



# Reward and Recognition Strategy for Met Volunteers

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## Summary

This document is intended as a discussion document in order to define an agreed MVP Reward and Recognition Strategy for Met Volunteers.

Reward and Recognition of volunteers is crucial to the retention and improved satisfaction levels of volunteers, and this strategy aims to provide a degree of corporacy and consistency to how the MVP values its volunteers.

Whilst it is recognised that there are numerous excellent B/OCU-based recognition activities carried out currently – and that local recognition is important to volunteers - it is also important that volunteers are seen to receive equal reward across the whole of the MVP.

Therefore this strategy is divided into 2 key strands: corporate (i.e. Met-wide) recognition of volunteers and regional (B/OCU-based) thank-you activities for volunteers within a specific B/OCU.

The corporate R&R elements are designed to ensure consistent recognition of volunteers by the MPS as a whole, and so it is important that where these elements are managed locally this is done in accordance with agreed guidelines.

The regional elements allow for the fact that individual B/OCUs may have specific local R&R needs and this part of the strategy therefore provides guidelines for activities that MVP Managers may carry out as part of their B/OCU programme plans.

### Key Reward & Recognition Strands:

Corporate	B/OCU
2 year service badges	Certificates of achievement
5 year service badges	Commendations & QSRs
10 year service badges	Local MVP recognition events
Leaver's letter from Senior Officer	Civic recognition events
London MVP / MPS recognition events + volunteer awards	External Volunteer Awards (e.g. Queens Award, NPIA Police Support Volunteers award)
Volunteers' Week (June 1 - 7)	Cards marking special occasions (birthdays, festivals etc)

## I: Corporate Reward and Recognition of Volunteers

This section details a range of central activities and tools that have been developed in order to allow consistent overall recognition of Met Volunteers.

There are 3 key recognition elements here:

- 1) Individual recognition of length of service to MVP (2, 5, 10 years)
- 2) Individual thanks for volunteers leaving the MVP after a significant contribution to the Programme
- 3) Overall thanks to all Met Volunteers from the MPS and other bodies as relevant (MPA/ London Assembly) for volunteering with the Met, incorporating:
- 4) Individual / Team Awards for Outstanding Service
- 5) Volunteers' Week (June 1- 7)

### 1) Individual recognition of length of service to MVP (2, 5 and 10 years' service)

Following consultation with MVP Managers via the MVP Special Interest Group, a quantity of metal enamel badges have been designed and produced, in order to recognise specific lengths of service. Initially bronze 2 year service and silver 5 year service badges have been produced. When appropriate a gold 10 year service badge will be introduced.



These badges have been developed and purchased centrally, and take the form of a MPS Crest and Crown stating the words “Two / Five years' volunteering” and “Met Volunteer Programme” (this design has been approved by the MPS Clothing Board and the MPS Brand Unit). They come in black presentation boxes embossed with the Me+ volunteers logo in gold.

2000 of both the 2 and 5 years badges have initially been ordered.

Guidelines for cascading of these badges are as follows:

- 1) The volunteer must have completed the minimum number of years' continuous service to the MVP as detailed on the badge, contributing hours within the prescribed guidelines
- 2) The manner in which long service badges are given out are at the MVPs' discretion, however it is recommended that these are given out in batches at specific intervals throughout the year – either at local recognition events or at group supervision meetings
- 3) Ideally a senior officer / B/OCU Commander should be invited to present these, and the B/OCU Press liaison officer advised, so as to determine any local PR opportunities. Where viable, the MVP should seek approval to present these badges at B/OCU commendation ceremonies.
- 4) Badges will be kept centrally and cascaded via Internal Mail to the MVP by the MVP Comms & Marketing Manager upon request. The purpose of this is

to allow overall stock levels to be monitored and new stock to be purchased centrally as required

## 2) Leaver's Letter from Senior Officer

For individuals who leave the Met Volunteer Programme, a letter has been produced thanking the volunteer for their contribution to the programme and wishing them well for the future.

There is a project underway for a set of criteria to be produced for leaving letters to police staff, and the MVP will be considered along with this. This is a prestigious document to receive and as such the following criteria should be met prior to a leaving volunteer receiving this letter:

- 1) The volunteer should have completed at least 1 years' continuous service to the MVP contributing hours within the proscribed guidelines
- 2) The volunteer should not be leaving as a result of a dispute leading to de-registration
- 3) A copy of this letter should never be used as an external reference
- 4) Ideally a senior officer / B/OCU Commander should be invited to present these, and the B/OCU Press liaison officer advised, so as to determine any local PR opportunities
- 5) B/OCU resources permitting, these can be laminated or framed prior to presentation

The signatory of the letter should be determined by the length of service of the volunteer thus:

Length of service	Signatory
Up to one year	No letter <i>(unless there has been a significant contribution by the volunteers during this time, in which case a BC letter may be appropriate at MVPM's discretion)</i>
One to two years	B/OCU Commander
Two to five years	AC Tim Godwin
Five years +	Commissioner, Sir Ian Blair

NB: as volunteers are not logged on METHR and their attendance is managed locally on B/OCU by B/OCU MVP Managers, it is proposed that up to two years the process is entirely managed by the MVPM. For letters from AC Godwin and The Commissioner, the MVPMs will request a signed letter from a central HR contact (TBD). A generic letter template will be provided to HR with 3 key variables (volunteer name, B/OCU and final paragraph options for a) standard leaver, b) leaver to join MPS, c) leaver through ill health). The MVPM will advise HR of these three variables when requesting the letter. See Appendix 2 for letter copy.

### 3) Programme-wide MPS Volunteer Awards / Celebration Event

It is proposed that a celebration event for MPS volunteers is held twice yearly (one in winter, one in summer). Previous events have incorporated Awards ceremonies for volunteers (March = Volunteer of the Year, December = B/OCU of the Year).

1. Feedback has been received from attendees and this has been overwhelmingly positive in terms of how valued volunteers felt as a result.

**Summer Event.** AC Godwin has suggested the hosting of an event in 2008 for all MPS volunteers (MVP / MSC / VPC). This is in the planning stages and further information will be cascaded to the MVP Programme Board.

A project team has been set up incorporating MVP / MSC / VPC representatives along with the EIDU team

The event will incorporate a 'Volunteer of the Year' award, with awards for 3 individuals each from MVP and MSC.

**2009 Event.** The City Hall Event in December was hosted by both the MPA and the London Assembly and was held at City Hall. This received favourable feedback although due to venue size this would not be appropriate for an all-MPS-volunteers event. London Assembly have indicated that they would be agreeable to holding this again, funded jointly by the London Assembly and the MPA. The MVP Comms & Marketing Manager is to progress this possibility with the London Assembly External Affairs team in August 2008.

The benefits of this event are that there is minimal cost to the MVP in terms of venue / catering / event management,.

### 4) Volunteers' Week (June 1- 7)

Volunteers' Week (1-7 June) is the UK's annual celebration of volunteers, organised by Volunteering England. During the week events are held across the country to recognise, reward and recruit volunteers. Resources and ideas for events can be found at: <http://www.volunteersweek.org.uk>

MVP activities have previously been largely B/OCU-led and local in nature during Volunteers' Week. This year the MVP Comms & Marketing Manager and MVPM representatives - with input from Volunteering England - identified activities that could be carried out on a more consistent Met-wide basis, with a view to gaining pan-London as well as local media PR.

Central activity carried out was:

Daily case study on a Met volunteer on AWARE for the week  
Communications to BPLOs, line managers & B/OCU Commanders ahead of Volunteers Week for awareness  
Pan-London press release via DPA  
Article in The Job (late June)  
Development of leaflet promoting MVP for use within the MPS  
MVP Quarterly Newsletter to focus on volunteer case studies  
Dedicated Intranet section of the MVP site for Volunteering Week – offering advice and templates for promoting the B/OCU programme during the week

## **II: Regional (B/OCU-based) thank you activities for volunteers**

- 1) Certificates of achievement
- 2) Commendations & Quality Service Reports
- 3) Local MVP recognition events
- 4) Civic recognition events
- 5) External Volunteer Awards (e.g. Queens Award, NPIA Police Support Volunteers award)
- 6) Cards marking special occasions (birthdays, festivals etc.)

### **1) Certificates of achievement**

Informal certificates of achievement may be presented by the MVP Manager, or relevant MPS staff or officer for specific achievements, such as a particularly successful project.

Consideration should be given to the following points:

- 1) Certificates should be of a professional design standard and incorporate the appropriate wording / branding for the MPS / MVP. The MVP Communications & Marketing Manager will develop a template to be used for all MVP certificates
- 2) Overuse of certificates should be avoided as this can lead to 'devaluing' of their significance.
- 3) For length-of-service and volunteer leavers the centrally-produced badges / Senior Officer letters should be used (see above).

### **2) Commendations and Quality service reports (QSRs)**

#### **Commendations**

MVP volunteers are eligible for nomination for a Commendation under the criteria set out by the Commissioner's Office (see Appendix 1 for summary). There are 4 levels of commendation:

- Commissioner's High Commendation
- Commissioner's Commendation
- Assistant Commissioner's Commendation / Head of Department Commendation
- OCU Commander's / Head of Branch Commendation

As the first 3 levels generally relate to bravery in service, it is likely that the most likely level of commendation would be an OCU Commander's commendation *"awarded where members of the Service perform their duty in a manner considered to be worthy of formal and enduring recognition"*.

Recommendations for a commendation should be sent by the volunteer's unit manager - with input from the MVP Manager - to the appropriate OCU Commander or Head of Branch for consideration. If successful an OCU Commander's Commendation ceremony will be held locally and are usually informal. The MVP Comms & Marketing Manager and the B/OCU Press liaison officer should be advised, so as to determine any local PR opportunities

### **Quality service reports**

Met volunteers are also eligible for Quality Service Reports. These are reports that are used whenever members of the Service have performed tasks of a particularly high quality. The report can be completed by anybody - irrespective of rank or grade – and should be submitted through line management to the Chief Superintendent / Head of Branch. Once the manager and Chief Superintendent's comments have been added, the document is placed on the volunteer's personal file. Where appropriate, a recommendation may be made that the volunteer is put forward for a Commendation.

The Quality Service Report document can be found on the Forms section of the MPS Intranet (ref: Form 736)

### **3) Local MVP Recognition Events**

MVPMs are encouraged to informally recognise their volunteers on an ongoing basis. Many MVPMs use local B/OCU-based events to thank their volunteers at specific times of the year (e.g. Christmas, Volunteers' Week in June or a programme-specific milestone such as the anniversary of a Front Counter opening).

In planning and scheduling these events consideration should be given to avoiding a clash with corporate events that may be taking place at similar times (such as the pan-London MPS summer and winter volunteer events). A senior officer – ideally the B/OCU Commander – should be invited and this can be a good opportunity to give out certificates, service badges etc.

Where resources are limited, an MVPM might wish to seek external sponsorship or provision of venues. Support and advice can be obtained from the MPS Events & Income Development Unit here (contact: Camilla Lawrence 0207 161 1232). In this instance, MVPMs should also refer to the MPS' policy on receipt of gifts to ensure that they are not misconstrued<sup>1</sup>. A good recent example of sponsorship involved an MVPM gaining a free ride in a pod for the London Eye during Volunteers' Week. Site visits to other local MPS units (such as the Air and Marine Support Units) can also be effective.

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<sup>1</sup> Any gifts or hospitality offered to volunteers must be reported to the BMVPM, who will advise on whether or not it is appropriate to accept. It is the responsibility of the BMVPM to ensure any such offers are registered correctly in the BOCU Hospitality Register in accordance with **MPS policy**. Volunteers must be made aware of the policy and its reasoning, in order that they may be conscious of the possible motives of the donor and the interpretation which could be put on their acceptance (***MVP Standard Operating Procedures v2, section 5m***)

The MVP Comms & Marketing Manager and the B/OCU Press liaison officer should be advised of any planned events, so as to determine any pan-London / local PR opportunities.

#### 4) Civic recognition events

As an alternative to local events based on MPS premises, it is recommended that MVPMs seek to make contact with their local civic offices, as local Mayoral Office's and Civic Councillors are often amenable to hosting such events – especially given the community engagement element of the MVP.

MVPMs have previously found it useful to plan such events during Volunteers' Week (June 1 – 7) when volunteering generally has a higher media and political profile. Initial contact should be made by phone or letter. Relevant contact details can be found on the individual borough council websites – a full list of these can be found at: <http://www.london.gov.uk/london/links.jsp>

If assistance is required in making an approach, the MVPM should contact the MVP Communications & Marketing Manager. The MVP Comms & Marketing Manager and the B/OCU Press liaison officer should be advised of any planned events, so as to determine any pan-London / local PR opportunities.

#### 5) External Volunteer awards (e.g. Queens Award, NPIA Police Support Volunteers award)

There are numerous awards relating to volunteering - not all of which are appropriate for the MVP. Whilst completion of award nominations can be time-consuming they can have a positive influence both on volunteer / volunteer team morale and in effectively promoting the programme internally and externally.

Success has already been achieved by the programme, with New Malden MVP volunteers (Kingston) being awarded the Queen's Award for Voluntary Service 2007, which included a visit to a Buckingham Palace Garden Party for the volunteers and a formal presentation ceremony.

MVPMs and Unit Managers of volunteers are encouraged to put forward volunteers who fit the particular awards criteria - with the caveat that they should avoid nominating a volunteer who has already received an award (external or corporate) or Commendation.

Appropriate awards that have been identified for Met volunteers are listed below – along with links to nomination guidelines:

<b>Award</b>	<b>Individual / Group</b>	<b>Deadline</b>	<b>Further information</b>
Queen's Award for Voluntary Service	Group (two or more people)	Nominations open 02/06/08. <i>Deadline TBC</i>	<a href="http://www.queensawardvoluntary.gov.uk">http://www.queensawardvoluntary.gov.uk</a>
NPIA Police Support	Individual or group	03/03/09	Contact Alex Martin, NPIA, 0208 358 5678 <a href="mailto:Alex.Martin@npia.pnn.police.uk">Alex.Martin@npia.pnn.police.uk</a>

Volunteer Awards			
The Guardian Public Services Awards (Good Citizenship category)	Group	Nominations open May 08. <i>Deadline TBC</i>	<a href="http://society.guardian.co.uk/publicservicesawards">http://society.guardian.co.uk/publicservicesawards</a>
Nationwide Community and Heritage Awards	Individual or group	28/04/2009	<a href="http://www.nationwide.co.uk/about_nationwide/community_and_environmental_affairs/nationwide_community_and_heritage_awards/default.htm">http://www.nationwide.co.uk/about_nationwide/community_and_environmental_affairs/nationwide_community_and_heritage_awards/default.htm</a>
The Justice Awards	Individual or group	03/08/09	<a href="http://justiceawards.cjsonline.gov.uk/">http://justiceawards.cjsonline.gov.uk/</a>

- Local volunteer awards may exist on boroughs, MVPMs are advised to contact their local Volunteer Centre in the first instance.
- MVPMs should contact the MVP Communications & Marketing Manager if they are considering putting a volunteer forward for nomination for an award.
- If a nomination is successful, the MVP Comms & Marketing Manager and the B/OCU Press liaison officer should be advised, so as to determine any pan-London / local PR opportunities.

## 6) Cards marking special occasions (birthdays, festivals etc)

### Special Occasions:

Whilst the sending of cards for special occasions is at the discretion of the MVP, consideration should be given to the logistics of this (e.g. if not all birthdays are kept track of, discontentment could arise from one volunteer receiving a birthday card and another not). Milestone birthdays might be considered appropriate - as well as significant events such as the birth of a child, a wedding or a new job. Each individual case should be considered carefully by the MVP as to the appropriateness of a card (especially in cases such as sympathy cards for the loss of relatives / partners).

If an event is particularly newsworthy (a 100<sup>th</sup> birthday for example!) the MVP Comms & Marketing Manager and the B/OCU Press liaison officer should be advised so as to determine any pan-London / local PR opportunities.

### Festivals:

Greetings cards for festivals can be obtained from the MPS EIDU (Events Income & Development Unit). In 2007 there were 4 designs – 3 bearing the words “Seasons Greetings” and 1 “Merry Christmas”. These were available for purchase via personal cheque or cross charge (for which a viable cost centre will be needed). Further details can be found on the EIDU Intranet homepage at:  
[http://intranet.aware.mps/HR/Events\\_and\\_Income\\_Development\\_Unit/index.htm](http://intranet.aware.mps/HR/Events_and_Income_Development_Unit/index.htm)

As above – if cards are to be given out for specific festivals care must be taken to ensure that volunteers celebrating other festivals are not left out. As a guide, the

Faith Strand of the Diversity Unit has identified the key festivals that are currently acknowledged by the Commissioner via AWARE:

Sikh: Vaisakhi

Islam: Start of Ramadan

Jewish: Rosh Hashanah

Christian: Easter.

Hindu: Diwali

If the MVPM is unsure of whether a card is appropriate, they should discuss this with a member of the MVP Central Team before proceeding.

## **Appendix 1:**

# Special Notice 33/97: Commendations

## **Criteria**

There are four levels of commendation:

- Commissioner's High Commendation;
- Commissioner's Commendation;

- Assistant Commissioner's/Head of Department Commendation; and
- Operational Command Unit (OCU) Commander's/Head of Branch Commendation.

### **1) Commissioner's High Commendation**

Awarded where members of the Service act with supreme courage, that is by placing themselves in greater danger than they need or the call of duty requires and are aware of the possibility of serious personal injury.

### **2) Commissioner's Commendation**

Awarded:

- where members of the Service display a high degree of bravery above that which would normally be expected; and
- where members of the Service perform their duty in an outstanding manner far above that which would normally be expected for their rank/grade, training and experience

### **3) Assistant Commissioner's/Head of Department Commendation**

Awarded:

- where members of the Service display a significant degree of bravery in carrying out their duties; and
- where members of the Service perform their duty in a manner significantly above that which would normally be expected for their rank/grade, training and experience

### **4) Operational Command Unit (OCU) Commander's/Head of Branch Commendation**

Awarded where members of the Service perform their duty in a manner considered to be worthy of formal and enduring recognition.

### **Presentation:**

OCU Commander's/Head of Branch Commendation Ceremonies are held locally and should be informal. They should not be awarded by an officer below the rank of Superintendent or Grade 8 (SEO) level.

### **Procedure:**

Recommendations should be sent by the [volunteer's] line manager to the appropriate OCU commander or head of branch for consideration. The files are dealt with solely at the OCU or branch.

### **Further enquiries:**

**Awards & Commendations Office:**

Andy Bignold (Awards and Commendations Manager)  
62453

Debbie Woollon-Kemp  
63682

## **Appendix 2**

### **Draft copy for leavers' letters**



[volunteer name]  
[volunteer address1]  
[volunteer address2]  
[volunteer address3]

[officer name and address]

[date]

Dear [volunteer name]

On behalf of the Metropolitan Police Service I would like to thank you for the contribution, both in time and commitment, that you have given to the Met Volunteer Programme in **[B/OCU]**.

In giving your time to us, you have enabled police officers and staff to go back to perform the roles for which they are trained, allowing them to serve the public more effectively and helping to make London a safer place to live. Your generous decision to volunteer with the MPS will have made a real difference in your community, for which I thank you.

#### **[OPTION 1 – leaving to join MPS]**

Having been a valued member of the extended policing family, I would like to take this opportunity to wish you well for the future. I hope that whatever your plans may be, your time with the MPS has been a useful experience from which you have benefited.

#### **[OPTION 2 – leaving to join MPS]**

Having been a valued member of the extended policing family, I am delighted that you have now decided to join the MPS on a permanent, full-time basis and I wish you well in your new role. I hope that you find your employment with the MPS to be a satisfying and fulfilling one.

#### **[OPTION 3 – leaving through ill health]**

Having been a valued member of the extended policing family, I am sorry to hear that you are no longer able to volunteer with us due to ill health. However, I am grateful for the time that you have been able to offer to us, and I would like to take this opportunity to offer my personal thanks and my best wishes to you.

Yours sincerely

[name of officer]



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