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| **Issue** | **Action log** |
| Not enough Speed Gun Devices / outdated or regularly require calibration | Audit being carried out by HQ CSW team on use of cameras to ascertain if teams could be realigned. Review of teams and demising those that are not operational. JD working with OPCC re other PCC offices across UK. |
| 45-minute time limit for CSW sessions | New process for dealing with errors in place, targeting regulars to provide support. CSW TLs to specify their own length of sessions |
| CSW Teams do not feel like they are receiving enough return of information | New process in place to advise TEO of w3w of CSW locations advised to CPT. TEO results shared by email to JD / cascaded to TLs. Next TL meeting focus on TEO and Newsletter to all volunteers will include information. |
| We do not currently utilise ASW data, only the heat maps it provides | ASW now accepted via report crime tool. Longer term, more investment required / business case being prepared. |
| Change to return form every two weeks is causing frustration and increase in administration time for volunteers | SH / JD working together on business case to demise use of excel s/sheet and move all returns to web browser. |
| CSW TLs have been told they cannot have a Deputy set up on DutySheet. This has caused volunteers to work when they are on holiday | JD offered this option on two occasions to TLs. Will raise at TL meeting 30th May 2022 and then propose closing action. |
| Effective training for CSW volunteers and Team Leaders. Current training is out of date and uses a two-stage process | Thank you **Dee Nix** who has created an updated TL training doc. JD working with WP to approve and then use CSW ACs to assess training needs analysis of CSW TLs |
| CPT data / allocation of Police to CSW sites is not transparent or understood by CSW TLs | CSW ACs explaining at meetings with CSW TLs. Use volunteer week to strengthen CSW TL / AC interactions with CPTs |
| New sites are taking too long to be approved. | Additional resources confirmed for site approval process. |
| No consistent approach to social media for CSW. | JD to working with OPCC comms / WP to align CSW to wider WP / PCC social media policy. |
| Abusive drivers frustrate and intimidate volunteers. | Report via 101 or WP "Report a crime" function. Instructions detailed in Duty Sheet. |
| Volume of message issued via DutySheet | Move to AC structure / Newsletter / Emails / WhatsApp |
| Belief that CSW is not regarded as important by Police. | See news and social media articles following appointment of new PCC. |
| Following sharing of two years data (c45k speeders identified), concerns raised regarding repeat and excessive speeders and how to target hard core offenders. | Data used by WP to follow up with repeat offenders / cautions issued |
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