

# Police Support Volunteers Conference

Ryton-on-Dunsmore

11-12 September 2009

6250 Police Support Volunteers  
contributing over 500,000 hours in  
support of the Police Service in  
England and Wales

# PSV End 2008

- 75% of Forces have active programme
- Still reluctance in some Forces to commit to programme
- 70% volunteer growth in last two years
- Predicted to be 10,000 PSVs by 2010
- High diversity within PSV organisations
- Appears to be natural momentum

# The Motivation for the Business Plan

- Review Meeting
- Good overall progress
  - Web site
  - Questionnaires
  - Input into Research
  - Role Matrix
  - Good practice
- Challenges
  - Raising profile
  - Raising stakeholder understanding
  - Involvement of all Forces
  - Providing a business framework

# Approach

- Take the status quo and review possibilities
- Research the perceived benefits of PSVs
- Remove barriers. Be optimistic
- Recognise the full potential scope of volunteer support
- Create a Vision for 2013
- Write plan, consult and finalise

# Key Research Findings

- Police Support Volunteers
  - Growing rapidly in spite of no national growth in volunteering overall
  - Traditional support areas well recognised
  - Are able to provide support for many of the strategic recommendations contained in political or police directives
  - Have the ability to make a real contribution to improving public satisfaction and confidence in the police

# Volunteer Support

## Force

Support for officers and staff

## Community

Relay positive messages and become advocates

## Strategic

Improve community links and trust.  
Encourage diversity. Provide balanced views.

# PSVs offer support at different levels

## Support within Force

- Roles
- Skills

## Support within Community

- Spreading the word
- Positive re-inforcement

## Strategic Support for Police Objectives

- Helping Improve Public Confidence
- Citizen Focus

“Volunteers don’t get paid, not because they are worthless, but because they are priceless.”

Sherry Anderson

# Police Support Volunteer Business Plan 2009 - 2013

First of its kind  
Strong Vision  
Challenging

# What is it designed to do

Drive and guide the PSV Programme in England & Wales until 2013 by providing:

- A strong strategic framework
- Guidance to Programme Board and Forces
- Logical and sustainable actions
- Official documentation for reference

# The Business Plan is dynamic

- It recognises the traditional values
- It strongly acknowledges the future strategic role of PSVs.
- It outlines a 2013 vision
- It provides actions needed to achieve the vision

# Vision 2013 Key Points

- All 43 Forces in England and Wales will have an active PSV programme
- Firm volunteer polices will be in place in each
- Managed by 'qualified' staff
- Fully inclusive with high level of diversity
- Volunteers recognised more fully as being part of the culture

# Strategic Goal within the Vision

Each Force PSV organisation should have same strategic goal:

**“To support the police in the achievement of their objectives and to improve public confidence in the police service by utilising members of the community and their skills to perform voluntary support roles alongside officers and staff.”**

PSV Business Plan

# Actioning the Plan

For the Business Plan to work:

- Each volunteer scheme must be professionally administered and be above reproach
- Volunteers must feel they are wanted and are valued
- Volunteers must feel positive about their experience

# End Result

When a Volunteer Programme is created:

- It creates a very strong work place ethic
- It is cost effective
- It provides support to the police both directly and indirectly
- It creates a team of people who will help the police achieve their strategic objectives

# The Business Plan is for Everyone

It should be used as:

- Confirmation that PSVs will continue to play an important and growing support role
- Reference Document
- Force Guidance
- Potential template for Force plans



- Developed as part of our marketing and communication programme
- Creates a brand and identity
- Will be part of all formal communication papers relating to the programme

# New Marketing and Communications Officer

- Adrian Crookes
  - Met Volunteer
  - Significant CV
- Key Tasks
  - Influence key stakeholders
  - Improve communication
  - Improve knowledge of PSVs



**“Those who can do.  
Those who can do more volunteer.”**

Unknown