WILTSHIRE POLICE
FORCE PROCEDURE

Community Speed Watch (CSW)
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PROCEDURE OVERVIEW
The purpose of this document is to establish Force guidance in relation to the recruitment and retention of Community Speedwatch Volunteers. It defines the role and responsibilities of the Volunteers Programme Manager and outlines the types of role that can be performed by a Community Speedwatch Volunteer.

The document can be used as a reference for Officers, Police Staff and Volunteers alike to assist in providing information and guidance regarding Community Speedwatch Volunteers. The information here is also available on the Police Support Volunteers page on Firstpoint.

GLOSSARY OF TERMS

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<tr>
<th>Term</th>
<th>Meaning</th>
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<td>VPM</td>
<td>Volunteers Programme Manager (CSW Co-ordinator)</td>
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RELATED POLICIES, PROCEDURES and OTHER DOCUMENTS

- Police Support Volunteers Procedure
- Driving and Use of Police Vehicles Procedure

AUTHORISED PROFESSIONAL PRACTICE AREAS ASSOCIATED WITH THIS PROCEDURE

There are no directly related areas of APP linked to this Procedure.

DATA PROTECTION

Any information relating to an identified or identifiable living individual recorded as a consequence of this procedure will be processed in accordance with the Data Protection Act 2018, General Data Protection Regulations and the Force Data Protection Policy.

FREEDOM OF INFORMATION ACT 2000

This document has been assessed as suitable for public release.

MONITORING and REVIEW

The effectiveness of this procedure will be determined by the number of volunteers, the retention of those volunteers and their experience of volunteering along with the impact they have on road safety within Wiltshire. This procedure will be reviewed in two years time.

WHO TO CONTACT ABOUT THIS PROCEDURE

The Supt. Swindon Neighbourhoods, Prevention & Partnerships and the Citizens in Policing Supervisor are responsible for this procedure. All queries relating to this procedure should be directed to the Citizens in Policing Supervisor or Force Policy Officer.
1. **Strategic Aims of Wiltshire Police Community Speed Watch Scheme**

The aim of this procedure is to set out the purpose, scope and potential for the use of CSW volunteers within Wiltshire Police.

A CSW Volunteer is ‘someone who, through personal choice, commits time and energy to undertake CSW activity at the direction and on behalf of Wiltshire Police. They agree to do this without the expectation of compensation or financial reward’

A CSW Volunteer is not a member of staff and has no employment status. No written or verbal contract or agreement will be entered into that suggests the presence of an employment status.

A CSW Volunteer will not be used to replace existing staff or prevent the employment of a new member of staff; however the Volunteer programme will assist Wiltshire Police in developing stronger and closer links with the community it serves.

The Volunteer programme will assist in the creation of safe and satisfied local communities by utilising the knowledge, skill and experience of volunteer workers; thereby enabling Wiltshire Police to respond promptly to emergency calls; Reduce crime and anti-social behavior; Detect crime and apprehend offenders; and deliver a quality service to the public which is accessible, visual and reassuring.

2. **Community Speed Watch (CSW) Volunteer Roles**

The work will revolve around helping the police to become more accessible to the community and to better understand the issues that affect communities across the County. See Section 8 for examples of the type of work carried out by a CSW volunteer.

A generic risk assessment for volunteers has been produced covering the general hazards and control measures for these volunteer duties.

3. **Infrastructure**

For a Community Speed Watch Scheme to be successful it is essential to secure:

- The support and direction of chief officers and Community Policing Teams (CPT)
- The clear identification of roles and tasks by team leaders.
- A Volunteers Manager responsible for development and implementation of all processes and procedures relative to volunteers ensuring they comply with the strategic aims and policies of Wiltshire Police.
- Recruitment and induction procedures which are focussed on need and not bureaucracy enabling the skills and enthusiasm of applicants to be utilised at the earliest opportunity.

With the above secured, CSW volunteers can become an embedded and integral element within the Organisation, providing an additional resource, to assist in making the people of Wiltshire safe and satisfied.

There is without doubt a significant cost to maintaining a successful volunteer programme including a dedicated resource to administer and develop the programme providing consistency in the application of policy and support of volunteers, as well as the allocation of funding for advertising and the promotion of volunteers both internally and externally.

Resources for the preparation and delivery of induction procedures and, where necessary, specific role related training is also required with the provision of equipment where appropriate to enable the volunteer to carry out their role; this may include, Unipar, Clickers, batteries and clothing.
4. Volunteers Programme Manager (VPM)

The VPM will be responsible for the development of a sustainable volunteer programme to support the strategic aims and objectives of Community Speed Watch (CSW) and Wiltshire Police.

In particular the VPM will be responsible for:-

- Maintaining the Volunteers Procedure ensuring it is relevant, fit for purpose and takes into account national best practice.
- Forging partnership links with local volunteer organisations.
- Developing a structure to administer the volunteer’s procedure consistently across the CSW Scheme by managing the process; identifying good practice.
- Developing performance measures and evaluating the contribution made by volunteers.
- Promoting the volunteers programme both internally and externally through Corporate Communications, ensuring that every opportunity is taken to inform communities of volunteer posts available and successes of teams and individuals.

5. Criteria for Volunteer Applicants

Age - Applicants must be at least 18 years of age. Each volunteer should be considered on merit according to the ability of the individual to carry out the identified role.

Volunteers from overseas – There is no restriction on volunteering for applicants from the UK, the European Union, Iceland, Norway, Liechtenstein or Switzerland. However, volunteers from outside the European Economic Area (EEA) are not allowed to take up work whether paid or unpaid, which includes volunteering, without a valid work permit. This information is contained either in their passport or in an official letter of status. One of these documents must be examined prior to the applicant being accepted.

Thorough vetting checks are necessary before volunteers can take up their role. It is difficult to complete these checks on individuals who have not been resident in the United Kingdom for the previous three years.

Therefore, except in very exceptional circumstances, three year residency is an essential requirement. Any exceptions will be decided by the Head of Standards and Protective Security.

6. Vetting and Security

CSW Volunteers can come into contact with confidential and sensitive information and therefore will be subject to Non Police Personnel Vetting procedures. The level of vetting will depend on the role undertaken by the volunteer and in most cases will be the Non Police Personnel Vetting (NPPV) procedure, but where the role requires greater access to information the Non Police Personnel Vetting (full) procedure will be applied.

Volunteers will be required to complete the Personal Information (Vetting) forms once they have been assessed as suitable for a role and their identity has been checked and verified.

The Head of Professional Standards will be able to advise on the level of security clearance needed and, in any case of doubt, will make the decision on the required level of vetting.

The target for completion of vetting clearance is four weeks from receipt of the completed vetting forms.

It is most important that the CSW Team Leader, who in effect will be their local manager (Team Leader), identifies clearly the role and tasks to be undertaken.
7 Tattoos and Facial Piercing
Appearance plays a crucial part in forming the public’s perception of Wiltshire Police as individuals and of the service as a whole. The overriding principle within this procedure must therefore be to ensure that the standard of dress maintained by our volunteers is calculated to project and enhance a professional image which reflects positively on the service.

Anything that detracts from a professional image should be avoided.

Volunteers with tattoos that detract from displaying a professional image may be asked to cover them. Tattoos, which may be considered offensive to any person, will remain covered. A tattoo is deemed offensive if it is rude, lewd, crude, racist, sexist, sectarian, homophobic or violent or not in accordance with the values of Wiltshire Police.

Jewellery & body piercing should be kept to modest proportion consistent with Force policy. Anything that detracts from a professional image should be avoided.

Managers will have the final decision on what is acceptable.

8 Types of Task
CSW Volunteers will be undertaking tasks as part of Community Speed Watch and examples of possible tasks include:

- Using the Unipar speed detection device
- Recording information captured from the Unipar SL700
- Recording information captured from passing vehicles
- Filling and inputting data electronically as required by the team leader
- Involvement in leaflet drops as required by the team leader
- Assisting with community meetings as required by the team leader and/or CSW Co-ordinator.

This list is not exhaustive.

9 Recruitment and Selection
Recruitment of CSW volunteers should only take place where a need and the role has been identified and systems are in place to welcome, induct, train, support and supervise them effectively.

CSW Volunteers are required to specify any previous criminal convictions or official cautions they may have.

Where security clearance is not given the applicant will be informed that they have not been successful by the Vetting Unit. There is no obligation on the Chief Constable to give any reason for the refusal of a CSW volunteer. The reason for any unsuccessful clearance is only shared with the volunteer.

10 Training
All CSW volunteers will receive a full Wiltshire Police induction. This will include the responsibilities of volunteers in respect of Data protection, Confidentiality and Health & Safety.

CSW volunteers may perform many diverse tasks as part of a CSW Scheme and any role specific training will be provided by the CSW Scheme Team Leader or the CSW Co-ordinator, clearly identified through a simple non-formal assessment of training need and arrangements are made for the appropriate training to take place

Any training provided to a volunteer must be related to their volunteer role only.
11 Security
CSW volunteers will be required to wear a high visibility vest/jacket at all times, whilst they are at their CSW check sites, to clearly identify them as a Police Community volunteer with Wiltshire Police. The vests/jackets should not be worn at any other time to ensure the safety of volunteers.

All CSW volunteers will be vetted to the appropriate level for the role they undertake. Where there is a change of role and a need for greater security clearance this will be discussed with and arranged by the VPM and CSW Co-ordinator.

Any breach of security or confidentiality may result in the Volunteer being asked to leave the Wiltshire Police and may result in civil or court proceedings.

12 Conduct
CSW Volunteers are representatives of Wiltshire Police and WILL have high standards of conduct expected of them to ensure that confidence is maintained by staff and the public. CSW volunteers should ensure that activities in their private lives do not affect the integrity of Wiltshire Police. Any deviation from this should be reported to the VPM.

During the period of volunteering, each CSW volunteer shall perform such duties as are noted in their role profile and are obliged to comply with all reasonable instructions as may be given by their team leader or other Wiltshire Police employee having authority over them.

CSW volunteers are expected to comply with all relevant policies, procedures and Values and Behaviours.

CSW volunteers are responsible for maintaining confidentiality at all times.

CSW volunteers have a duty to take reasonable care of themselves and others affected by their work and to adhere to health and safety procedures.

CSW Volunteers whose conduct falls below the expected standard may be asked to leave and any action taken should be considered in line with the Volunteer Disciplinary Guidelines: Breaches of Acceptable Behaviour & Conduct.

13 Performance
It is recognised that although there are no set standards for performance for CSW volunteers, there may be times when the team leader may need to raise concerns about how a volunteer is performing their agreed tasks.

If there is an issue regarding a CSW volunteer’s standard of work; if appropriate, the CSW Co-ordinator will raise this with the CSW volunteer and provide support and guidance to help the CSW volunteer to improve.

Guidance should be sought from the VPM if performance continues to be poor and a decision will be made on whether the CSW volunteer can be moved to a more suitable role within the Scheme. If appropriate, the volunteer may be told that their help is no longer required and the VPM will give advice and guidance on how this is dealt with.

14 Complaints
Due to their unique status CSW volunteers need to be treated differently to employed staff. Therefore, a volunteer must not be subjected to the procedures for employees as this could be viewed as changing their legal status.
If CSW volunteers are dissatisfied with any aspect of their involvement with the scheme they should be given the opportunity to discuss the matter with the CSW Co-ordinator. All complaints relating to CSW volunteers must be treated sensitively and in a confidential manner.

Wherever possible, the preferred option is that any conflict issues relating to support volunteers should be resolved informally at the lowest level of management so that difficulties may be sorted out promptly and effectively.

Where no satisfactory resolution is achieved, the CSW Co-ordinator should try to resolve the matter in the most appropriate manner with support from the relevant sector or departmental supervisor.

If the complaint remains unresolved or further action is required, following discussion with the VPM, the matter should be referred in writing to the Head of Department by the VPM and a solution sought. A copy of this should be kept in the CSW Scheme file.

Complaints that remain unresolved at this stage or cases that are considered to be more serious should be referred to the relevant member of the Senior Management Team who in consultation with the CSW Co-ordinator will determine the outcome, with the involvement of the Superintendent if necessary.

15 Dress Code
Support volunteers will not be issued with a uniform but will be given Wiltshire Police/PCC branded clothing.

They should be identifiable only as Police Community Volunteers and should not wear any badge or clothing which would give any members of the public or Wiltshire Police staff the impression that they are employees. However, all trained and vetted volunteers are issued with an authority card for identification purposes only. These should be shown to anyone enquiring about the activity. This card has no photograph.

They will be required to wear their Police Community Volunteers high visibility vests/jacket, although only at times whilst performing duty at the roadside/areas risk assessed, to clearly identify them as a volunteer with the force.

CSW volunteers should not wear clothes with logos, branding or slogans that may cause offence to other members of the Force and/or community. As representatives of Wiltshire Police, CSW volunteers are expected to dress in clothing appropriate to the role they are performing.

It is the responsibility of both the Force and CSW volunteers to comply with relevant health and safety legislation. Therefore, where there is a clearly defined requirement to provide volunteers with clothing and/or equipment in line with health and safety requirements this will be issued by the Force. Where clothing and/or equipment is issued, it must be worn by the CSW volunteer.

Any articles of clothing and/or equipment issued to a support volunteer will remain the property of Wiltshire Police and must be returned on request. Specific information relating to clothing requirements will be provided during the Wiltshire Police training.

16 Insurance
CSW volunteers are covered by the Force’s public liability insurance provided they are acting within the policies, under the direct control and supervision of Wiltshire Police.

The insurance covers both public and employer’s liability, and will provide cover for claims for accidental injury or loss or damage arising out of the negligent acts and/or omissions of police support volunteers whilst they are acting under the direction and control of the Force.
This is provided that they carry out those actions in accordance with the instructions that are given to them. In that regard they will be treated no differently to employees of the Wiltshire Police.

All trained volunteer must complete a contact form providing next of kin details. This information is kept on the Volunteer Resource Unit database.

An annual audit is undertaken of this database. The team leaders will be asked to confirm active team members. Failure to do so could result in the team member not covered by insurance.

Following training all volunteers will be issued with an authority card. Although this has no photographic identification, it is to be used as an ID card to show to anyone who stops to discuss your activity. All volunteers MUST carry this with them and have it available should they be asked by a member of the public.

17 Retention
All CSW volunteers are provided with contact details for the CSW support team and their CSW team leader. The team leader will allocate tasks and provide support and guidance.

CSW Volunteers contributions should be recognised informally and formally, through existing Force procedures (e.g. letters of commendation, nomination to a national and regional volunteer awards).

An annual review of each team will be undertaken in relation to its activity and effectiveness. If a team is deemed inactive for a significant period of time, the team will be officially disbanded and removed from the scheme database, along with volunteer details and will be required to restart the “set up” process to initiate Community Speed Watch.

18 Funding
Wiltshire Police will be responsible for the employment costs of the Community Speed Watch Support Team members.

Wiltshire Council and Swindon Borough Council will fund ‘Metro Count’/‘Golden River’ road surveys throughout the county of Wiltshire and provide the CSW signage.

19 Metro Counts
To determine that there is a warranted speeding issue, all communities interested in Community Speed Watch must request a metro count via Wiltshire Council or a Speed Survey via Swindon Borough Council.

The criteria used to determine if Community Speed Watch is appropriate are:

In a 20mph speed limit the following criteria will be applied:
20 to 24mph 85th percentile = No Further Action (NFA)
24.1 to 38.9 mph 85th percentile = eligible for Community Speed Watch
Over 39mph 85th percentile = Subject to Police enforcement

In a 30mph speed limit the following criteria will be applied:
30 to 35mph 85th percentile = No Further Action (NFA)
35.1 to 42 mph 85th percentile = eligible for Community Speed Watch
Over 42 mph 85th percentile = Subject to Police enforcement

In a 40mph speed limit the following criteria will be applied:
40 to 46 mph 85th percentile = No Further Action (NFA)
46.1 to 50 mph 85th percentile = eligible for Community Speed Watch
Over 50 mph 85th percentile = Subject to Police enforcement
Community Speed Watch does not operate in speed limits over 40mph or in 20mph Zones.

The national community speed watch Policy sets out that both directions combined must be used to determine the 85th percentile. The national policy ensures that accurate speeds of the carriageways is gained.

If an existing team request a metro count for a road they already carry out speed checks on, they are at risk of having CSW removed, if the metro count falls outside of the CSW eligibility criteria.

If a road has an existing site, and the speed limit changes (up or down) the team must stop all speed checks. A three month bedding in period is put in place and after which time, the team leader must request a new metro count to determine if there is still a speeding issue, before they can continue speed checks.

20 Risk Assessments

All sites approved for community speed watch have had each speed check location risk assessed by a member of Wiltshire Police Road Safety Unit and paperwork is provided to the team, along with a Generic Risk Assessment (GRA) when a new team is approved.

Each team member MUST read and sign the Generic Risk Assessment and the Risk Assessment paperwork confirming they understand the Risk Assessment.

A team can request new check sites to be approved by providing details to the CSW Co-ordinator. This will be passed to the Road Safety Unit who will carry out the site risk assessment. Once approved, the paperwork is passed to the team leader.

Teams cannot use sites which do not have metro count/speed survey results to show there is a speeding issue.

A trained volunteer can carry out activity with any team. It does not have to be the team operating in the area they live in. They can also carry out speed checks at approved locations which are not the street in which they live.

If a volunteer wishes to join a team outside of their own community, after being trained, please contact the Community Speed Watch Support Team for team leader details.

21 Equipment

Wiltshire Police use the Unipar SL700 series speed detection device. Only devices issued by Community Speed Watch are to be used for Community Speed Watch checks

Community Speed Watch teams share a device with 2-3 other teams, but at times this may rise to four teams or reduce to one team, where location make it easier for sole use at that time. Teams becoming inactive may have an impact on those other groups sharing the device, potentially reducing them to one team.

Periodical reviews of all the groups sharing devices may result in such sole groups being moved into another sharing group.

We will always ensure that the best use is made of each device.

The manufacturer recommends that the Unipar SL700 is calibrated every year, however, for CSW purposes it is deemed every three years is adequate.
Team Leaders are responsible for the device whilst it is in their possession. All damages, failures or malfunctions must be reported to the team leader, who in turn should report these to the CSW Administrator.

When a device is due for calibration, the CSW administrator will contact the sharing group team leaders to organise collection. The sharing group will be given a replacement device. Teams must not use a device if it is out of calibration date (3 years). Doing so, can have an impact on the integrity and effectiveness of community speed watch.

Wiltshire Police will provide each team with batteries for the use in the Unipar SL700. New batteries can be ordered by contacting the Community Speed Watch Support Team.

Wiltshire Police will provide each team with a clicker. Replacement clickers can be ordered by contacting the Community Speed Watch Support Team.

Community Speed Watch signage is not a legal requirement for the team to operate. If a new Community Speed Watch wish to have signs installed, they need to contact their Town & Parish Council.

22 Wiltshire Police Community Vehicle

In the case of community volunteers and Police Staff there is no requirement for an assessment for the use of the Wiltshire Police Community Volunteer Vehicle.

However, Volunteers must either possess a current force driver permit authorising them to drive the category of vehicle in the role their current post demands, or be undergoing either a formal driver training course or driving assessment with the DTU to gain, regain, or extend their driver permit authorisation.

Volunteers using the Wiltshire Police Community Volunteer Vehicle must have a full DVLA licence which must be presented, with the relevant form (Form 321), to the DTU prior to the issue of a driving permit. No member of staff or volunteer may drive police authority vehicles or for police purposes without being issued such a permit.

Prior to any driving permit being issued, staff/volunteers are required to produce their DVLA driving licence and undergo a eyesite test. The DTU will conduct the eyesite test and assess the DVLA driving licence.

The Vehicle must only be driven by authorised persons and used only for Police purposes.

The log book and vehicle checks are to be completed for each journey, each occasion the vehicle is used, as advised during your vehicle driving assessment.

Any fault or damage is to be recorded in the vehicle log book and reported at the earliest opportunity to Fleet Services.

The vehicle should only be re-fuelled at Wiltshire Police fuel pumps.

The vehicle must at all times be driven in accordance with road traffic signs and legislation. There is no exemption in Road Traffic Legislation under any circumstances. Parking restrictions must be adhered to.

In the event that whilst driving the vehicle an unusual occurrence such as a road traffic collision or similar is encountered there is no expectation placed upon the volunteer to become involved. If the circumstances are such that you feel it necessary to stop and assist, do no more than you would
reasonably do as a member of the public, do not place yourself in danger and before any action is taken, report what has happened to the Crime & Communications Centre (CCC) via the 101 number; follow any instructions offered by the Operator.

Any person getting out of the vehicle on or at the roadside will wear high visibility jackets at all times. During the hours of darkness, the vehicle will be parked on Police premises.

In the current security climate, as a Wiltshire Police Community Volunteer, it is not advisable to advertise your home address. The vehicle will not be parked outside any private dwelling for more than 4 hours. The vehicle will be locked when not in use.

Use of the vehicle must only be for policing purposes and whilst deviating to your home address briefly is acceptable, using it for any other non-police purpose is not.

**Additional Guidance Specific to Community Speed Watch Volunteers**
The vehicle must be parked legally and not cause any obstruction or parked in a dangerous position.

The purpose of the vehicle is as an additional visible presence and speed deterrent.

Where possible the vehicle should be positioned at least 100 meters away from the speed watch site and not positioned to obscure a motorist's view of the volunteers.

**23 Processing data**
The information given to the CSW Support Team following a speed check is processed within the agreed 14 day timeframe.

Vehicle registrations are checked against Police National Computer (PNC) and the registered keeper of these vehicles are sent a letter educating them about their observed speed.

Vehicles observed for the first time are sent a letter. A second occasion will result in a further letter. A third occasion will result in a police officer making a home visit to give words of advice. Future occasions result in enforcement by Wiltshire Police Special Constabulary.

If a vehicle is observed excessively speeding (50%+), the speed limit, the registered keeper will receive home visit by a police officer to give words of advice. Further occasions will result in enforcement.

There may be on occasions, a requirement to impose a limit on the number of speed checks carried out in one week or to other temporary arrangements that affect activity or the reporting of activity.

**24 Code of Conduct**

**Introduction**
This code of practice (COP) has been produced to ensure Community Speed Watch (CSW) teams operate in a police approved and uniform manner that complies with legal and health and safety regulations.

It is divided into two parts and is based upon experience and the following rules are to be applied

**Mandatory**
All personnel operating as CSW team members are to have attended a formal CSW Police training session and are to be over 18 years of age. Non-trained personnel are permitted to observe the team ONLY.
CSW teams are only to operate at sites that have been approved by police and a risk assessment for that site has been completed and issued by the police. CSW teams are not to block the right of way of pedestrians.

CSW checks are only to take place during daylight hours. Furthermore, they are only to take place when road and weather conditions are considered safe to do so. CSW checks would be unsafe in thick fog or icy conditions. Teams should not conceal their presence from motorists.

CSW teams must consist of at least 2 and preferably not more than 4 trained members. Approved high visibility jackets provided by Wiltshire Police are to be worn at all times during a CSW check. The CSW device is only to be used for CSW activities.

CSW teams, if possible, should carry a mobile phone in case there is a need to contact or be contacted by the police.

If possible, intimidators and abusers are to be given the approved letter from Wiltshire Police. They need not necessarily be speeders. CSW team members are not to enter into protracted and potentially confrontational debates with them. If intimidation and abuse becomes excessive then break off the CSW check and contact the Wiltshire Police Contact Centre on 101.

If the incident requires IMMEDIATE Police attendance, e.g. there is danger to life or risk of serious injury telephone 999.

To ensure timely processing of letters, correlation of data with reports from other teams and rapid police contact with repeat speeders, the CSW check information is to be sent to the Community Speed Watch Support Team (communityspeedwatch@wiltshire.pnn.police.uk) electronically within 24 – 48 hours of the date of the check.

The record is to include date, time, site name at which the CSW activity took place; the number of total vehicles passing, index number, body type and colour of speeding vehicles.

All records (paper, handwritten and electronic) are to be destroyed after receipt and confirmation from CSW Support team.

This comes down to what is classed as personal data, as it depends on the circumstances as to whether a vehicle registration mark is or is not personal data. To a member of the public it is not personal data, however, the DPA defines personal data in the following manner:

“personal data” means data which relate to a living individual who can be identified or is identifiable:
(a) from those data, or
(b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller

The Chief Constable is the data controller for the information gathered via speed watch and because we can link a VRM to a registered keeper via PNC/DVLA sub paragraph (b) comes into play, therefore the information collected by speed watch is personal data for the purposes of the DPA. In fact it is sensitive personal data as it relates to an alleged commission of an offence. As the data controller the Chief Constable also has a legal duty to ensure the 8 data protection principles are applied, one of those principles concerns security which includes the secure destruction of personal data.

We ask that no discussions regarding CSW activity takes place outside of the CSW team itself. The CSW Support Team at Wiltshire police are to be informed of the date, time; duration and site at which a CSW check is planned to take place. This should also include an email to the Community Policing Team.
All CSW teams must take care of all the equipment (device, clicker, jackets) they have been loaned, and report any damages to their CSW Team Leader/CSW Co-ordinator.

**Advisory**
Liaise frequently with your Community Policing Team.

Acknowledge the goodwill shown by passing motorists and pedestrians.

### 25 Values and Behaviours
The public can expect all Wiltshire Police employees and volunteers to abide by the Force Values which derive from the [College of Policing Code of Ethics](#). The public can expect us to act in accordance with the following values:

#### IMPARTIALITY

This value links to the principles of fairness and objectivity from the Code of Ethics.

As a police service, we must show impartiality throughout all our dealings with colleagues, partners and members of the public.

This is achieved by being unprejudiced, fair and objective.

We consider different sides of a situation and ensure that each side is given equal consideration.

We do not favour one person or group over another, acknowledging that discrimination increases feelings of unfairness and makes our jobs harder to do.

We must not allow personal feelings, beliefs or opinions to unfairly influence our actions in any situation.

We assess each situation based on its own merits ensuring we are fair and consistent in our actions.

We are clear in our rationale for the decisions or actions we take ensuring they are clear and evidence-based.

**Behaviours**

- I take into account individual needs and requirements in all of my actions
- I understand that treating everyone fairly does not mean everyone is treated the same
- I always give people an equal opportunity to express their views
- I communicate with everyone, making sure the most relevant message is provided to all
- I value everyone’s views and opinions by actively listening to understand their perspective
- I make fair and objective decisions using the best available evidence
- I enable everyone to have equal access to services and information, where appropriate

#### INTEGRITY

This value links to the principle of integrity from the Code of Ethics.

We understand and reinforce expectations of professional behaviour and openly recognise good and bad performance.

We maintain the highest levels of professionalism, making sure that we always uphold the values and ethical standards of the police service.
We need to build and maintain confidence with the public, colleagues and partners if we are to deliver a modern and effective police service.

Doing the right thing is about becoming a role model and upholding public trust.

**Behaviours**
- I always act in line with the values of the police service and the Code of Ethics for the benefit of the public
- I demonstrate courage in doing the right thing, even in challenging situations
- I enhance the reputation of my organisation and the wider police service through my actions and behaviours
- I challenge colleagues whose behaviour, attitude and language falls below the public’s and the service’s expectations
- I am open and responsive to challenge about my actions and words
- I declare any conflicts of interest at the earliest opportunity
- I respect the authority and influence my position gives me
- I use resources effectively and efficiently and not for personal benefit

**PUBLIC SERVICE**

This value links to the principles of respect and selflessness from the Code of Ethics.

As individuals and as part of a wider organisation, we have a responsibility to ensure that we act in the best interests of society as a whole.

Improving the safety and well-being of the public underpins all that we do.

We constantly think about how to create the best possible outcomes for those we serve and we take personal responsibility for delivering these.

We show resilience and determination to overcome barriers and to provide the best outcome.

We are dedicated to work in the public interest, engaging and listening to their needs and concerns.

We work to make sure that the public feel valued and engaged, which helps to build confidence in the police service.

We are respectful to the needs and concerns of different individuals and groups.

**Behaviours**
- I act in the interest of the public, first and foremost
- I am motivated by serving the public, ensuring that I provide the best service possible at all times
- I seek to understand the needs of others to act in their best interests
- I adapt to address the needs and concerns of different communities
- I tailor my communication to be appropriate and respectful to my audience
- I take into consideration how others want to be treated when interacting with them
- I treat people respectfully regardless of the circumstances
- I share credit with everyone involved in delivering services
TRANSPARENCY

This value links to the principles of honesty and openness from the Code of Ethics.

We are transparent in our actions, decisions and communications with both the people we work with and those we serve. This ensures that we are honest and open in our interactions and decision making.

We are genuine with those we communicate with and endeavour to create trusting relationships.

We accept feedback and are comfortable in responding to criticism and finding ways to improve.

We build trust with our colleagues, partners and communities by being open about what we have done and why we have done it and by keeping our promises so communities can rely on us when needed.

Behaviours

- I ensure that my decision-making rationale is clear and considered so that it is easily understood by others
- I am clear and comprehensive when communicating with others
- I am open and honest about my areas for development and I strive to improve
- I give an accurate representation of my actions and records
- I recognise the value of feedback and act on it
- I give constructive and accurate feedback
- I represent the opinions of others accurately and consistently
- I am consistent and truthful in my communications
- I maintain confidentiality appropriately
Our Values

**OUR VALUES: IMPARTIALITY**
- Make impartial and objective decisions based upon all available information and/or evidence.
- Value diversity - respect difference without prejudice.
- Listen and engage with an open mind in order to arrive at a fair and balanced outcome.
- Recognise we are all individuals - treat people fairly and according to their individual needs, tailoring services appropriately.
- See other perspectives and think about the potential impact of your words, behaviour and actions.
- Learn how to recognise unconscious bias in yourself and others.

**OUR VALUES: INTEGRITY**
- Be truthful to yourself and to others, have a good awareness of your own moral and ethical principles.
- Declare any potential conflict-of-interest swiftly.
- Set an example, and lead by example.
- Take personal responsibility for your own practice and decisions.
- Have the courage to have difficult and/or challenging conversations.
- Be realistic about what you can do, and deliver on the things you commit to doing.

**OUR VALUES: PUBLIC SERVICE**
- Develop effective relationships, working with our partner-agencies, stakeholders and communities.
- Manage expectations - explain what we are doing and why we are doing it.
- Where appropriate, signpost the public to the partners/agencies who can help them.
- Always aim to deliver the very best for our communities and our workforce.
- Listen and engage with our staff and the public.
- Understand and embrace the shared purpose we all work towards.

**OUR VALUES: TRANSPARENCY**
- Be respectfully open and honest in everything you do.
- Acknowledge where we get things wrong, learn lessons, and say what we are going to do about it.
- Communicate well using plain language.
- Manage information and processes consistently and responsibly and share information when and where you can.
- Be polite and informed, with no hidden agenda.
- Foster good two-way engagement with the public, share success and positive stories.

Wiltshire Police
Proud to serve and protect our communities
26. DECLARATION AND AGREEMENT
This section is signed post attendance at the training session and is to be kept for your records.

I confirm that I have attended a Community Speed Watch training session run by Wiltshire Police and issued with a copy of the Community Speed Watch Code of Practice and Community Speed Watch Procedure.

I agree to operate within the terms of the Community Speed Watch Code of Practice and Community Speed Watch Procedure.

I confirm I have read in detail section 22 with regard to the use of the Police Community Vehicle and agree to the rules as set out in the section and abide by the Rules of the use of the vehicle.

I accept that I will be issued with an authority card on completion of this Declaration and Agreement and the card has been produced for my use when out on CSW activity. I agree that I will return the card should I leave Community Speed Watch and/or as a volunteer.

Should I act in a way that does not fit with the Values and Behaviours of Wiltshire Police, I am at risk of having my security clearance revoked and removed from the scheme.

Date of training attended: .................................................................

Signature: ...........................................................................................................................
(CSW Support Team)

Date: ..............................................................................................................................

Signature: ...........................................................................................................................
(Volunteer)

Date: ..............................................................................................................................
26b. DECLARATION AND AGREEMENT
This section is signed post attendance at the training session and is to be kept for our records (CSW Support Team).

You confirm that you have attended a Community Speed Watch training session run by Wiltshire Police and issued with a copy of the Community Speed Watch Code of Practice and Community Speed Watch Procedure.

You have agreed to operate within the terms of the Community Speed Watch Code of Practice and Community Speed Watch Procedure.

You confirm that you have read in detail section 22 with regard to the use of the Police Community Vehicle and agree to the rules as set out in the section and abide by the Rules of the use of the vehicle.

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Date of training attended:  ............................................................

Signature:  .........................................................................................
(CSW Support Team)

Date:  ..............................................................................................

Signature:  .........................................................................................
(Volunteer)

Date:  ..............................................................................................
DOCUMENT ADMINISTRATION

Ownership:
Department Responsible: Swindon Neighbourhoods, Prevention & Partnerships
Procedure Owner/Author: Supt. Phil STAYNINGS / Leanne HOMEWOOD
Technical Author:
Senior Officer/Manager Sponsor: ACC Local Policing and Partnerships

Revision History:

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Version</th>
<th>Summary of Changes</th>
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<tbody>
<tr>
<td>25.05.2017</td>
<td>0.4</td>
<td>Addition of wording re Community Volunteer Vehicle added.</td>
</tr>
<tr>
<td>08.06.2017</td>
<td>0.5 – 0.7</td>
<td>Minor amendments.</td>
</tr>
<tr>
<td>09.03.2020</td>
<td>2.0</td>
<td>Minor amendments. Reference to Values and Behaviours updated to the current Force Values.</td>
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Approvals:
This document requires the following approvals:

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<th>Date of Approval</th>
<th>Version</th>
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<tbody>
<tr>
<td>Continuous Improvement Team</td>
<td>30.06.2017</td>
<td>1.0</td>
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<tr>
<td>Senior Support to Supt Phil Staynings</td>
<td>03.07.2017</td>
<td>1.0</td>
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<tr>
<td>JNCC</td>
<td>03.07.2017</td>
<td>1.0</td>
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(Not required for all procedures)

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<td>Email to relevant affected Staff/Officers</td>
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<td>Other: (state method here)</td>
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Diversity Impact Assessment:
Has a DIA been completed?
If no, please indicate the date by which it will be completed.
If yes, please send a copy of the DIA with the procedure.

Consultation:
List below who you have consulted with on this procedure (incl. committees, groups, etc.):

<table>
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<th>Name &amp; Title</th>
<th>Date Consulted</th>
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<tr>
<td>UNISON / Police Federation</td>
<td>03.02.2014</td>
<td>0.2</td>
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<td>Vincent LOGUE (Special Constabulary Development Programme)</td>
<td>25.05.2017</td>
<td>0.4</td>
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<tr>
<td>James BRAIN (CPT Insp. Wiltshire West)</td>
<td>25.05.2017</td>
<td>0.4</td>
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<tr>
<td>Barney APPLETON (Traffic Management Officer - Road Safety Unit)</td>
<td>04.05.2017</td>
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Implications of the Procedure:

Training Requirements
As stated in the procedure above.

IT Infrastructure
As stated in the procedure above.