</li> <li>• The 8 week programme delivered by police officers, PCSOs, cadets and volunteers includes internet safety, bullying and road safety.</li> </ul>	<p><b>Mini Police</b></p> <ul style="list-style-type: none"> <li>• Deliver Mini Police across all 10 districts.</li> <li>• Expand the initiatives to include educating speeding motorists.</li> <li>• Explore how to capture the impact of the 8 week programme and police engagement from the mini police and school.</li> </ul>
<p><b>Emergency Services Volunteer</b></p> <ul style="list-style-type: none"> <li>• 12 month pilot has been set up in the district of Dacorum part of the Emergency Services Collaboration Memorandum of Understanding (MoU) between Hertfordshire Constabulary and Hertfordshire County Council.</li> <li>• Signed up volunteers are a combination of existing Fire Service and Police Support Volunteers.</li> <li>• Joint scheme has identified 3 core tasks for the pilot volunteers ranging from providing fire safety to crime prevention advice to patrols.</li> </ul>	<p><b>Emergency Services Volunteer</b></p> <ul style="list-style-type: none"> <li>• Evaluate the progress of Emergency Services Volunteers with a view to developing the scheme and expanding to other districts.</li> <li>• Recruit additional volunteers' representative of Hertfordshire.</li> <li>• Utilise Echo to understand the impact of the Emergency Services Volunteer role on public confidence, reassurance and fear of crime.</li> <li>• Explore additional tasks to create a multi-disciplinary uniformed volunteer.</li> </ul>
<p><b>Neighbourhood Watch &amp; Other Schemes</b></p> <ul style="list-style-type: none"> <li>• Increase in households signed up to Neighbourhood Watch and other watch schemes has risen from 62K to 159K.</li> <li>• Watch schemes have developed to include canal watch and faith based watch schemes.</li> <li>• OWL the communication platform has evolved to include survey facilities, a response mechanism and live chat capability.</li> <li>• Thousands of proactive volunteers support the development of Watch schemes by organising meetings and events to promote the platform, as well as volunteers to support the administrative tasks behind OWL.</li> </ul>	<p><b>Neighbourhood Watch &amp; Other Schemes</b></p> <ul style="list-style-type: none"> <li>• Develop an App that will be able to send out push notifications and live time alerts to members to assist in appeals such as missing people.</li> <li>• Explore other Watch schemes which uses digital media from CCTV and doorbell cameras; and apply best practice.</li> <li>• Continue to explore opportunities to join up crime prevention message across emergency services.</li> <li>• Increase membership through a youth engagement strategy, local community events, Safer Streets and crime prevention stalls and talks.</li> <li>• Develop opportunities for youth engagement.</li> </ul>

<p><b>Special Constabulary</b></p> <ul style="list-style-type: none"> <li>• <i>The Special Constabulary governance structure is aligned with the governance structure of regular officers to ensure that opportunities and support are aligned.</i></li> <li>• <i>Achieved a defined management and supervision structure aligned to support the organisational and operational needs of the constabulary.</i></li> <li>• <i>Achieving Independent Patrol Status follows the same pathway to competence as a regular officer, to build an integrated Special Constabulary.</i></li> <li>• <i>Recognition through the Constabulary’s annual awards programme, ensuring an integrated approach rewarding Special Constables in parity with regular colleagues.</i></li> </ul>	<p><b>Special Constabulary</b></p> <ul style="list-style-type: none"> <li>• <i>Review the Special Constabulary strategy to continue to ensure it is aligned with the refreshed Police and Crime Plan, Volunteer Strategy and Force Management Statement with a renewed focus on retention and attraction of Special Constables.</i></li> <li>• <i>Develop a platform for Special Constables to have the opportunity to contribute towards the Special Constabulary Strategy and have a feedback mechanism into senior officers</i></li> <li>• <i>Continue the evolution of Career Pathways for Special Constables to work in specialised fields of policing.</i></li> <li>• <i>Offer a streamlined pathway for Special Constables who have long term aspirations to join Hertfordshire as a regular officer.</i></li> <li>• <i>Create a plan to identify the contributions, value and engagement of Special Constables through measurable outputs.</i></li> <li>• <i>Commit to reviewing the current provision of training and development available to Special Constables to ensure ongoing delivery of the career pathways and ensure that it is suitability financed.</i></li> </ul>
<p><b>Employer Supported Policing (ESP)</b></p> <ul style="list-style-type: none"> <li>• <i>Over 30 local businesses signed up and giving their staff time to volunteer.</i></li> <li>• <i>25% of Hertfordshire’s Specials are supported by their employer.</i></li> <li>• <i>There are at least 10 self employed Specials who have the flexibility to attend duties during their working day.</i></li> <li>• <i>Dedicated ESP marketing campaign in line with “Be Extra Ordinary” recruitment drive.</i></li> </ul>	<p><b>Employer Supported Policing (ESP)</b></p> <ul style="list-style-type: none"> <li>• <i>Develop a business engagement plan to expand ESP to a range of industries and sectors.</i></li> <li>• <i>Build sustainable relationships with businesses to adopt measurable outputs of ESP by understanding the mutual benefits and closing any gaps through partnership working.</i></li> <li>• <i>Continue to promote ESP through online platforms and increase face to face engagement through education and awareness events.</i></li> </ul>
<p><b>Hertfordshire Volunteer Police Cadets</b></p> <ul style="list-style-type: none"> <li>• <i>Fast track process has been established and utilised for cadets to transition into the Special Constabulary where 11 cadets have become Special Constables.</i></li> </ul>	<p><b>Hertfordshire Volunteer Police Cadets</b></p> <ul style="list-style-type: none"> <li>• <i>Continue to use the Marshal Portal to communicate safely with cadets, organise events and mentor cadets.</i></li> <li>• <i>Continue to encourage cadets to participate in County Cadet Competition and Parade where winners</i></li> </ul>

<ul style="list-style-type: none"> <li>• A curriculum of development has been created for Cadets to widen their experiences and development of skills.</li> <li>• Number of cadets has increased and been sustained across all ten districts. There are over 280 cadets and 14 have joined units as a junior leader.</li> <li>• Leaders support cadets who are undertaking the Duke of Edinburgh Award and we continue to work closely with the Fire Service who are delivery partners.</li> <li>• Social Action opportunities have developed and cadets are involved in assisting Operation Stomp, supporting Safer Streets campaigns and OWL signups.</li> </ul>	<p>represent Hertfordshire in the national competition.</p> <ul style="list-style-type: none"> <li>• Embed the St Johns first aid qualification programme for cadets.</li> <li>• Provide opportunities for cadet leaders to complete leadership courses.</li> <li>• Continue to engage with organisations for counter opportunities, such as the Fire Cadets and Scouts.</li> </ul>
<p><b>Police Support Volunteers</b></p> <ul style="list-style-type: none"> <li>• PSV are being actively utilised for their unique skill set in over 30 different organisational settings from school and gangs support to puppy fostering.</li> <li>• Number of different roles has increased by 36% and the total number of hours volunteered has increased by 52% adding value to the need and demand of specialist policing areas.</li> <li>• Linked in with Corporate Communications to maximise the promotion of PSV roles.</li> <li>• Introduction of new roles has encouraged older people to volunteer with 59% of PSVs being over the age of 50.</li> </ul>	<p><b>Police Support Volunteers</b></p> <ul style="list-style-type: none"> <li>• Ensure the force is achieving excellence in managing and recognising PSVs.</li> <li>• Raise the profile of PSVs through showcasing their work and impact.</li> <li>• Actively achieve best practice in inclusivity by recruiting across the 9 protected characteristics.</li> <li>• Continue to develop new PSV roles, with particular focus on specialist volunteer roles.</li> </ul>
<p><b>PCC Volunteer Schemes</b></p> <ul style="list-style-type: none"> <li>• Stop &amp; Search Scrutiny Panel; continue to monitor representation of volunteers through ethnicity, district, gender and age to drive recruitment.</li> <li>• Independent Custody Visitors; received a silver award from the Independent Custody Visitors Association.</li> <li>• Dog Welfare Volunteers; trained with input from the Dogs Trust and received a Dogs Trust award for facilitating responsible dog ownership.</li> </ul>	<p><b>PCC Volunteer Schemes</b></p> <ul style="list-style-type: none"> <li>• Stop &amp; Search Scrutiny Panel; Review the Terms of Reference to improve engagement with volunteers.</li> <li>• Stop &amp; Search; The panel aim to have a specific focus on the use of Body Worn Video and explore proportionality.</li> <li>• Independent Custody Visitors; continue to evolve the scheme in line with national issues and standards including PACE (Police and Criminal Evidence Act 1984).</li> <li>• Independent Custody Visitors; build upon the silver award achievement by aiming to achieve the Gold Award.</li> <li>• Dog Welfare Volunteers; continue to ensure volunteers are demographically</li> </ul>

	<p><i>representative of the tri-force (Beds, Cambs &amp; Herts)</i></p> <ul style="list-style-type: none"><li>• <i>DriveSafe; Expand the scheme to include 20mph zones and HGV and Lorry restricted zones.</i></li><li>• <i>Continue to explore scrutiny volunteer roles for community safety and criminal justice.</i></li></ul>
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## **Page 9 – Developing Volunteering Opportunities**

### Celebrating Hertfordshire

- #TeamHerts have been working with the Hertfordshire County Council and the Community and Voluntary Sector to create a video thanking volunteers for their response to the Coronavirus Pandemic.
- All partners aim to build on the community resilience shown during the Coronavirus Pandemic and aim to keep everyone who has been inspired by volunteering on board.

### Seek to develop new volunteering roles

- Continue to develop PCC Independent Scrutiny roles, in line with local policing, crime reduction and community safety. This may include the scrutiny of Body Worn Video and the Force Control Room.
- Continue to develop volunteer pathways for training and development opportunities.

### Future recruitment of volunteers

- Work with statutory partners, education providers and the community and voluntary sector to promote volunteering roles through their online notice boards and portals.
- Continue to promote volunteer opportunities via publications, social media and future events.
- Aim to recruit volunteers fairly that are representative of Hertfordshire.

### Volunteer Communications Strategy

- Raise awareness of the volunteer roles and opportunities within the OPCC by extending engagement with various partners and community groups, and businesses.
- Continue to produce volunteer newsletters to update volunteers about the schemes and new initiatives.

### Annual Volunteer Awards

- Continue to nominate volunteer schemes for national and local awards as well as holding Annual Award evenings to display recognition of volunteer contributions.

## Page 10 – Volunteer Opportunities in the OPCC

### Community DriveSafe

The DriveSafe scheme addresses speeding concerns which members of the public may have in their local neighbourhood.

The aim of the campaign is to educate drivers and make local roads safer, through using roadside speed monitoring and promoting speed awareness. Volunteers are given speed display equipment and stand at the roadside monitoring passing vehicles. Speeding motorists are sent an advisory letter and those who speed frequently could receive a visit from a police officer.

To initiate a new DriveSafe group, a petition must be completed with at least 10 names of residents from different addresses in the speeding locality. Two of the named people will be lead volunteers and require vetting, whilst at least a minimum of three, preferably four in total, need to be at the roadside undertaking monitoring.

Further information, including the petition form, can be found at [www.hertscommissioner.org/community-drivesafe-scheme-hertfordshire](http://www.hertscommissioner.org/community-drivesafe-scheme-hertfordshire)

### Independent Custody Visitors (ICV's)

The Independent Custody Visiting (ICV) Scheme seeks to ensure the welfare and rights of detainees is being upheld in custody, in addition to auditing the condition of custody suites.

Further information including how to apply can be found at <https://www.hertscommissioner.org/ICV>

### Independent Dog Welfare Scheme

The scheme is administrated from the OPCC for Hertfordshire on behalf of all three Police and Crime Commissioners for Bedfordshire, Cambridgeshire and Hertfordshire.

The scheme's aim is to enable volunteers to visit all police dogs in a six month period and report on their findings via visiting forms. Any issues raised are resolved swiftly with the visitors being kept informed of the actions taken.

Volunteers also have the opportunity to meet every six months with the administrator attending along with Dog Unit Manager and a Dogs Trust representative.

Further information can be found at <https://www.hertscommissioner.org/dogs>

### Stop & Search Scrutiny Panel Volunteers

The scheme aims to achieve greater transparency and community involvement in the use of stop and search powers, and to support a more intelligence-led approach, leading to better outcomes, such as an increase in the stop and search to positive outcome ratio.

Volunteers work as part of a group, to collectively undertake dip-sampling activity as part of the scrutiny to ensure that stop and searches carried out by Hertfordshire Constabulary are done so proportionately, legally and ethically and in turn improve public confidence and trust in the way in which Stop and Search is conducted.

Further information can be found at [www.hertscommissioner.org/stopsearch](http://www.hertscommissioner.org/stopsearch)

## Page 11 – Volunteer Opportunities in Hertfordshire Constabulary

### Special Constabulary

As a Special Constable you will work with regular police officers in your spare time. You will not get a more rewarding opportunity as a volunteer to improve the quality of life within your own community and deal with a variety of challenges and develop a range of skills.

Special Constables have the same powers and training as regular officers – the only difference is that they are volunteers. They play a valuable role in solving quality of life issues, reassuring members of the public, saving lives and responding to emergencies.

To join; you must be aged at least 18 years, be in general good health and be willing to spare at least 16 hours per month.

<http://www.hertspolicecareers.co.uk/special-constables/>

### Volunteer Police Cadets

An exciting opportunity for you as a young person to get involved, particularly if you are interested in police work and community safety. Volunteer Police Cadets offers a chance to develop a range of skills, to help local community and to have fun!

Hertfordshire Police Cadets are young members of the community, aged between 14 and 18, that are involved in a wide range of activities and events. As well as learning about police procedures and the law, cadets also play a vital role in community events, engaging with members of the public and educating them on crime prevention. Specialist departments such as the tri-force Armed Policing Unit and Dog Unit also give regular talks.

Groups also participate in many exciting outdoor activities such as; white-water rafting, weekend holidays and summer camps, court visits and foot patrol at local music festivals.

Cadet groups are led by Police Officers, PCSOs and volunteers who support young people in their development. Groups are open to all and you do not have to have ambitions to work within the police force.

[https://www.herts.police.uk/hertfordshire\\_constabulary/cadets.aspx](https://www.herts.police.uk/hertfordshire_constabulary/cadets.aspx)

### Police Support Volunteers (formerly 'Police Community Volunteers')

Hertfordshire Constabulary's Police Support Volunteers Scheme offers members of the public the chance to support the Constabulary and make a valuable contribution to the safety and security of their own community.

Volunteers help the Constabulary to enhance the service it is able to provide to the community by helping to support police officers and staff in a variety of interesting and valuable roles.

A variety of opportunities are regularly advertised on the Hertfordshire Constabulary website:

<http://www.hertspolicecareers.co.uk/police-community-volunteers/>

### Neighbourhood Watch & other Schemes

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives. Now involving more than 159,000 households in Hertfordshire, it is based on the simple idea that you and your neighbours can help to reduce crime and create a safer and better place to live, work and play. Other Watch Schemes include: Canal Watch, Business Watch, Senior Watch and faith based Watches.

There are several ways you can join: visit [www.OWL.co.uk](http://www.OWL.co.uk) to register; email your local Watch Liaison Officer at [wlo@herts.pnn.police.uk](mailto:wlo@herts.pnn.police.uk) or call the police non-emergency number (101) and ask to speak to your Watch Liaison Officer.

## **Page 12 – Volunteer Feedback – PCC Volunteers**

As a member of the BAME community, I have the privilege of volunteering on the Stop & Search Scrutiny Panel for 5 years and I am one of 10 Police Chaplains within Herts Constabulary going on 3 years. As a panel member I have learnt how to interpret data, improved my listening and communication skills, and apply critical thinking and debate. Most importantly I have become more aware of the vast and crucial role the police play, and how the OPPC roles out its strategy and responsibilities throughout the county. Volunteering can strengthen your confidence, allow you to engage with persons you would otherwise never meet. Volunteering in Hertfordshire is transforming and empowering as you can take what you have learnt to improve engagement within the community from which you are from.

### ***Stop and Search Volunteer and Chaplain***

The DriveSafe scheme takes me all over the county to meet different groups and, hopefully, help to make an improvement to their neighbourhoods by reducing antisocial speeding. Op Shield has given me the chance to offer immediate and tangible help to people in genuine need at what could be a very distressing time for them. It is quite humbling to see how grateful vulnerable people are when we arrive with their prescription. To date I have completed around 40 hours volunteering each month and covered a distance equal to a trip to Barcelona! It's been an absolute pleasure.

### ***DriveSafe and Prescription Delivery Volunteer***

It gives me a sense of achievement of looking after detained persons welfare and seeing that they have been given all their rights and entitlements whilst in custody also helping the police look after detained people in the correct way. In my view it gives the public confidence in the way the police work. I am also in a position to correct people's views and impressions of the way detained people are treated in custody via the PCC publications of the scheme if required. I have taken on further volunteering in delivering medicines to vulnerable people who are shielding in their homes during to Coronavirus. I'm proud to take the pressure off the NHS and help people out who are less able than myself.

### ***Independent Custody Visitor and Prescription Delivery Volunteer***

I gain enormous satisfaction in being able to observe police dogs in action being supported by the police in an exemplary fashion. I find that that this role is one that is fun as well as rewarding - the dog handlers treat their animals with nothing other than kindness, and watching puppies progress through training to become effective working dogs is very pleasing. How reassuring and refreshing that handlers have a very strong ethic of caring for their dogs so well, and truly regard them as being work partners. The longest established member of the team commented that in many ways our role is unnecessary, long may it remain so.

### ***Dog Welfare Volunteer***

I find being an ICV really rewarding, particularly when I can make observations and offer my advice which helps to improve the doubtless stressful experience for detainees, as well as to help identify and highlight gaps which busy custody staff may have missed. I have found this role useful in exposing me to people from different backgrounds and with different perspectives and values to my own. This has helped me to develop a greater understanding of people generally, their priorities and needs and to empathise with their situation without being judgemental.

### ***Independent Custody Visitor and Prescription Delivery Volunteer***

### **Page 13 – Volunteer Feedback – Hertfordshire Constabulary**

We simply could not function without our junior leaders and it is fantastic that young people wish to stay within the scheme to help others. I am delighted that in the last twelve months two of our junior leaders have successfully joined as Police Officers serving their communities

#### ***St Albans & Harpenden Cadets – paid police officer***

We are so lucky at Buntingford, our volunteers are fantastic. We have three proactive non uniform farming volunteers who regularly patrol their own areas and update us with information real time. They help at the police station and are a brilliant contact with our farming community. We also have our neighbourhood watch co-ordinator and business watch co-ordinator stationed at Buntingford who work really hard keeping up to date records.

Our special constabulary are the best, we have 2 specials who are both quad bike and 4x4 trained, they proactively patrol and are currently assisting with Op Sphynx (covid 19 patrols – vulnerable premises). They work an array of shifts and are very proactive and always willing to help. We also have a returning volunteer who assists with the maintenance of the Quad bikes/ATV and other duties in the nick – it's great to have him back.

#### ***Buntingford SNT – paid police officer***

Volunteering with the Historical Society I have mainly been involved with archiving and indexing objects, researching and scanning documents and changing displays of historical items. Volunteering with the PPU Department I have been digitising offender records, sorting and transferring information to a database. I enjoy being able to give my support and hopefully provide useful assistance, enabling members of staff to work on other projects. I have learned a lot about the changing role and working conditions of police officers over time.

#### ***Historical Society Volunteer***

Since joining as a volunteer in March 2013 I have been engaged in a wide variety of roles. These have ranged from checking security cameras for the Manhunt Team to acting as a role player in training sessions for Regular and Special Trainee Officers and as part of the County Cadet Competition. Currently I am providing Admin support for the RAPPAAW team and conducting preliminary recruitment interviews for applicants hoping to join as Special Constables. This is in addition to being a recently appointed member of the Use of Force Scrutiny Panel. The variety of opportunities on offer means that I am learning new skills as well as contributing some of my own. At the same time, I am made to feel a valued member of a hard working team where humour is never far below the surface.

#### ***RAPPAAW & Specials Volunteer***

I have been a volunteer within Neighbourhood Watch in Hertfordshire for over 30 years. During that time, I have benefited from learning new skills, have become more confident when meeting people and have also gained a wealth of knowledge from the professional agencies and organisations that I have been involved with. I enjoy the benefits of working as a team member with Police and fellow volunteers across the county and assisting them to develop effective associations within their districts. The advantage of volunteering means that you can vary the amount of time and commitment you give to your organisation when or if your personal circumstances change.

#### ***Neighbourhood Watch Volunteer***

## Page 14 - Volunteering in Hertfordshire

Hertfordshire County Council have created a **Volunteering Toolkit** and a **Guide to Volunteering Handbook** to support volunteer engagement, placements and follow up.

**Reach Out**, the hospital to home volunteering service will be offered countywide following a successful pilot in North Herts. The service aims to support isolated and vulnerable individuals with trained volunteers to reduce loneliness and support access to services. Mental health training will also be available for volunteers to meet the impacts of the COVID-19 pandemic.

The World Health Organization (WHO) declared COVID-19 a pandemic on March 11<sup>th</sup> 2020 which saw England acquiring a million-strong network of social volunteers. Locally in Hertfordshire, over 10,000 volunteers registered to the three organisations who worked collaboratively to reach self-referred vulnerable individuals: #TeamHerts, Watford3RT and Communities 1st.

The Volunteer and People Assistance Cell was a multi-agency subgroup of the Hertfordshire Local Resilience Forum to manage the Shielding programme. Over 106,507 deliveries of food parcels and household essentials were made to those 43,142 Hertfordshire residents on the government's shield list. A further 10,603 were delivered to boroughs, districts and local charities including foodbanks. A selection of 39 volunteers from the OPCC and Hertfordshire Constabulary assisted by working with Community Protection Volunteers from Hertfordshire Fire and Rescue to deliver over 2,448 prescriptions.

The Hertfordshire CVS and volunteer centre organisations have come together to provide a unified response to the new volunteering landscape, recognising local differences in needs and resources. Hertfordshire County Council, District / Borough Councils and the Clinical Commissioning Group have jointly funded the countywide **Community Help Hertfordshire (CHP)** service which is being led by Communities 1<sup>st</sup> and aims to be the primary route to volunteering and will promote, encourage and engage communities.

Communities 1<sup>st</sup> aim to develop more **outreach hubs** to recruit volunteers of a wider demographic reach. They also plan to train more volunteers in **Making Every Contact Count** as well as reworking current volunteer roles to adapt to the new volunteer landscape.

Similarly, #TeamHerts are adapting to this new landscape and will hold virtual **Volunteering Fairs online** to support people who wish to volunteer and support organisations to recruit and manage volunteers.

<b>MEETING</b>	<b>Decision Making Meeting</b>		
<b>DATE</b>	Xx Sept 2020		
<b>TITLE OF REPORT</b>	Northchurch Go20 2018/19 Road Safety Fund (RSF) bid on-hold from Feb 2019 DMM		
<b>SUBMITTED BY</b>	Karl Stonebank, Grant & Funds Officer, OPCC		
<b>PURPOSE OF REPORT</b>	To consider additional requested information before considering a recommendation to fund work in Northchurch		
<b>DECISION(S) REQUIRED</b>	To agree allocation of up to £5000 from the RSF		
<b>FINANCIAL IMPLICATIONS</b>	<u>Road Safety Fund Budget</u>		
		<b>Balance</b>	<b>Expenditure</b>
	<b>2020/21</b>		
	Opening budget	£2.26m	
	Spend to date		£0.13m
	Potential future commitment*		£0.76m*
	Ongoing revenue costs/year		£0.25m
	<i>* estimated costs from agreed bids outstanding from previous years</i>		
<b>LEGAL IMPLICATIONS</b>	Any proposed works on or to the public highway require the agreement of the Highway Authority.		
<b>EQUALITIES IMPACTS</b>	n/a		
<b>FREEDOM OF INFORMATION EXEMPTION SECTION IF APPLICABLE</b>	n/a		

## **INTRODUCTION**

- i. The Commissioner is asked to consider additional requested information before agreeing allocation of Road Safety Funds.

## **BACKGROUND**

- ii. Prior to the most recent RSF funding round (2019/20), Herts County Council (HCC), representing the Herts Road Safety Partnership (HRSP), took on the responsibility of communicating RSF grant award decisions to applicants.
- iii. Following recent instances of HCC going against RSF decision making procedures, OPCC staff investigated historic decisions communicated by HCC to applicants and have uncovered the following additional transgression:

### **Northchurch Go20 2018/19 bid towards signage and a gateway**

- In November 2018 Go20 submitted an RSF bid for signage/a gateway at one end of their village approach (from Tring direction into Northchurch). There were potential contributions referred to from HCC Cllr Douris.
- The works were estimated to cost between £4k and £6k in 2018/19.
- The HRSP, represented by HCC, presented a report to the 18<sup>th</sup> February 2019 DMM containing recommendations in relation to all 2018/19 bids.
- The minutes of the DMM state that a decision regarding the Northchurch Go20 bid was put on hold pending further information regarding costs with a final decision delegated to the OPCC.
- Despite there being no apparent follow up, in November 2019, HCC informed the applicant that funds had been awarded to their bid (OPCC first made aware of this in February 2020 when the HCC member of staff left their post).
- Between February and July, OPCC staff, naively assuming that the HCC had followed correct decision-making protocol, have been involved in dialogue with the applicant/local councillors regarding the 'approved' 2018/19 grant.
- HCC Highways had been working with the application/Councillors about the works. The expectation from the applicant/local Councillors is therefore that RSF will contribute towards the signage/gateway and still is as of today.
- In July, since realising the breakdown in the decision-making process, OPCC staff have told HCC to halt any plans/works until they hear back from the OPCC. This includes speaking with applicant or local Councillors about it.
- HCC provided the following quote for the work based on a basic gateway design:

	<p>2 structures provided £1650  2 structures assembled - £350  2 structures &amp; signs installed - £350  2 signs provided - £500  Spruce-up existing - £350  Preliminaries for Traffic Management, welfare £1000  Contingency, £800</p> <p><b>TOTAL £5,000</b></p>
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- The applicant was awarded 2019/20 RSF funds (up to £8,000) towards a new SID. This is currently being progressed by HCC Highways independently of the 2018/19 signage/gateway work.
- The PCC rejected an additional 2019/20 request for funds for another gateway at a different entrance route to the village. The Commissioner was informed that the 2018/19 gateway bid was approved when he made this decision.

#### Alignment to Road Safety Fund Objectives

- iv. **Community Concern:** Local residents of Northchurch are concerned about safety within the village around speeding/anti-social road use. These concerns are shared not only by local residents but also the Parish Council/County Councillor who support the proposal.
- v. **Reduce Anti-Social Road Use:** The proposal will reduce speeding/anti-social road use by highlighting to drivers that they are entering a rural village environment and thereby encouraging appropriate driver behaviour.

### **PROPOSED RECOMMENDATION(S) AND RATIONALE**

- vi. That the Commissioner approves the use of up to £5,000 of the Road Safety Fund to install signs and gateway in Northchurch because:
  - there is public support for road safety schemes as evidenced by 2,160 local people signing a petition to support improvements to road safety in Northchurch (referred to within original 2018/19 bid).
  - the local County Councillor along with the Borough and Parish support the bid, including a potential contribution from the County Councillor.
  - the proposals align with the objectives of the inaugural Road Safety Fund.
  - that ongoing maintenance costs would be met by the Parish Council or Hertfordshire County Council (HCC) as the Highways Authority.

### **COMMUNICATIONS**

- vii. There may be some useful opportunities with appropriately timed positive messaging to the community around road safety as a result of funding from the Road Safety Fund.