

Counter Services Training Programme Available from Thames Valley Police

Thames Valley Police have developed a training programme especially for Counter Services. The training programme 'CoSe Craft' © was developed to help those people in front counter roles to provide a corporate and consistent approach to the services offered at front counters.

CoSe Craft comes in three tiers. These tiers are linked to the services that are offered at the Police Station/Office. Each Police Station/Office will also have been allocated a level.

The modular approach to the training will ensure that the completion of the training is done at the right time in the post holder's development and will support the individual to complete the role effectively.

For example within Thames Valley Police, everybody that works in a front counter environment will complete Tier 1 regardless of length of service or whether or not they are a volunteer. As the level of station increases, the need to complete Tiers 2 and 3 will also increase. Because the tiers are task based the standard of training will therefore be the same for all front counter roles and so will the standard of the services offered at our front counters.

Tier 1 was written in a workbook format to allow volunteers to be able to take the workbook home with them and work on it from there although it will require practical task completion at the front counter under the direction of a Supervisor or Mentor. Tiers 2 and 3 are still under formulation but are expected to take a completely electronic format. Tier 1 is available to other forces now in a disk format. Further information regarding Tiers 2 & 3 will follow when they are complete.

Tier 1 includes the following:

Chapter 1 - Roads Policing

- Guidance on document productions and associated offences
- Guidance on fraudulent driving documents
- Guidance on Fixed Penalty Tickets
- Information regarding the legislation relating to Road Traffic Collisions
- Guidance on how to deal with reports of Bad Driving

Chapter 2 - Crime and Intelligence

- Information on the categories of crime and the National Crime Recording Standards
- Guidance on intelligence reports
- Guidance on Shotgun/Firearm and Explosive Applications

Chapter 3 - Property

- Guidance on the principles of lost and found property
- Guidance on various elements of dangerous property such as firearms, explosives, chemicals and animals.

Chapter 4 - Domestic Violence

- Guidance on domestic violence

There are also flow charts relating to:

- Document productions
- Fixed Penalty productions
- Road Traffic Collisions
- Bad Driving reports
- Shotgun/Firearms Applications
- Suspect packages.

For further information contact Kelly Scully, Force Counter Services Manager and in her absence Gemelle Robertson, Quality of Service Administrator on 08458 505505