**Appendix 2**

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| Issue / Impact | Solution / Progress | Owner |
| 45 minute time limit for CSW sessions. Reason given is error rates. No error rates currently published to explain which teams need to improve. | WP have confirmed that sessions can immediately be for however long the CSW TL choses. Traffic Enforcement Officers conduct traffic monitoring sessions for a maximum of 45 minutes due to risk of errors. WP strongly recommend a maximum of 45 minutes, however this is at the discretion of CSW TLs. This will be reviewed in March 2022 and during our quarterly CSW TL meetings. | WP / CSW Admin |
| Change to return form every two weeks is causing immense frustration and increase in administration time for volunteers. | A CSW TL has a solution to change the form so that it is issued less frequently. Meetings have commenced between CSW TL and CSW Admin to review ways in which forms can be issued less frequently. There are various computer systems that are used so this is not straight forward. Progress will be confirmed at our next quarterly CSW TL meeting / earlier dependent upon progress. | WP / CSW TL / CSW Admin |
| 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. | WP confirm that this is possible, however the cost is £40 per Deputy based on system costs (which is paid for by WP). If any CSW TLs wish to set up a Deputy, please email JD. | JD / CSW Admin |
| Effective training for CSW volunteers and Team Leaders. Current uses a two-stage process. Suggestion that training is completed in one session. | Review and update training. Empower local CSW TLs to undertake camera / roadside training in accordance with site risk assessment. Online training to be one session. A CSW TL submitted CSW TL training draft which is under review by JD. | WP / CSW Admin / CSW TLs |
| Autospeedwatch Data / Speed Indicator Devices not accepted by CSW Admin. | Undertake audit of all SiDs and Autospeedwatch devices across County. Create consistent reporting mechanism with resources allocated to process data and create data dashboard. Dashboard to be used in meetings and transparently circulated to all parties. | WP / CSW Area Coordinators |
| CPT data / allocation of Police to CSW sites is understood by CSW TLs. List of chosen sites is put on Dutysheet using "announcement' function. This does not generate a notification email. | Join CSW / CPT Areas under one Area Coordinator. Area Coordinator to attend meetings with CPT and understand rationale for allocation. All CSW TLs to be sent data on a fortnightly basis so that they can explain to all volunteers rationale and manage expectations. | CSW / CSW Admin / WP |
| Sharing of speed cameras and calibration is causing frustration and reducing effectiveness of CSW teams. Better cameras exist as current stock is c10 years old. Cost of recalibration is quoted as £500 per camera. Calibration will take until MARCH 2022. | Audit currently being undertaken of usage by CSW Teams and scoping of requirement to purchase additional cameras. | PCC / WP |
| New sites are taking too long to be approved. | Confirm timescale for approval of new sites and update how many new sites are being approved at quarterly CSW TL meetings. | WP / CSW Admin |
| Social media support needs improving when abusive comments made about CSW. | Create consistent support policy for CSW team social media posts. Use standard wording to educate commentators and, where necessary, escalate to formal action if abusive. | WP / PCC |
| No consistent approach to social media for CSW. | Create consistent social media policy for CSW, rather than CSW Admin saying that it is not supported, which is the current message. | WP / PCC |
| Abusive drivers frustrate and intimidate volunteers. There is concern that no action is taken. Current procedures are to report it to WP using the online reporting tool. | WP will produce data and case studies of how incidents are dealt with and examples of actions being taken against offenders. This will be shared at CSW TL meetings. | WP / CSW Admin |
| Volume of message issued via Dutysheet | Issue messages to direct email account of CSW TL to enable easier cascade to volunteers. JD to be provided with WP laptop to assist with communication and resolution of issues. | WP / CSW Admin / JD |
| Belief that CSW is not regarded as important by Police. | JD has been invited to join WP Road Safety Board to represent CSW and feedback to CSW TLs. Confirm CSW is a key part of Wiltshire Road Safety Strategy via high level social media communication. Social media comms has already been issued thanking CSW volunteers. | WP / PCC / JD |
| Following sharing of two years data (c45k speeders identified), concerns raised regarding repeat and excessive speeders and how to target hard core offenders. | Proposal that Driver Awareness training courses offered to excessive and three letters issued speeding motorists. | WP / PCC |