



VOLUNTEERS
Making a Difference in the Community

**Greater Manchester
Police Authority**

**VOLUNTEER SCHEMES
ANNUAL REPORT
2009 – 2010**

FURTHER INFORMATION

Applications from members of the public to become an AA or ICV are always welcome and GMPA is keen to recruit volunteers from all walks of life to reflect the diverse communities of Greater Manchester.

If you would like further information, please contact:

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Format of this Annual Report

If you would like this report in a different format, please contact GMPA at the address, email or telephone number above.

END OF YEAR CELEBRATION

The end of year celebration for GMPA volunteers was held in early December 2009 at Hough End, Chorlton.

Volunteers from the following GMPA schemes and groups were invited to attend:

- Appropriate Adults
- Independent Custody Visitors
- Independent Advisory Group Members for Race, LGBT, Disability, and Youth
- Animal Welfare Visitors
- Changing Faces Project Volunteers

All Members of the Police Authority were invited along with staff members of the Scrutiny, Engagement and Volunteers Team. Representatives from partner agencies and GMP Divisions were also invited.

The GMP Force Band played throughout the evening with various songs and theme tunes sung by lead singer, Clara Williams.

GMPA Chairman Cllr Paul Murphy, GMP Chief Constable Peter Fahy and GMPA Executive Director Russell Bernstein opened the event. Mrs Christine McGawley JP, Lead Member for the Volunteer Schemes, presented awards to the volunteers.

Awards were presented to the qualifying volunteers as follows:

- Bronze Pin Badge, 3 Years – 19 volunteers
- Platinum Pin Badge, up to 10 Years – two volunteers
- Event Angel Team Members – 12 volunteers
- Recruitment Panel Team Members – seven volunteers

Two of the volunteers this year received the Platinum Award for over 10 years service to the ICV Scheme and received a glass paperweight in recognition of their long service.



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EVENT ANGELS PROJECT

The Event Angels project has been running since early 2009 and the role of an Event Angel is to spread the word about GMPA's volunteer schemes at local events across Greater Manchester.

The project was evaluated throughout 2009 and the findings from this include:

- There has been an increase in the interest in the GMPA volunteer schemes and the number of people requesting further information and application packs.
- The Volunteer Team has seen an increase in people attending AA & ICV interviews and training sessions.
- Some articles were more successful than some events in terms of attracting interest and this included the IN Salford Magazine and the Big Issue publication.

The aims and objectives of the 2010 Event Angels project are:

- To attend one venue in each of the 10 districts of Greater Manchester to deliver an information event to the general public. This will be advertised a month prior in the specified district by the Strategic Communications Officer through local newspaper advertising, volunteer centre newsletters and emails to local council employees.
- GMP Neighbourhood Policing Teams will distribute posters prior to any events in the locality.
- Where necessary, the Event Angels will work alongside GMPA to target events in specific districts/communities where more volunteers are needed i.e. Appropriate Adult volunteers in the Rochdale area.



VOLUNTEER INFORMATION

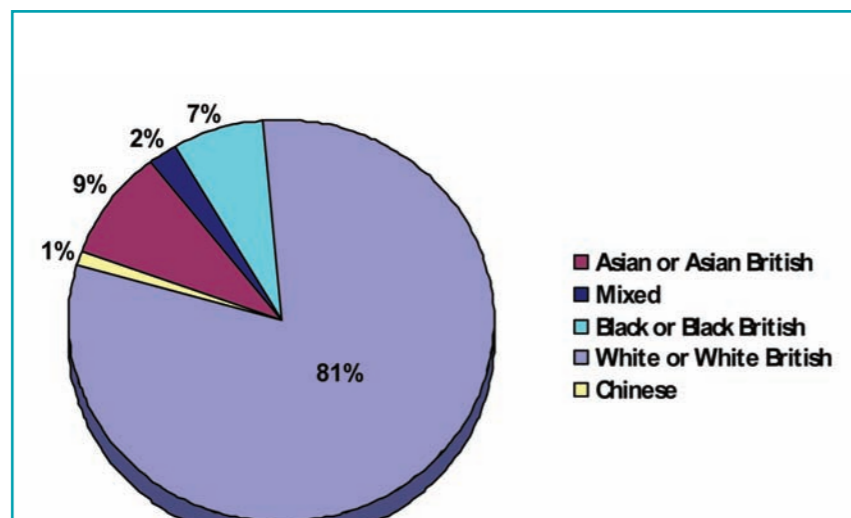
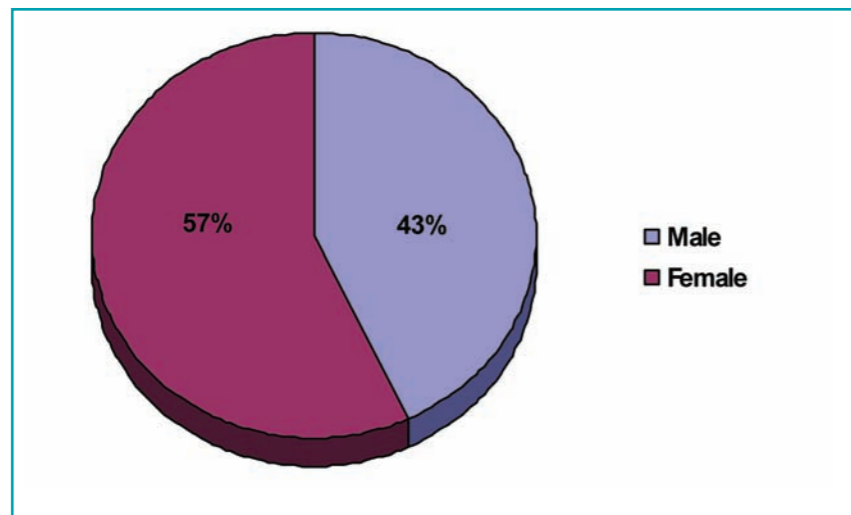
During the 2009/10 period, the number of volunteers for each of the GMPA schemes was as follows:

- Appropriate Adults – 55 *
- Independent Custody Visitors – 71 *
- Animal Welfare Visitors – 5*
- Changing Faces & Youth Independent Advisory Group – 26

Total: 136

*Some volunteers undertake more than one type of volunteer role

Gender/Ethnicity Breakdown of Volunteers 09/10



FOREWORD

by Mrs Christine McGawley JP, Chair of Greater Manchester Police Authority (GMPA) Citizen Focus and Communications Committee



I am delighted to introduce the 2009/2010 Volunteer Schemes Annual Report. I speak for myself and all of my colleagues at Greater Manchester Police Authority when I say we are very proud of you, our volunteers, and we are committed to making sure your contribution is highlighted and celebrated through documents such as this.

It takes commitment and dedication to be an active volunteer and this report shows there is definitely no shortage of that here at the Police Authority. In addition you bring a wealth of skills and knowledge to the GMPA family and I hope the investment we make in areas such as training goes some way towards showing our gratitude.

There is no doubt that organisations within the public sector such as police authorities are facing challenging times ahead in terms of finances and resources. I personally find it reassuring to know that the services you provide are of the highest standard and delivering real value for money. I have every confidence this will continue to be the case in the future and on behalf of GMPA, I would like to thank you.

FOREWORD

by Greater Manchester Police (GMP) Assistant Chief Constable Garry Shewan,
Citizen Focus portfolio holder



GMPA volunteers are an important part of police service delivery in Greater Manchester and you should all feel a sense of pride in the achievements which are reported in this document.

Each and every GMPA active volunteer is an important partner of the Force. You give up your precious spare time to make a difference and I would like to take this opportunity to let you know that your support is much appreciated.

The GMP vision is to be the most effective police force in the UK. It is not only police officers and police staff who are helping to achieve this. You too play a great part and I look forward to continuing working in partnership with you in the future.

VOLUNTEER INDUCTION TRAINING

During the year, there have been three opportunities provided for induction training for new volunteers who have passed the application and interview process.

Training for appropriate adult volunteers is held over three days and is accredited by Manchester College.

The dates for AA training were as follows:-

5th, 6th & 13th June 2009
6th, 7th, & 14th November 2009
12th, 13th & 20th February 2010

ICV training takes place over one day and the dates were as follows:

12th June 2009
25th September 2009
29th January 2010

Further Training Opportunities

GMPA provides mandatory sessions for all volunteers to attend and the subjects covered are:

- Safeguarding vulnerable adults
- Basic child protection
- Mental health awareness
- Equality and diversity
- Dealing with conflict within your role

Some of the optional sessions that have also been provided include:

- Basic drug and alcohol awareness
- Communicating confidently and becoming an active listener
- Understanding and supporting people who self harm
- Forensic physician awareness

GMPA'S YOUNG VOLUNTEERS

In 2009-2010, the Police Authority worked closely with two different groups of young people as part of its innovative consultation programme.

Changing Faces

Changing Faces was the name given to a group of eleven young people who were recruited by GMPA for involvement in a counter terrorism project. The project was developed by the Police Authority in support of the Government's national strategy to tackle terrorism and the teenagers focused on researching and developing an educational resource for use in learning environments. The resource – a DVD and teaching pack which complements the national curriculum - is aimed at stimulating debate and discussion around issues such as extremism, identity, radicalisation and culture. In developing the educational tool for use in schools and by other partner agencies, the group of young people conducted and recorded interviews with key people from Government, the police service and local communities. They also visited areas including Northern Ireland to learn more about the experiences of countries affected by political and religious conflict. From the point of recruitment, the young volunteers were engaged in a training and development programme which equipped them with the skills they needed to turn their research into the DVD and teaching pack. Camera skills, puppetry and editing were amongst the areas they received training in. The fruits of the young people's labour will be available from autumn 2010 when the DVD and accompanying literature will be launched on a new GMPA website.

*The Changing Faces work was one element of GMPA's counter terrorism project. Other elements include community seminars. The information captured during these sessions will be reported in autumn 2010.



GMPA VOLUNTEERING OPPORTUNITIES



Appropriate Adult Scheme

Appropriate Adults (AAs) are volunteers who are called to the police station to provide independent support to detainees who are aged under 17 or are vulnerable adults. The role of an Appropriate Adult is to assist the detainee and ensure they understand what is happening whilst they are in custody at the police station during the interview and investigative stages. In particular, the role of an Appropriate Adult is to:

- Support, advise and assist the detainee
- Ensure the police act fairly and respect the rights of the detainee
- Help communication between the detainee, the police and others involved in the process



Independent Custody Visiting Scheme

Independent Custody Visitors (ICVs) are members of the local community who visit police stations unannounced to check on the welfare of the people in police custody. ICVs must maintain their independence and impartiality. Their role is to look, listen and report on what they find in the custody suite. A report is completed after each visit and provides an insight into the running of the custody area at the time of the visit.

As the name suggests, ICVs are independent of the police and have no direct involvement in the criminal justice system.

GMPA

The Authority has appointed a lead Member for volunteers - Mrs Christine McGawley JP - who keeps in regular contact with GMPA staff who have responsibility for the day-to-day management, recruitment and training of the AA and ICV volunteers. The Authority's Volunteer Steering Group has responsibility for supervising and managing the volunteer schemes.

The Authority also ensures AAs and ICVs have the opportunity to meet on a regular basis to discuss matters arising from custody visits/call outs with officers from GMP and GMPA.

DIVISIONS VISITED

The table below shows the police stations (in italics) in different GMP Divisions that are covered by Independent Custody Visitors and Appropriate Adults.

INDEPENDENT CUSTODY VISITING	APPROPRIATE ADULT
North Manchester Division Pendleton Grey Mare Lane Collyhurst	North Manchester Division Pendleton Grey Mare Lane Collyhurst
Metropolitan Division Longsight	Metropolitan Division Longsight
South Manchester Division West Didsbury	South Manchester Division West Didsbury
Salford Division Swinton	Salford Division Swinton
Tameside Division Ashton	Tameside Division Ashton
Stockport Division Cheadle Heath	Stockport Division Cheadle Heath
Bolton Division Bolton	Bolton Division Bolton
Wigan Division Wigan	Trafford Division Altrincham Stretford
Trafford Division Altrincham Stretford	Rochdale Division Rochdale Chadderton
Bury Division Bury	Oldham Division Oldham
Rochdale Division Rochdale	Specialist Operations Manchester Airport
Oldham Division Oldham Chadderton	HM Revenue & Customs Manchester Airport
Specialist Operations Manchester Airport	British Transport Police Piccadilly
British Transport Police Piccadilly	

ICV NORTH WEST REGIONAL CONFERENCE 2009

This year's conference took place on Saturday 3rd October 2009 at the Marriott Hotel, Preston. Lancashire Police Authority hosted the event with assistance from Cheshire, Merseyside, Cumbria and Greater Manchester Police Authorities.

Over 180 people attended the conference, including 14 people representing GMPA. Topics covered at conference included:-

- Police custody as a place of safety
- Overview of Mental Health issues in custody
- Awareness of the Gypsy & Traveller Community
- Demonstration on restraint techniques

Many positive comments were received including:

- Very good conference – more of the same quality
- Most things useful – never too much!
- I feel these conferences are of great value, bringing together a real mix of people who have one joint thing in common.



ANIMAL WELFARE VISITING SCHEME

GMPA's Animal Welfare Visiting Scheme has been running since December 2009. The aim of the scheme is to enable members of the local community to observe and report upon the conditions under which both police dogs and horses are housed, trained, transported and deployed. The strategic aim of the scheme is to maintain public confidence and secure the welfare of police dogs and horses by ensuring that police animal training methods and the operational use of police dogs and horses are effective, humane, ethical and transparent.

Visits are undertaken on a weekly basis at the Dog Training Unit and fortnightly at the Mounted Unit by the designated Animal Welfare Visitors.

Since the scheme commenced the visits that have been undertaken are as follows:

Dogs:

2 at training venues
2 at operational venues
13 at Hough End – central

17 Total

Horses:

2 at operational venues
8 at Hough End – central

10 Total



APPROPRIATE ADULT SCHEME

The aims and objectives of the Appropriate Adult Scheme are as follows:

- To provide Appropriate Adults for juveniles and vulnerable adults 24 hours, 7 days and 365 days of the year.
- To reduce the length of time juveniles/vulnerable adults are detained in custody.
- To enhance and complement existing service provision i.e. provided by Youth Offending Service, Social Services Department.
- To have an Appropriate Adult at the police station within one hour and 30 minutes of the request being made and to achieve this target in at least 90% of cases.
- To ensure the local Youth Offending Services and Social Services are informed of all details concerning the interview and further action required.
- To recruit, train and support a sufficient number of volunteers to undertake the role of Appropriate Adult.
- To recruit volunteers from local communities and involve them in supporting people going through the criminal justice system.
- To maintain a pool of at least 40 accredited volunteers once the project is fully operational and develop strategies to ensure an appropriate age, ethnicity and gender mix.



STATISTICS

1st April 2009 - 31st March 2010

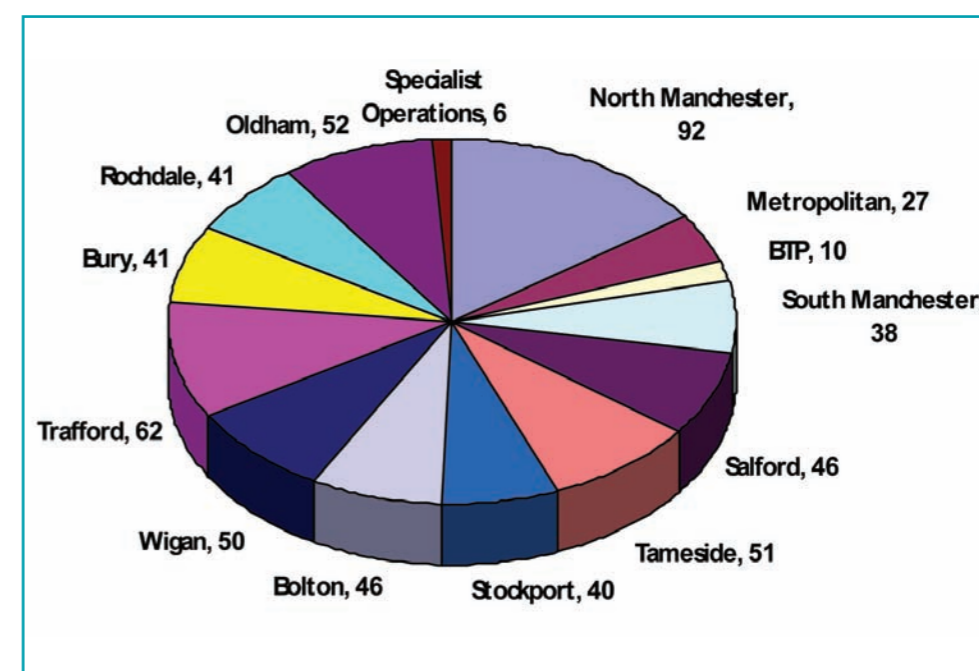
The table below shows the number of call outs undertaken by Appropriate Adults throughout the year:

Division	Police Station	Juvenile	Vul. Adult	Total
North Manchester (A)	Pendleton	75	86	161
	Grey Mare Lane	9	14	23
	Collyhurst	79	98	177
Metropolitan (B)	Longsight	210	197	407
British Transport Police	Piccadilly	2	6	8
South Manchester (C)	West Didsbury	71	98	169
Salford (F)	Swinton	83	67	150
Tameside (G)	Ashton	138	96	234
Stockport (J)	Cheadle Heath	158	124	282
Bolton (K)	Bolton	0	0	0
Trafford (M)	Stretford	19	26	45
	Altrincham	30	16	46
Rochdale (P)	Rochdale	182	42	224
Oldham (Q)	Oldham	195	119	314
Specialist Operations (X)	Manchester Airport	0	7	7
HM Revenue & Customs	Manchester Airport	0	1	1
TOTAL		1251	997	2248

Using information based on the contributions from partner agencies including GMP, and working from a sample of call outs, it is estimated that the average cost for an appropriate adult to attend a call out is approximately £34. This is compared with an estimated cost of £82 for a social worker to attend. The graph on the following page relates to the number of callouts per division as shown in the table above.

Actual number of Independent Custody Visits

1st April 2009 – 31st March 2010



Response Times

Issues raised by ICVs have been few throughout the year however a couple of common themes have centred on graffiti on cell doors and also the availability of blankets at a couple of the stations.

The cell temperature has been highlighted on a few ICV reports when however tested cell temperatures were found to be at an acceptable level. The temperature at Manchester Airport Custody Suite was below an acceptable level during late 2009 and early 2010, and due to this, the custody suite remained closed for most of this period.

Many of the reports received by ICVs contain positive comments regarding their visit, including:

- Staff polite and helpful
- Custody suite clean and tidy
- Well received by custody staff

STATISTICS

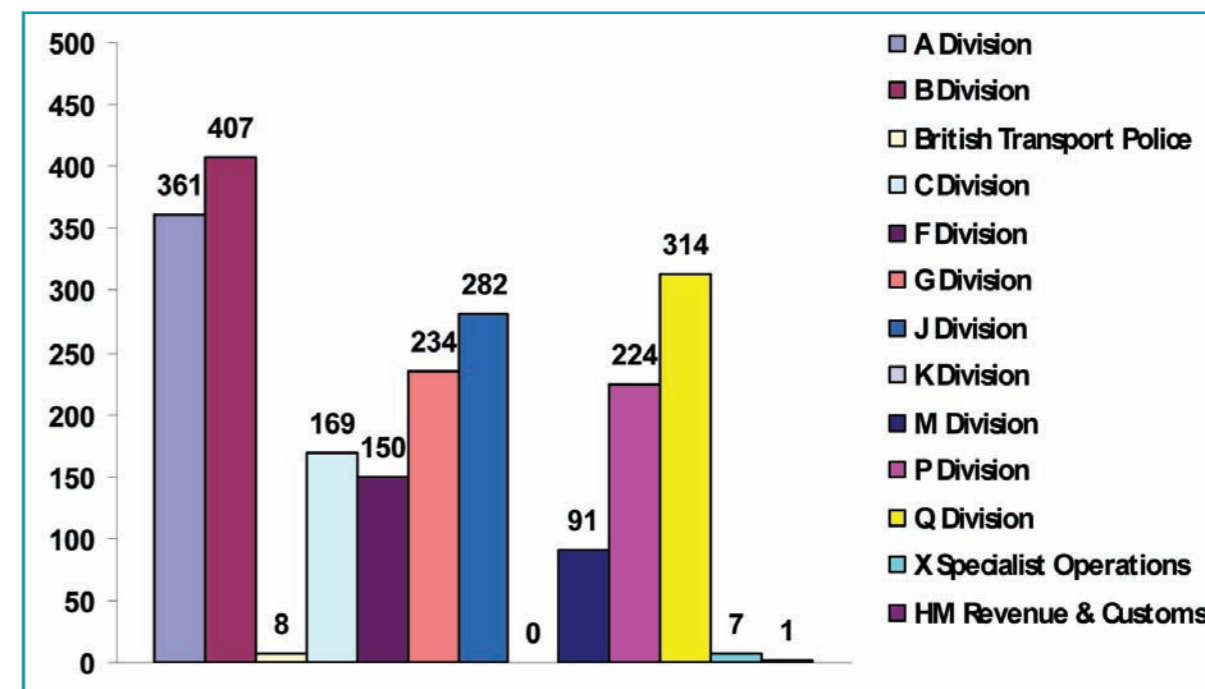
1st April 2009 - 31st March 2010

The table below provides a breakdown of the independent custody visits carried out during 2009/10:

Division	Station	Target No. of visits per year	Actual No. of visits	% of visits achieved against target
North Manchester (A)	Collyhurst	52	41	79%
	Grey Mare Lane	6*	4	67%
	Pendleton	52	47	90%
Metropolitan (B)	Longsight	52	27	52%
British Transport Police	Piccadilly	12	10	83%
South Manchester (C)	West Didsbury	52	38	73%
Salford (F)	Swinton	52	46	88%
Tameside (G)	Ashton	52	51	98%
Stockport (J)	Cheadle Heath	52	40	77%
Bolton (K)	Bolton	52	46	88%
Wigan (L)	Wigan	52	50	96%
Trafford (M)	Stretford	52	40	77%
	Altrincham	52	22	85%
Bury (N)	Bury	52	41	79%
Rochdale (P)	Rochdale	52	41	79%
Oldham (Q)	Oldham	52	52	100%
Specialist Operations (X)	Manchester Airport	6**	6	100%
TOTAL		726	602	83%

* Closed permanently on 15.05.09

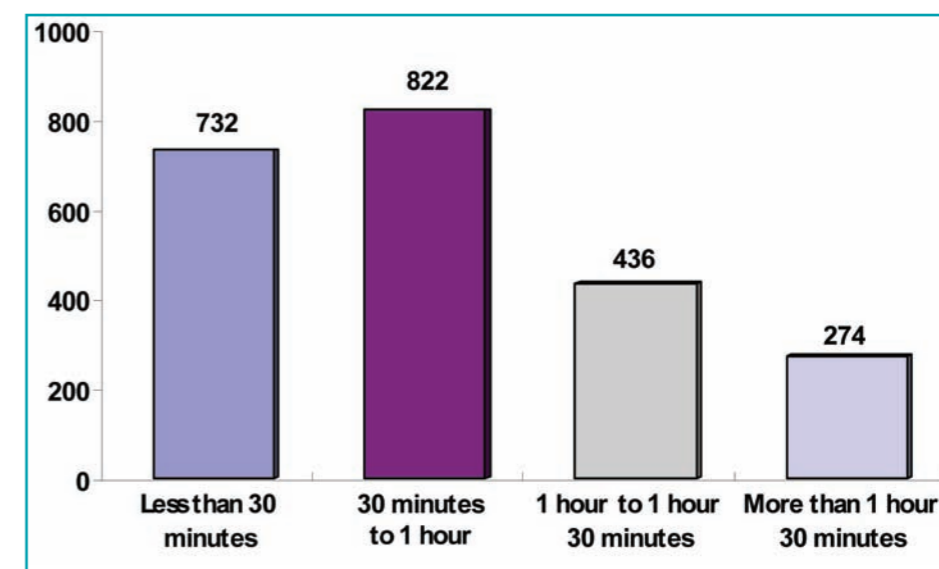
** Closed for refurbishment for several months



Response Times

In the aims and objectives of the scheme it is stipulated that the response time by the Appropriate Adult is within one hour and 30 minutes, and that this target response time is met in at least 90% of cases.

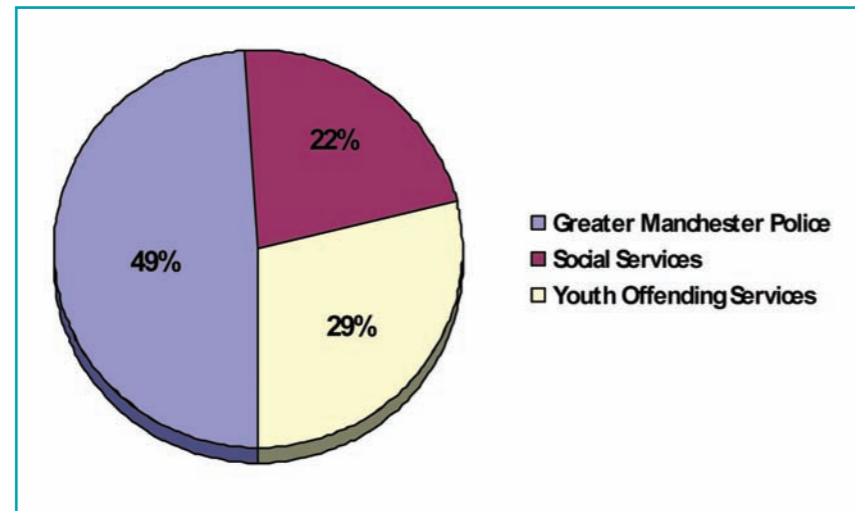
Below is a graph to show the response times for 09/10 period.



A total of 88% of AA requests were answered within one hour and 30 minutes. The call outs where arrival time was over one hour 30 minutes were instances where the volunteer had been pre-booked to return to the police station at a specific time outside the one hour and 30 minute window.

Distribution of Request by Client Group

Support is provided for vulnerable adults and juveniles, and the provision is available 24 hours a day, 365 days of the year. Below is a graph to show the requests from partners for the 09/10 period.



Appropriate Adult Steering Group

The Volunteer Team holds Steering Group meetings with representatives from each area on a half yearly basis, in order to identify good practice and address any issues that may have come to light. Some of the following actions have been identified and achieved this year:

- Standard statistics provided to all partners at each Steering Group meeting to show call out details
- Partners to assist with induction training for new volunteers, providing an insight into their organisation and the part they play in the criminal justice system
- Skeleton rota produced for partners to know which Appropriate Adult to contact during the midnight – 07.00 shift

Feedback

General feedback received from Social Services and Youth Offending Services about the Appropriate Adult Scheme is as follows:

- Consistent service
- Prompt response
- Very pleased with the service
- Efficient and effective service
- Volunteers friendly and approachable

Awards & Recognition

The scheme has been nominated for two consecutive years for the Queen's Award for Voluntary Services.

The Joint Police Authority Inspection Team wrote to the Chairman of GMPA on 26th April 2010 to inform him that they had identified two areas of good practice within GMPA which would be highlighted on the Audit Commission website, one of these being the Appropriate Adult Scheme.

INDEPENDENT CUSTODY VISITING SCHEME 1st April 2009 - 31st March 2010

Independent custody visiting became a statutory duty for Police Authorities with effect from 1st April 2003 and GMPA adheres to the statutory instrument, related codes of practice and national standards. The purpose of custody visiting arrangements is to enable members of the local community to observe, report and comment on the conditions under which persons are detained at police stations, and the operation in practice of the rules governing their welfare, with a view to securing greater understanding and confidence in these matters. These arrangements also provide an independent check on the way police officers carry out their duties with regard to detained people.

