

Best practices around police volunteer recruitment

POLICE COMMISSIONER STÉPHANIE
BIKKEMBERGS

CITIZEN PARTICIPATION AND PROJECT
OPERATION COORDINATOR ELLEN WOUTERS

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▶ Police District Limburg
Regio Hoofdstad

Site Campus H
6 municipalities

152.000
inhabitants

436 staff

339 OPS & 97

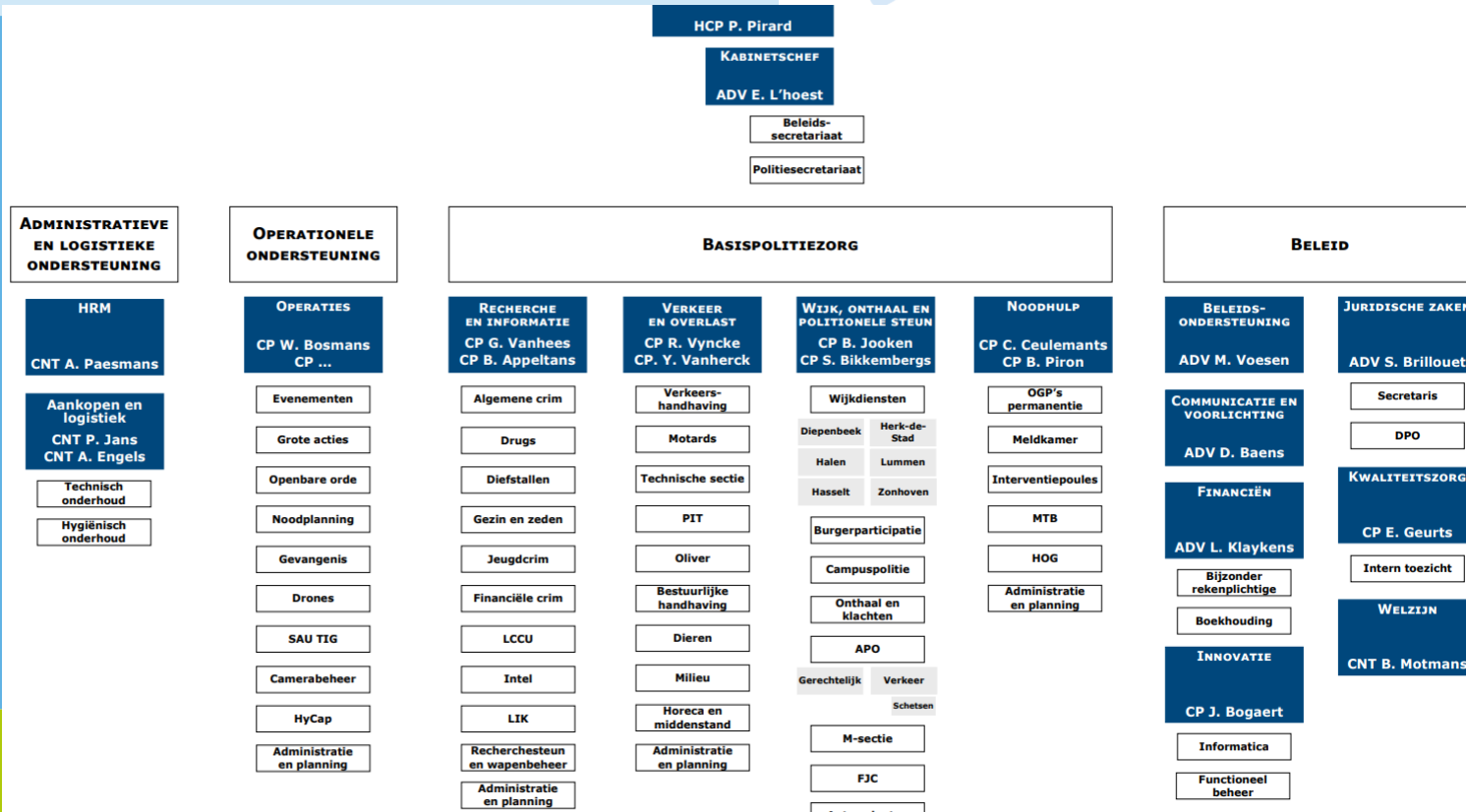
Civilian staff



Politie Limburg Regio Hoofdstad



Organizational chart



▶ Organizational chart

Part of community police

Priority in the zonal security plan

Project operation coordinator

▶ Priority in the zonal security plan

Our chief of police, Philip Pirard, is president of the national workgroup around volunteers at the police.

This workgroup is founded in 2013 and has formulated conclusions to the government.



▶ Legal framework

Law 3/07/2005
Concerning the
rights of volunteers

KB 20/12/2018
Increased lump
sum contribution
for volunteers

▶ What is volunteering?

“Ik ben steeds meer gaan beseffen dat burengeschillen zeer diep ingrijpen in het dagelijkse leven van de betrokkenen. Daarom ben ik altijd blij – en ook een beetje trots – wanneer ik als vrijwilliger-burenbemiddelaar aan een verbetering in die situatie heb kunnen bijdragen.”

~Chretien Paesen
Burenbemiddelaar



Unpaid and
unobligated
On behalf of
another
Arranged by an
organization

▶ Who can work with volunteers?

Clubs, association,
non-profit
organization,
public service

Do not pursue
profit

Not a private
person

▶ Citizen
participation: 39
volunteers

Neighbor
mediation: 8

Cyber prevention
advisors: 6

Theft prevention
advisors: 7

Traffic & nuisance

► Recruitment of volunteers

Call for volunteers (social media, website, politiezine, BIN)

BIN: Strong interaction

Members of an BIN have an interest in security

Info sessions

CV & motivation

Selection interview

Security verification

Evaluations

Information obligation

Social objective and legal status

Civil responsibility

Risk coverage

Compensation

Duty of discretion and professional secrecy (art. 458 SW.)

Volunteer agreement

Purpose of volunteering

Rights and duties

Reimbursement of costs

Liability and insurance

Which tasks?

Distinction from other tasks within the security sector

No police authority

Professional secrecy

Consent when processing personal data

No permission to police databases

Insurance

▶ Neighbourhood mediation: 8 volunteers



Training (basic training in neighborhood mediation and annual training)

Intervisions

Skills: communicative, neutral, solution-oriented, active listening, discretion, ...

Volunteers do the mediation alone

▶ Theft prevention advise: 7 volunteers



Only by volunteers (not longer by operational staff)

Theft prevention advise

Home visits and recontacting victims of burglaries

Infosessions at the request of associations like BIN

Pro-active on BIN start events

▶ Theft prevention advise: 7 volunteers

"Een veilige thuisomgeving. Dat is voor mezelf, als diefstalpreventieadviseur, mijn drijfveer"

Gemotiveerd, enthousiast en geëngageerd zet ik mij in als vrijwilliger bij de politie. Een goede opleiding en permanente bijscholing staan garant voor een gefundeerd advies waarbij de burgers ook zelf een deel verantwoordelijkheid krijgen."

~Patrick Bleukx
Diefstalpreventieadviseur



Basic training and further training

Skills: strong interest and neutral

"Ronde tafel DPA Limburg" organised by the province Limburg

Internship at the police district

Examination

▶ Traffic & nuisance volunteers



"Ik ben sinds een 5-tal jaar met pensioen. Om mijn vrije tijd nuttig te besteden, ben ik vrijwilliger als Overlastmedewerker. Ik wandel graag met mijn hond Fientje in de natuur en op deze manier kan ik mijn hobby perfect combineren."

~Johan Gijbels
Overlastmedewerker



Discouraging and preventive work in recreation parks

Informing the citizens to prevent nuisance

Transmits notifications

Bicycle engraving

Preventive traffic actions (visibility in traffic & bicycle and pedestrian exams in schools)

▶ Traffic & nuisance volunteers: 18 volunteers

Training authorized supervisor

Training bike engraver

Strong interest in the subject matter
(fauna&flora, traffic regulation, bicycle
theft prevention)

▶ Cybercrime prevention advisors: 6 volunteers



Support victims of cybercrime: home visits

Info sessions

Skills: IT-skills and knowledge of
cybercrime

Insurance

Civil liability organization

Legal aid

Physical accidents

▶ Fee

Volunteering is unpaid

Organization decides on its own compensation

Transparency

▶ Fee: 2 systems

Lump-sum refund

No burden of proof

Daily maximum in 2024: 41,48 euro

Annual maximum in 2024: 1659,29 euro

Actual expenses

Burden of proof – no upper limit

Per quarter in 2024: car per km 0,4265 euro

bicycle per km 0,35 euro

▶ Fee: 2 systems

At LRH:

Lump-sum refund

No burden of proof

Daily maximum in 2024: 41,48 euro

Annual maximum in 2024: 1659,29 euro

▶ How we support our volunteers?

Coordinator

Trainings

Meeting days and intervisions

Collaboration with other government institutions

Clothing and material

Appreciation moments



Action plans

Evaluations

Continued investment in volunteers

Recruiting volunteers throughout the police zone

Budget 2023: €30.600

2024: €42.000



Questions?

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