

SAFER ROADS THROUGH CITIZEN PARTNERSHIPS:

*Enhancing road safety with
Community Speedwatch volunteers*

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Executive summary

Introduction

Community Speedwatch (CSW) is a national scheme in which citizen volunteers receive training and equipment from their local police service to monitor and record details of speeding vehicles using approved detection devices. This report presents findings from a research project exploring the motivations, contributions, and experiences of CSW volunteers in Surrey and Sussex Constabularies – two police force areas in the south of England, UK. The research incorporated a mixed methods approach including an online survey and focus groups with CSW volunteers, interviews with road safety professionals, observations of CSW shifts, and workshops facilitated during a project conference. The project was funded by the Road Safety Trust Small Grants Programme, forming part of their aim to improve road safety at a local level.

Findings

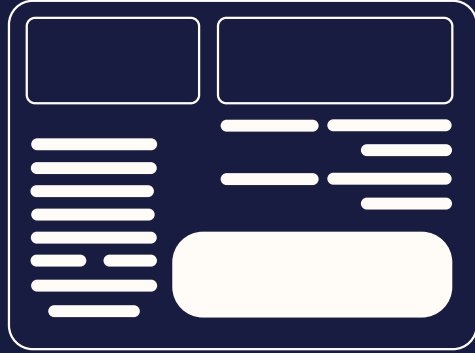
The research found highly personal motivations for volunteering for CSW linked to concerns about loved ones and pets, and wanting to improve road safety in the local community. CSW volunteers often referred to their contribution in terms of education, deterrence, visibility, and supporting the community and road safety partnership. Furthermore, volunteers and road safety professionals highlighted the ‘additionality’ that CSW brings – local intelligence, a community perspective, and enhanced ‘eyes and ears’ – during times of resource constraints. Many volunteers reported positive experiences around their contribution to road safety, of feeling

connected to their local communities, of receiving a good induction and training when they started volunteering, and of dedicated volunteer co-ordinators ‘on the ground’ and paid police staff volunteer managers. However, there were frustrations around the lack of community awareness of CSW, of receiving limited feedback on their contribution, and feeling that the police did not always recognise or value their role.

Recommendations

Research recommendations to inform CSW schemes going forward included: creating opportunities for CSW volunteers to come together; a more structured programme of engagement with police and other professionals on the roadside during CSW shifts; raising awareness of CSW schemes in the community and drawing on a broader network of partners with an interest in road safety; enhancing feedback to volunteers so they understand more about the impact of their contribution; and creating opportunities for regular recognition and reward communicating a sense of value to volunteers, and motivating them to continue giving their time.

This research demonstrates the contribution that CSW volunteers make and highlights opportunities for the police service to benefit further from the skills and resources they bring by embedding them as part of the fabric of road safety approaches.



Introduction

Community Speedwatch (CSW) is a national scheme in which citizen volunteers receive training and equipment from their local police service to monitor and record details of speeding vehicles using approved detection devices. Registered keepers of vehicles that are recorded as exceeding the speed limit are contacted – usually via letter – with the purpose of educating them about the risks and consequences of speeding. Those who are recorded as repeatedly speeding should receive a visit from their local police service (usually after the third incidence of recorded speeding). The first CSW scheme was established in Devon and Cornwall Constabulary in the early 2000s, and 33 of the 43 police forces in the United Kingdom have been identified as having some sort of involvement with Speedwatch (CSW Online, 2019).

Despite the significant injury and death caused by speeding, issues around road safety have been largely overlooked in criminology and policing literature (Wells and Savigar, 2019; Corbett, 2000). Broader research (e.g., Aarts and van Shagen, 2006; Corbett et al., 2008) points to a well-established relationship between driving speed and road safety, and how these crimes are often minimised, downplayed, or denied (Fleiter and Watson, 2006; Corbett et al., 2008; Wells and Savigar, 2019). While speed cameras and other technological responses have been recognised as an effective intervention (Pilkington and Kindra, 2005), studies (e.g., Corbett et al., 2008; Corbett and Grayson, 2010; Fleiter and Watson, 2012) also highlight the importance of education – one of the primary purposes of CSW schemes – in positively influencing driver behaviour.

Indeed, the limited research available around CSW reports that, under optimal conditions, CSW can contribute positively to reducing the number of repeat offenders and overall number of speeding vehicles (CSW Online, 2020). Furthermore, studies have pointed to the wider benefits of CSW including awareness raising, an enhanced visible presence, and a net increase in policing-type activity in relation to road safety (Toy, 2012; Wells and Milling, 2019). However, research in this area is distinctly lacking, calling for a more developed evidence base to better understand the involvement, contribution, and experiences of volunteers in road safety schemes. A comprehensive review of available literature is included in Appendix 1.

This report presents findings from a research project exploring the motivations, contributions, and experiences of CSW volunteers in Surrey and Sussex Constabularies – two police force areas in the south of England, UK. The Sussex scheme started in the early 2000s with Surrey commencing their CSW scheme in approximately 2005. Figure 1 below sets out recent data on volume and activity of CSW volunteers in Surrey and Sussex.

Figure 1: Volume and activity of CSW volunteers in Surrey and Sussex (1 January to 30 September 2023)

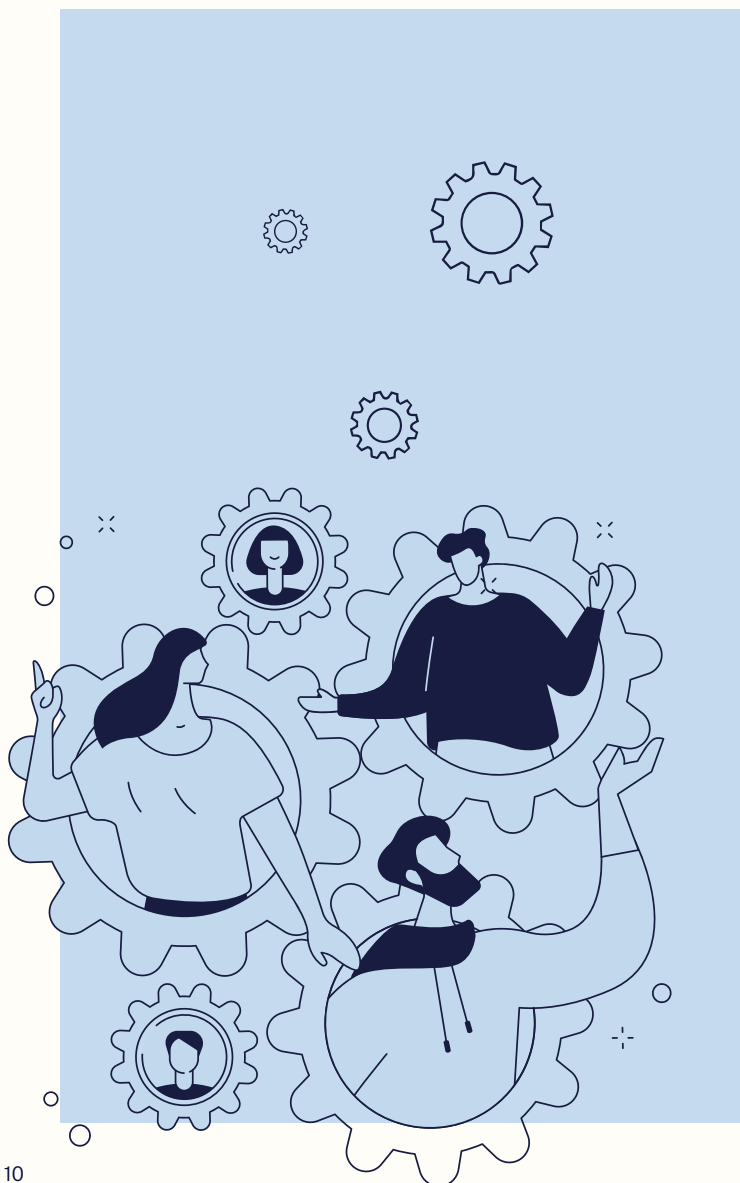
	Surrey	Sussex
Registered groups	84	336
Registered volunteers	791	3,144
Sessions held	1,045	3,204
Volunteer hours given	3,459	7,454
Letters sent to drivers recorded as exceeding the speed limit	9,182	35,504

However, while data is collected at force level around CSW activity and outputs, little is known about the volunteers themselves. For example, who gives their time, their motivations for doing so, and their experiences, deployment, and management. This project adds to a currently limited knowledge base, both in Surrey and Sussex and more broadly, expanding understanding around the role and contribution of volunteers to CSW and wider road safety initiatives.

Aims and objectives of the project

The aims of this project were

- To explore the motivations and experiences of those who volunteer for Community Speedwatch.
- To understand the contribution made by volunteers to road safety initiatives and the factors that shape their effective deployment and management.
- To disseminate good practice and improve the operation of road safety initiatives.



In relation to these aims, the project set out to answer five key research objectives

- Who volunteers for CSW and what are their motivations for doing so?
- What contribution do volunteers make and how do they influence the operation and impact of road safety initiatives?
- How do volunteers articulate their experiences of being involved in CSW, and what meaning do they attach to these experiences?
- How are volunteers supported and developed within CSW?
- How could the management and deployment of volunteers within road safety initiatives be improved?

This report presents findings from the project, funded by the Road Safety Trust Small Grants Programme, which commenced in April 2022.

Methods

This project set out to understand the experiences and perceptions of CSW through those who are directly involved – practitioners and policy makers who lead, develop, and manage CSW schemes, and CSW volunteers themselves. As such, the project incorporated a mixed methods approach including:

An online survey with CSW volunteers

The survey link was emailed to all CSW volunteers via Surrey and Sussex CSW volunteer managers at the start of September 2022. The survey closed on 10 November 2022 and received 355 responses – almost two-thirds (61%) were from Sussex volunteers, with the remainder (39%) from Surrey volunteers. This represented an overall response rate of 9% of all registered volunteers in Surrey and Sussex (n=3,935)¹. Survey results were analysed in Statistical Package for the Social Sciences (SPSS). Analysis included frequencies to draw out key themes and, for some appropriate variables (e.g., feeling motivated and valued), regression modelling techniques to explore underpinning factors. See Appendices 2 and 3 for a copy of the survey and breakdown of respondent demographics.

Stakeholder interviews

19 interviews were conducted with 20 road safety professionals across Surrey and Sussex Constabularies, county councils, parish councils, and Police and Crime Commissioners (PCCs). Interviews were conducted via MS Teams between April 2022 and March 2023 and lasted between 20 minutes and 1 hour 4 minutes (with an average interview length of 33 minutes). Interviews were recorded, transcribed, and thematically coded and analysed within NVivo. See Appendix 4 for a copy of the interview schedule.

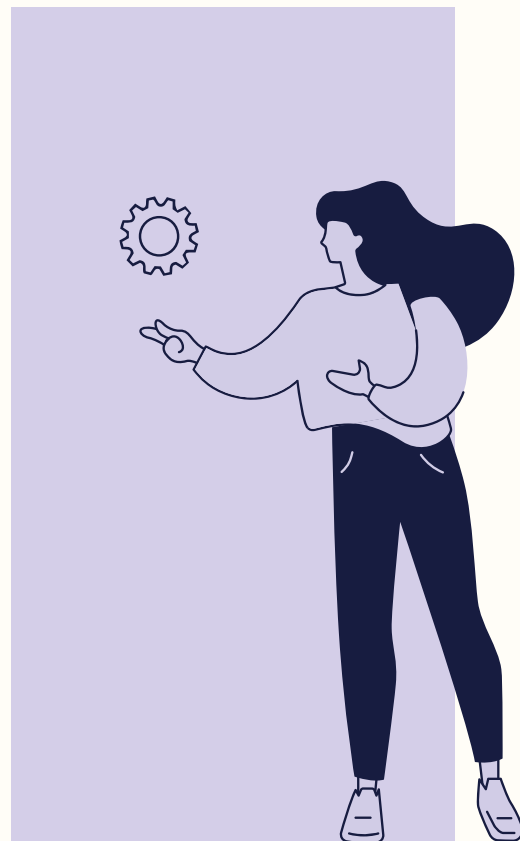
CSW observations

Project researchers attended two CSW shifts in Surrey on 29 September 2022 and Sussex on 30 January 2023.

¹ There was missing data across the survey; therefore, the total 'n' number differs in survey analysis presented in this report.

CSW volunteer focus groups

10 focus groups were conducted with 33 CSW volunteers between January and February 2023. Focus groups were conducted via MS Teams and lasted between 35 and 57 minutes (with an average focus group length of 50 minutes). Focus group attendees received a £20 shopping voucher as a thank you for their time. Invitees were selected from survey respondents who agreed to be contacted to take part in a focus group and provided their email address. The sample was stratified to reflect areas of analytical interest (role, length of service, age, gender) and split equally between Surrey and Sussex volunteers. Focus groups were recorded, transcribed, and thematically coded and analysed within NVivo. See Appendices 5 and 6 for a copy of the focus group schedule and sampling frame.



Conference and workshops

A project conference was hosted at the University of Surrey on 27 June 2023. The event was attended by 88 delegates including 60 CSW volunteers (25 from Surrey, 30 from Sussex, and 5 who did not state their area) and 28 police officers, policy makers, and other road safety practitioners (mainly from Surrey and Sussex, but also with representatives from Kent and Dorset). The conference included a keynote speech from Sussex Chief Constable and National Police Chief's Council lead for road safety, Jo Shiner. Headline findings from this project and another Road Safety Trust funded project exploring the impact on speeding drivers who receive letters after being recorded by CSW teams were presented on the day. Delegates also took part in two workshops to discuss findings and ways forward which have informed project recommendations. See Appendices 7 and 8 for conference agenda and workshop questions.

The research approach received ethical approval from the University of Greenwich ethics committee on 10 March 2022 (reference UREC 21.3.7.6). All research participants were provided with an information sheet, consent form, and contact details for the research team. Participants consented to taking part in the research, confirming their right to anonymity, confidentiality, and to withdraw².

² Quotes used within this report are presented using a focus group ('FG') or stakeholder interview ('SH') identifier and participant number to protect the anonymity of participants.

Findings

This section presents research findings which emerged through analysis of data collected as part of this study under six key themes:

1

**CSW 'people':
Who volunteers
and why?**

2

**On the
roadside:
CSW in practice**

3

**Management,
supervision,
and support**

4

**Making a
difference;
seeing a change**

5

**Being
recognised,
feeling valued**

6

**Community
matters**

1 CSW ‘people’: Who volunteers and why?

It’s personal: local people; local areas

When asked about their motivations for volunteering, CSW survey respondents often referred to concerns about road safety in general, a desire to ‘give back’ to their community, and fear (or occasionally personal experiences) of speed-related family or pet injuries. These themes were reflected in focus groups with CSW volunteers often sharing personal motivations linked to concerns about the harm caused by speeding in their community, loved ones being injured, and speeding near local schools or vulnerable road users such as walkers, dogs, children, cyclists, and horse riders. As one focus group attendee stated:

“I’ve got kids that are now eight and five and the speed people drive on the roads outside the school during the school run, it’s dangerous, you know (FG1-3).”

Another commented:

“It’s a very personal thing for me. Every time my partner takes our three dogs out, I sort of hold my breath, you know, waiting to hear a screech of tyres and ahorn (FG8-1).”

*Embedded and engaged
within local communities*

These personal and locally driven ‘micro motivations’ were also highlighted in the sense of attachment that CSW volunteers felt to their communities. Participants in this study were often embedded in their local area, with over half (n=192/355, 54%) of survey respondents volunteering in other roles including on the parish council, and

various charitable/third sector organisations. Focus group participants also frequently referred to other local voluntary pursuits and being involved in their communities:

“I am an arch volunteer. I have always been somebody who’s volunteered all through my life, both personally and professionally... volunteering in something that can address an issue has always been something that has been close to my heart (FG4-4).”

[Laughter] My husband says I run the village! I’m in a couple of other groups too, which makes me laugh. But, you know, I get a connection with the village (FG8-3).”

This sense of connection to the local community formed another important driver of why volunteers gave their time. Some spoke about ‘taking responsibility for your own neighbourhood’ and feeling that CSW is ‘something that I just feel as a community we should be doing’ (FG1-1), while others referred to taking action:

“I thought, well, you know, if I’ve taken the time to contact the police and complain about it, the least I can do is put my own time into trying to make things better (FG3-4).”

I think for me, it was more a case of, instead of whinging about people speeding in the road, let’s go and do something about it (FG4-1).”

For some volunteers this was an opportunity to ‘show that the village cares’ (FG6-2) and that speeding would not be tolerated – a theme that was also recognised by stakeholder interviewees:

“It sends a message...that the village or that area won’t kind of accept speeding traffic.”

They won't accept antisocial road use...they want to make their village safer (SH1).

It is reassuring not just themselves but the rest of the community, so they can go out and walk with children or with dogs or whatever and feel safe doing so...I admire it, the willingness to go out and contribute (SH8)."

Giving - and getting - back

Survey respondents often referred to their CSW contribution in terms of road safety, education, deterrence, and visibility, with the majority feeling that their tasks helped the police/road safety partnership (n=276/343, 80%) and the community (n=311/347, 90%).

CSW focus group attendees spoke about similar issues, together with a strong sense of taking control of problems in their area, being part of their local community, and feeling that the role was worthwhile. One focus group attendee spoke about their life saving potential as a CSW volunteer:

"I've got a camera in my hand and it's possibly going to save a life or stop an accident, then

it's got to be a good thing to do, hasn't it?... I genuinely believe that at some point I'll save a life by being out there (FG2-1)."

In terms of what they 'got back', the majority of survey respondents found their tasks interesting, thought their role was worthwhile, and felt motivated and satisfied within it (see Figure 2).

CSW volunteers in focus groups often spoke about the social element of volunteering – new friends and a sense of community spirit. Indeed, they mentioned several social events that resulted from CSW groups including street parties, post-volunteering session coffees, and lunches:

"I've made some good friends through Speedwatch, and we always have a topic of conversation. It's never an hour spent in silence, you know (FG6-1).

We introduced an annual street party... and regularly get over a hundred attending. Everybody on the street now knows each other... So, we have actually created a very good community spirit in the road (FG9-1)."

Figure 2: CSW survey respondents' feelings about their role

Statement	Survey respondents who strongly agreed/agreed
The tasks I do are interesting	n=242/339, 71%
I feel like my role is worthwhile	n=298/343, 87%
I feel motivated in my current Community Speedwatch role	n=252/348, 72%
I am satisfied with my current Community Speedwatch role	n=262/351, 75%

2 On the roadside: CSW in practice

Equipment and resources

Funding structures for CSW varied between teams in this study including resources from the police, parish council, and fundraising in the local community. Equipment also varied: some teams had access to up-to-date speed devices and body worn cameras, whereas others used more dated (although functional) equipment. When asked about equipment and resources, the majority of survey respondents (n=292/349, 84%) felt that they had what they needed in order to carry out their tasks. However, in focus groups, there were more variable views: while some praised the equipment they had, including body worn video cameras, others felt that they would benefit from more modern kit – although there was recognition that resources were limited. One focus groups respondent highlighted the importance of body worn video cameras (a resource not available to all CSW teams) to volunteer safety and feelings of confidence:

“Having...the bodycams has helped the volunteers feel a little bit safer and know that action will be taken on anything abuse-wise... So that kind of support, although the police aren't there, is evidence that we can use and it just gives us that confidence to carry on and not be intimidated (FG10-1).”

Another spoke about the volunteer resources linked to more basic equipment – a challenge for those teams that are struggling to recruit.

“Our kit is quite antiquated...we actually have taken to working in groups of three, as opposed to two, just so we can sort of cross-check [vehicle details] (FG6-3).”

However, for many volunteers, investing in new equipment was a lower priority compared to police officers and staff

investing time to support CSW (e.g., joining teams for a shift at the roadside) – an issue that is explored in more detail later in this report.

Stakeholder interviewees similarly recognised the importance of investing in CSW highlighting that, while the scheme is a cost saving resource, it is not ‘free’. Stakeholders often pointed to the important role of paid staff in supporting CSW:

“I'm not talking about funding but better staffed really...they [the police service] have got all these thousands of hours of volunteer time, but not the equivalent resource going into it (SH16).”

To show that appreciation you do need some resources; you need people, you need time to be able to do it (SH5).”

Recruiting and retaining volunteers

Indeed, as one stakeholder interviewee argued: ‘You’ve got to have resources behind it, because otherwise you’re setting yourself up to fail’ (SH2).

Holding regular and frequent CSW sessions on the roadside was important to volunteers – both in terms of delivering the purpose of Speedwatch and maintaining momentum with the scheme. However, there were barriers to this – daylight hours available to conduct Speedwatch activities safely and effectively and, most notably, the availability of volunteers. Indeed, recruiting and retaining volunteers was a challenge for a number of CSW teams. There was a sense

that, while community members welcome CSW in their local area, they are reluctant to volunteer themselves. As one focus group attendees stated: ‘They [the community] like to see us, but they don’t want to join us’ [FG6-3]. However, it was acknowledged that recruitment difficulties were not exclusive to CSW with a volunteer focus group attendee stating:

“Getting people involved is very difficult... It is not just Speedwatch. If you’re asking people to help in any kind of way... maintaining the green and picking up the litter and things like that, it is very difficult to recruit people (FG6-2).”

Both CSW volunteer focus group attendees and stakeholder interviewees considered reasons why people were reluctant to volunteer for CSW. These included: lack of time, concerns about personal safety, and fears of the repercussions of (as they termed it) ‘snooping on their neighbours’ (SH16). Stakeholder interviewees also referred to the Covid-19 pandemic and associated lockdowns which deterred some volunteers from returning (although it was acknowledged that spending more time at home may have enabled other volunteers to give their time). Furthermore, there were challenges highlighted in terms of retaining volunteers, which focus group attendees and stakeholders linked in part to frustrations at the limited impact some may feel they have on speeding vehicles, and volunteers not feeling valued. As one stakeholder stated:

“How do you make sure that you keep that focus on the volunteers and make sure...they feel valued and part of the system and not just sort of left? (SH1).”

Volunteers felt that a personal, targeted, and localised approach was most effective in recruiting volunteers. Some spoke about methods they used including advertising on village notice boards, in local magazines, community social media platforms, information shared with new residents, and a video reel on the television screen in the foyer of a local police station. CSW teams

also mentioned attempts to recruit people while they were on the roadside through leaflets and talking to members of the community. Indeed, one focus group member had been recruited in this way:

“I was out running and I said, “Oh, well done, you’re doing a great job, guys.” And then they’re like, “Well, we need volunteers.”... so I thought, right, okay, I really do need to actually do something rather than just whinge about it (FG4-1).”

Other suggested avenues for recruitment included through radio, television, and other forms of media. It was felt that investment in promoting CSW in the community could serve a dual purpose: recruitment (possibly of a more diverse range of people) and awareness raising around the role and contribution of CSW.

3 Management, supervision, and support

The importance of local coordinators

Management and supervision – from senior leadership and ‘buy in’ to local co-ordination – was a dominant theme throughout fieldwork. CSW volunteers in surveys (n=256/346, 74%) and focus groups largely agreed they had good supervision, often linked to local co-ordinators – those volunteers ‘on the ground’ who make Speedwatch happen. Indeed, a dedicated local co-ordinator was recognised as fundamental to an effective, functioning Speedwatch:

“If he [CSW local co-ordinator] didn’t chase us every week for our availability and get things organised, it wouldn’t happen. So, he is to be commended.... I think every group needs a [co-ordinator name] because otherwise, you know, you just wouldn’t be out (FG4-1).”

You need an incredibly charismatic organiser, who has the ability to recruit volunteers for what is, yeah, not always the most pleasant job...on a cold afternoon...They’ve got to be very good at organising the rotas. They’ve got to be good at giving feedback and appreciation. And the more people you can spread the load over, the better (FG3-1).”

There was recognition that local co-ordinators were often required to service several teams, and that adequate resources and succession planning for when that individual moved on was a particular challenge in some areas.

Dedicated volunteer management and ‘buy in’

Dedicated, paid volunteer management was recognised as an essential feature, with volunteers often praising the work of their force volunteer managers – although acknowledging the heavy workloads that they carried which impacted on their capacity to visit teams in their local areas. Employing paid staff was seen to communicate a message of ‘we are definitely supporting you’ to volunteers which a stakeholder felt would motivate people (within the community and police force) to ‘get on board with it’ (SH14). One stakeholder highlighted the importance of adequately resourcing paid staff to support volunteers, referring to the force volunteer manager as the ‘single point of failure. If we don’t have a [volunteer manager name], CSW stops because we don’t have anybody else’ (SH3).

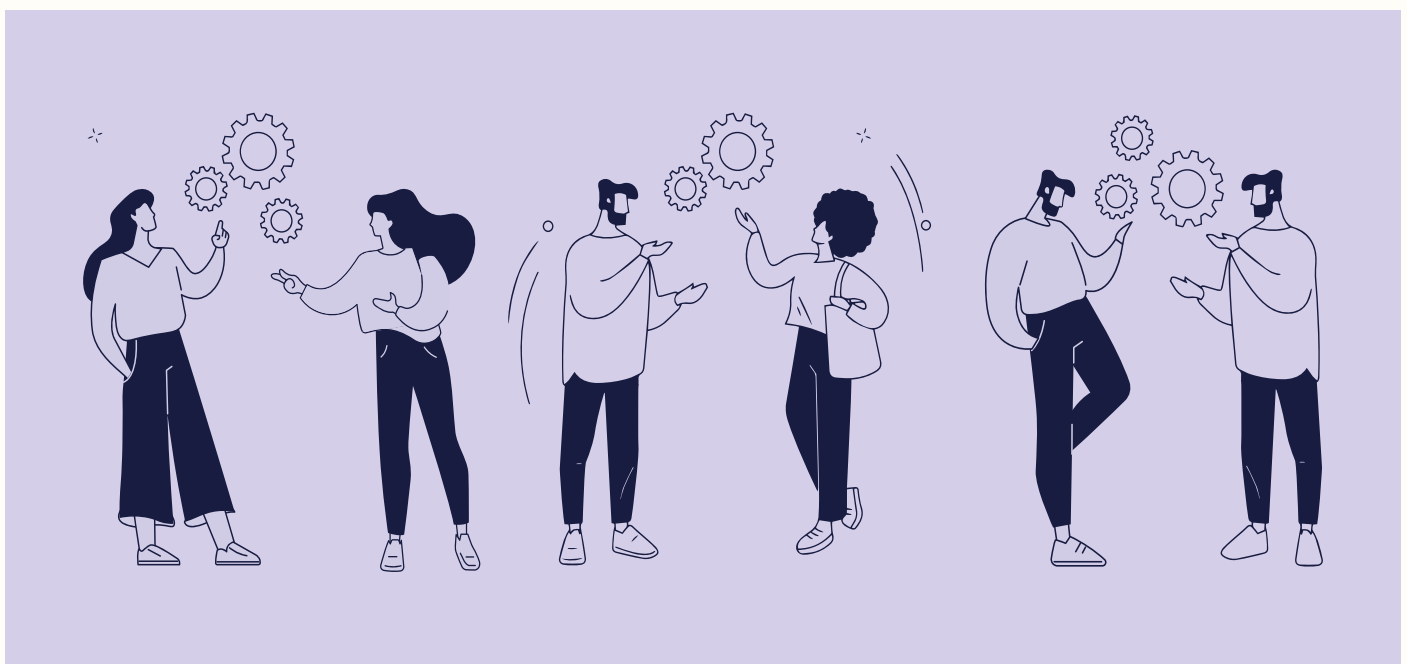
Volunteers often spoke about positive experiences of induction and initial training (particularly the opportunity to be trained locally in their area), and being able to access support in their role; however, there were more varied responses when asked about opportunities for ongoing training (see Figure 3).

Figure 3: CSW survey respondents' feelings about induction and training

Statement	Survey respondents who strongly agreed/agreed
I received an induction introducing Community Speedwatch and my role within it when I first started volunteering	n=330/351, 94%
I know how to get support if I need it to help me in my role	n=278/347, 80%
I have access to training/opportunities to help me develop in my role	n=151/324, 47%

Beyond local supervision and management, stakeholder interviewees highlighted the importance of force level 'buy in' which sets the tone for CSW throughout the organisation and supports continuity when key individuals move onto other roles (as they often do within policing):

“You need leadership from the top...If you’ve got that tone from the top you can then drive that right the way through the force, and it makes things a lot easier (SH11).”



Varied experiences of feedback

The extent to which CSW volunteers received feedback on their contribution was a theme that arose throughout fieldwork. In the survey, while the majority of respondents (n=231/351, 66%) agreed that they received feedback, there was a notable proportion who neither agreed nor disagreed (15%) or disagreed (15%). Seeing the outcome of their CSW shifts—including the number of letters sent out and other actions taken by the police—was an important focus for volunteers, helping them to understand how the hours they gave contributed to road safety. This was motivating for volunteers when it was received—and demotivating when it was not. One volunteer referred to the importance of data from their co-ordinator around the attrition in drivers receiving a first, second, and third letter - ‘you’re thinking, gosh, we’ve had a big impact’ (FG4-1). Others did not share such positive experiences of feedback with one volunteer feeling that they:

“Just feed into the big black hole [laughter] all the data and stuff...it’s not that difficult to work it all out, and to print out and say, “Well, the guy you caught doing that, that actually was his third time he’d been caught across the county, he’s been done.” You’d feel good about that (FG9-4).”

Another volunteer spoke about the importance of receiving feedback:

“I think anything that can be done to have more data about what you’re doing and the problem you’re addressing, and any effect that you’re having...that would be motivating. Otherwise...you can’t tell whether you’re wasting your time or not (FG3-2).”

Stakeholders also recognised the role of an efficient feedback loop enabling volunteers to see their contribution.

“They [CSW volunteers] need the feedback to tell them how effective their contribution is... The two hours that you gave up each morning to do this has brought the following results...’ (SH12).”

This was an important feature of volunteers feeling valued and recognised for the time they give, and their intention to continue volunteering. As one stakeholder interviewee highlighted:

You can put all that effort into getting them up and running, but a key ingredient is maintaining that relationship so they don’t sort of fail after a year because they don’t feel they’re wanted and needed, or very valued in the bigger road safety team (SH1).



4 Making a difference, seeing a change

Another tool in the box

When asked about the contribution of CSW, both stakeholders and volunteers viewed it as ‘another tool in the box’ of road safety resources and additional ‘eyes and ears’, acknowledging the limited capacity of the police. As one volunteer said:

“We’re the boots on the ground, you know. Because the police simply don’t have the time to be out on the two roads that we have. We are a presence. We’re dressed as highlighters [referring to the hi-visibility vests that CSW volunteers wear] and they [drivers/the community] can see us, and that’s the really important thing (FG8-1).”

CSW volunteers were also recognised for their ‘additionality’ – a contribution that could not be made by police officers – including local intelligence, a community perspective, and support to build an evidence base around speeding in the area instead of ‘action only being taken when somebody is killed, and really that’s too late’ (FG4-4).

Education? Engagement? Enforcement?

It was generally understood by stakeholders and volunteers that the role of Speedwatch was primarily deterrence, visibility, and education (rather than enforcement). As volunteer focus group attendees highlighted:

“There is sort of a subliminal effect in it. I think it makes people aware of the speed limit...It’s education, it’s getting through to people that actually it is 30mph (FG2-2).

It’s not really getting people into trouble. It’s teaching them. It’s making them think. It’s educating them (FG4-4).”

Stakeholder interviewees recognised that this was a role that the police service was often not able to fulfil, again underlining the additionality that CSW can offer to road safety:

“Sometimes education is better than ticketing. So actually, what they [CSW] do is give us that educational strand, that we can’t necessarily do...Ours is enforcement, enforcement, enforcement...they give us that additional coverage and insight and intelligence, that we might not even get to see (SH14).”

However, while education may be effective for what one volunteer termed the ‘accidental speeder’, an enforcement approach was required for the ‘habitual speeder’:

“I think a lot of the people that we catch are what we call accidental speeders. They just take their mind off of what they’re doing and where they are momentarily, and then they see the speedometer and go, “Oh my god, I’m doing 37 in a 30,” and the educational letter that goes out for the first time, that normally does the trick. But for those that habitually speed, us standing there, I don’t think is going to make a great deal of difference (FG10-2).

Speedwatch is great for warning and educating a few. I think sometimes the threat of a punitive measure by police presence occasionally, that would be the only way to effect change, I think (FG1-3).”

Hopes and frustrations

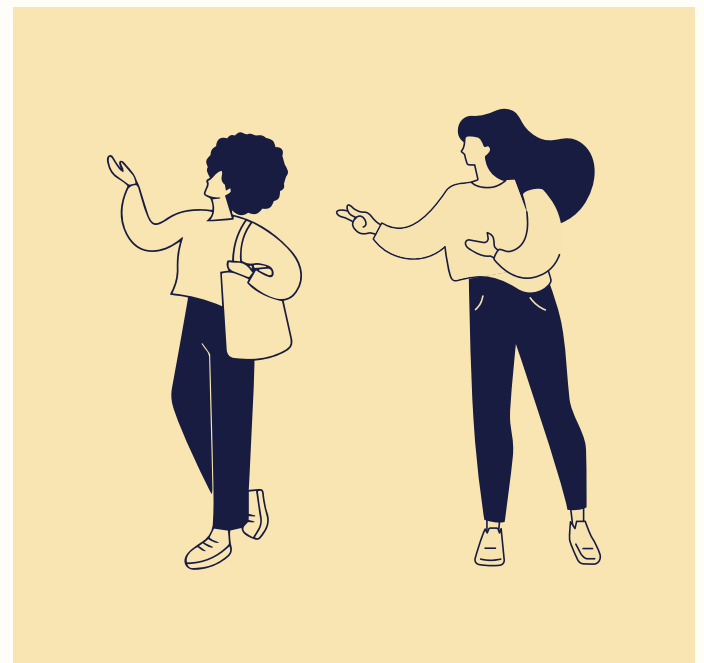
Volunteers recognised that their contribution could – and often did – lead to road safety change. Indeed, when asked about the positives of being part of CSW, ‘making a difference’ and ‘road safety’ were amongst the most common responses from survey participants. However, volunteers were often frustrated that they couldn’t do more. Some linked this to infrastructure – changing road layouts, signage, and other traffic calming measures – and increased engagement with the police around enforcement. Volunteers were often concerned that these measures were not put into place until there had been a fatal collision – a frustration shared by some stakeholders.

There were varying views from some volunteers on the longer-term effects of CSW, beyond the hours that teams spent on the roadside. As one volunteer raised in a focus group: ‘It’s okay catching a few on the day at a time...but how could this lead to more permanent, more effective ways of reducing road danger?’ (FG1-3). Other volunteers were more optimistic about the diffusion of benefits from time limited CSW sessions, although recognised that this effect may be difficult to capture within data:

“I think the more that people see Speedwatch and hi-vis people then the next time they drive down that road – “Oh, the police do speed checks here”. And then hopefully they will just be conditioned that “The speed limit is forty on this road, so that’s what I’m going to do” (FG4-3)”

A stakeholder interviewee underlined the challenges of linking improvements in road safety directly to CSW, but felt confident that they had an impact:

“One of the questions I’m asked a lot is how many lives does Community Speedwatch save? It’s a very, very difficult question to answer. We don’t know – but from the amount of letters that we put through and the amount of education we do, even if it saves one life, then it has to be worth it...Speedwatch are life savers (SH2).”



5 Being recognised, feeling valued

This is important; this isn't happening enough

The extent to which CSW volunteers felt recognised and valued in their roles was one of the most prominent issues raised throughout fieldwork, a theme reflected in broader research on volunteering, particularly in policing and community safety settings (Bullock, 2017; Callender et al., 2019; Ramshaw and Cosgrove, 2019). In the survey, CSW volunteers frequently agreed that they felt part of a team and were valued by other volunteers; however, levels of agreement were notably lower when volunteers were

asked about the extent to which they viewed the police as colleagues, the police viewed them as colleagues, or that they were valued by the police (see Figure 4). There were also lower levels of agreement around being involved in decision making and suggestions being taken into account – important markers of feeling recognised, valued, and a sense of identity with the organisation (Pepper, 2022).

Figure 4: CSW survey respondents' feelings about being recognised and valued

Statement	Survey respondents who strongly agreed/agreed
I feel that I am part of a team	n=305/351, 87%
I am valued by other volunteers in my Community Speedwatch role	n=298/337, 88%
I consider police officers/staff as colleagues	n=190/299, 64%
Police officers/staff see me as a colleague	n=92/289, 32%
I am valued by police officers/staff in my Community Speedwatch role	n=156/299, 52%
I am involved in decision making about Community Speedwatch	n=134/348, 39%
My suggestions and ideas are taken into consideration	n=161/346, 47%

In the survey data, being valued was linked to feelings that good performance was acknowledged in the CSW role (respondents that felt valued were over five times more likely than those not feeling valued to think that good performance was acknowledged), having interesting tasks to do (over two times more likely compared to those who did not feel valued), and feeling that they have good management (over four times more likely). Feeling valued was also linked to greater likelihood of feeling motivated in their CSW role (those who felt valued were 2.4 times more likely to feel motivated compared to respondents who did not feel valued or were agnostic about feelings of being valued). Similar themes emerged around motivation, which was positively associated with having access to resources (1.9 times), being involved in decisions (5.1 times), and having interesting tasks (4.1 times).

Throughout interviews and focus groups, both volunteers and stakeholders highlighted the importance of recognising and valuing volunteers, acknowledging that this didn't always happen. For volunteers, symbols or 'markers' of recognition were often linked to police officers or staff attending occasional Speedwatch sessions which demonstrated the value they placed on their role. Furthermore, it was felt that this visible police 'buy in' would make Speedwatch a more effective contribution to road safety:

“Even if we had a police presence once a month it would make a difference because it's taken more seriously if there's a police presence...I think people don't realise that they are held accountable when we are there (FG2-1).”

I do think it is important that the police do occasionally actually attend and support us when we're doing a Speedwatch, because I think that reinforces it to people's understanding that what we're doing is an official action (FG6-2).”

Some volunteers also spoke about the importance of recognition and support to feelings of satisfaction and intention to

continue giving their time – and making the role attractive to others: ‘There's no official appreciation...I suspect it would encourage more people to take part' (FG3-4). Indeed, the relationship between feeling valued and the ongoing commitment of volunteers is well documented in previous research (e.g., Pepper, 2021).

Resources are limited - but every interaction matters

Volunteers frequently recognised that police resources were limited – indeed, they saw this as part of the reason why their role was necessary. However, it was clear that every interaction with the police mattered, signalling the value placed on their voluntary contribution. Volunteers mentioned invitations to road safety events, officers stopping to say hello while they were on the roadside, or giving a wave or thumbs as they drove past, and the positive effect this had on feelings of belonging and being recognised. Volunteers rarely expected frequent visits from the police, but called for a more structured programme of engagement including an officer or staff member joining the occasional shift, regular feedback, and ad hoc positive encounters. Volunteers in focus groups often spoke about these positive encounters with officers and how this impacted on morale and motivation to continue volunteering:

“We've only seen them [police officers] around a couple of times, but it's been very welcome when they've actually done something...Even if they did it once a year, that would be brilliant (FG3-2).”

If they're not on a blue light call, you will get thumbs up from everybody in the car, so there is that level of appreciation, which is always nice because you feel like you're sort of a... part of a team (FG1-2).”

When getting regular visits from the police...I think motivation was much, much higher because he will say...I'll follow this thing up and I'll give you a call and let you know, and he did...so I would say it made a big difference to the morale of the people there (FG7).

We had one session with the police, which was amazing...We heard it from the horse's mouth that they really appreciate what we do (FG8-1).

That's a great morale booster...To have a police officer with you, because you feel supported, you feel that you're valued (FG10-2)."

In interviews stakeholders frequently highlighted the contribution that CSW volunteers make, referring to them as the 'eyes and ears on the ground' (SH11), part of the 'fabric of road safety' (SH1), and recognising the additional resources they bring including local knowledge which can give a 'more realistic view than police officers get' (SH3). Stakeholders also recognised the importance of police involvement and how this can communicate a sense of recognition and value to volunteers:

"It doesn't take much, a short of period of time and it goes a long way with retaining volunteers, carrying on doing what they're doing (SH18)."

However, similar to volunteers, stakeholders highlighted the impact of resource limitations:

"What we don't do really, is we don't support them with our presence during their operations...There's no structure around it, because we haven't got the staff. And I know that they definitely see that as one of the flaws in the system (SH10)."

Some volunteers linked police involvement (or lack of) to individual officers who took an interest in CSW and gave time to it. However, as one volunteer outlined this is not sustainable when officers move roles:

"That police constable moved on and another one came along, and he wasn't so supportive...Probably about the last ten years, we've had really very little interaction with the police, very little support from them (FG9-1)."

This underlines the importance of an institutional approach to supporting and developing volunteers, rather than one which relies on the actions of individual officers.

While most (n=273/354, 77%) survey respondents were intending to continue volunteering with Speedwatch, factors behind those who stated 'no' (n=15) or 'not sure' (n=66) were largely around lack of support and disillusionment with the scheme. While it was not possible to further interrogate this, previous research suggests that failing to show volunteers that they are valued and their contribution recognised can impact considerably on their performance, levels of satisfaction, and intention to continue to give their time (Marta et al. 2014; Bullock 2017; Callender et al. 2019; Pepper, 2022).

6 Community matters

Messages from the community

Volunteers and stakeholders often talked about messages they received from the wider community about Speedwatch. This varied from feeling valued and appreciated for the time they gave ('we get lots of thumbs up and cheery waves, and well done and all that sort of thing (FG9-2)) to abuse they received from drivers at the roadside (the most common 'negative' of being part of CSW raised by survey respondents). There were mixed responses in the survey when asked about the extent to which volunteers felt valued by the community (just under half – n=174/354 or 49% – agreed).

Despite this, 'community support' was one of the most common themes when survey respondents were asked about the positives of being part of CSW. Similarly, a volunteer focus group attendee felt that community feedback was, on the whole, more positive than negative:

"We've had people pull up on the side of the road and say, thanks for doing this...we've had a couple of people beeping and sticking fingers up but other than that, nothing. It's just been very encouraging, really surprising (FG2-2)."

Messages to the community

That CSW was not being clearly communicated to the wider community were common themes throughout fieldwork, with participants often highlighting lack of awareness about their role and contribution. In the survey, there were notably mixed responses around whether the public saw volunteers as part of the Safer Roads

Partnership (n=99/312, 32% agreed, n=98/312, 31% neither agreed nor disagreed, n=115/312, 37% disagreed). One volunteer in a focus group highlighted their own initial lack of awareness around CSW:

"I had no idea there was a scheme in my village. It was only the police that told me when I complained. And I don't know if there is a wider public awareness, and I think that that could be something which is very helpful actually, to make the public more aware (FG3-4)."

It was felt there was considerable scope for more awareness about CSW – how it works and that it is carried out in partnership with the police – which would serve to educate people about speeding. As one volunteer stated:

"I guess it's making the whole thing a little bit more visible, so that people are more aware, and that we're not there to shop them to the police. We're there to educate them (FG4-1)."

Another volunteer thought this could also serve as a recruitment tool:

"Maybe some more promotion of the whole concept of Speedwatch, so that people understand why we're there, that it's for the benefit of the community, and that they too can step forward (FG4-4)."



Summary of results and conclusion

This section summarises research findings alongside the five key project objectives:

Contributions

The contributions of CSW are linked to education, deterrence, visibility, and supporting the community and road safety partnership. CSW volunteers bring 'additionality' to road safety that often cannot be provided by police officers including local intelligence, a community perspective, an education (rather than enforcement) approach, and additional 'eyes and ears' during times of resource constraints.

Support and development

In terms of support and development, volunteers spoke about some differing provision of equipment between teams and varying experiences of feedback. Understanding how the time they gave contributed to road safety was important to volunteers with feedback often highly motivating when it was received (and demoralising when it was not). Stakeholders recognised that CSW was not cost free, requiring investment to capitalise on the benefits it could offer.

Motivations

Motivations for volunteering with CSW are highly personal and locally driven, often linked to concerns about family members, pets, and vulnerable road users. These 'micro motivations' highlight the community focused nature of Speedwatch and the connections that volunteers feel with their local area.

Experiences

Many volunteers reported positive experiences of volunteering including finding tasks interesting, feeling motivated in their roles, and making new friends and connections within their local community. However, there were frustrations about limited impact on traffic calming measures, the wider effects of CSW when volunteers were not at the roadside, lack of community awareness about the scheme, and feeling that the police do not always recognise or value their contributions.

Management

Good quality management – from local co-ordination to senior level police 'buy in' – is essential. Senior leaders need to 'set the tone' at force level demonstrating commitment to CSW which is sustainable when individual officers move on.

This study demonstrates the contribution that CSW volunteers make to road safety in their communities. It also highlights opportunities to better involve volunteers, raise awareness about their role and contribution, and for the police service to benefit further from skills and resources that they bring by embedding them as part of the fabric of road safety approaches.

A notable success of this project was the opportunity to bring CSW ‘people’ together – both volunteers with each other, and with police officers and other road safety professionals. In focus groups (which involved volunteers from different Speedwatches across each force area), attendees often commented on the opportunity to meet each other and share experiences, while the project conference received positive feedback from volunteers and road safety professionals. Indeed, if the project was conducted again, more face-to-face opportunities for volunteers and stakeholders to meet would be built into research design.

While this study focuses on CSW schemes in Surrey and Sussex, it offers findings that will be insightful to other areas which operate CSW. Future studies could usefully explore broader geographical areas offering a larger sample size and comparative analysis, and the impact of the CSW contribution on driver behaviour and levels of speeding in communities.

The final section of this report sets out recommendations and future directions for research, policy, and practice around CSW schemes.



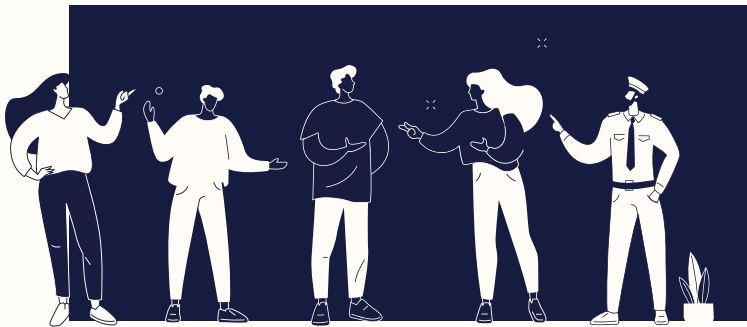
Recommendations to inform CSW schemes going forward

Opportunities for CSW volunteers to come together

This could include local meetings and cross team/force gatherings where volunteers can network, share ideas, receive updates on policy and practice, and refresher training. These events will help volunteers feel part of a CSW community and receive recognition for the time they give. Both in-person and virtual meetings could be explored here.

A more structured programme of engagement with police and other professionals

This could include visits from a police officer/member of staff, invitations to be part of local road safety events, and ad hoc engagement with passing officers. There could also be increased engagement from other professionals with a stake in road safety, including local MPs and councillors. Such a programme of engagement would provide opportunities for volunteers to be more involved in road safety in their communities and signal the value that the police and others place on their contribution.

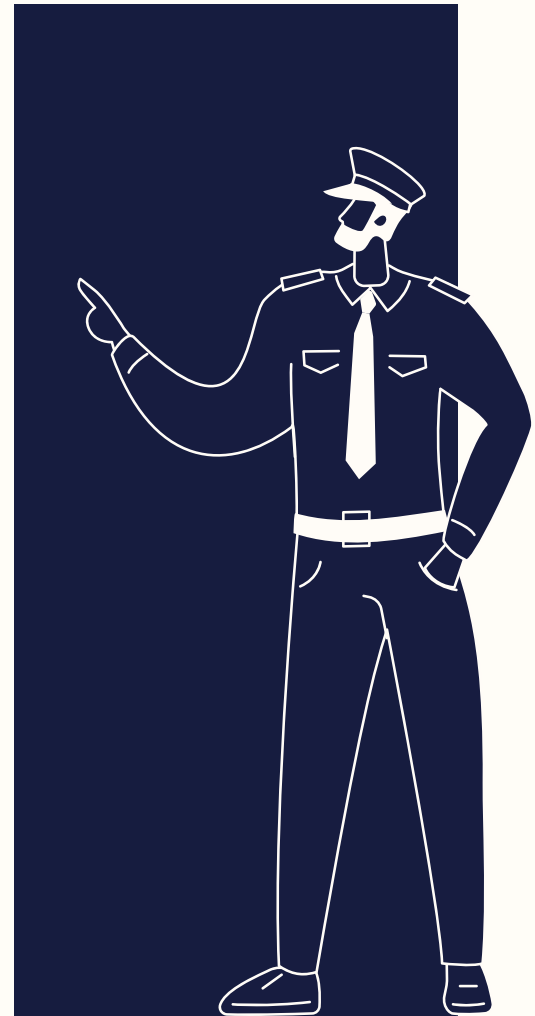


Awareness raising in the community

There are many options to raise awareness of CSW including signs advertising that 'This is a Community Speedwatch Area' (similar to Neighbourhood Watch signs) placed in prominent sites, wheelie bin stickers reminding drivers of the speed limit, CSW representation at community events, articles in local news publications or social media platforms, incorporating information with other literature from the police/parish/local authority, and engaging with other community groups. These methods of communication could be branded with the police logo to demonstrate that this is a partnership approach, and the police and other partners could include information about CSW in their own messaging and engagement literature. Furthermore, options could be explored around police communications team professionals supporting the development of this alongside CSW groups. This awareness raising can serve a number of purposes: educating people about speed limits and the danger of speeding, thanking the community for driving safely when CSW shifts have recorded fewer speeding drivers, and recruiting potential new volunteers.

Involving other partners

There are several partners beyond the police and parish council who have a stake in safer driving and could be part of a network of CSW partners. This could include Road Safety Partnerships, the fire and ambulance service, taxi companies, the Driving Vehicle Licensing Authority (DVLA), driving test centres, schools, community groups and residents' associations, police cadets and other youth engagement groups, local businesses, motoring interest groups, National Highways, Local Highways Authorities, professionals involved in town and road planning, and the Royal Society for the Prevention of Accidents (RoSPA). Partner organisations could offer increased opportunities for CSW volunteers to be involved in influencing road safety and provide avenues for awareness raising around CSW schemes.



Feedback on the CSW contribution

Ensuring that volunteers – and the community – are able to access clear data which sets out the contribution of CSW teams and the outcomes of this (e.g., number of letters sent, drivers visited by police etc.) on a regular basis.

Volunteer recognition and reward

This could take the form of both ad hoc recognition from police officers, staff, and other colleagues, and more formalised activities including a yearly social event, certificates, and small gestures such as pin badges to mark significant periods of time volunteered. These markers of recognition hold considerable meaning for volunteers, communicating a sense of value for their contribution, and motivating them to continue giving their time.



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Appendices

Appendix 1: Literature review

Wells and Savigar (2019, p.255) argue that road safety, death, and injury ‘fails to excite much interest’ criminologically. Indeed, while there are bodies of literature around road safety in terms of collision prevention, the effectiveness of speed cameras, and engineering and road layout, speeding and driving offences are socially constructed as a ‘non-crime’ (Corbett, 2000 p.33). In turn, roads policing is largely neglected within policing studies (Wells, 2018). Corbett (2000, p.34) argues that the volume of deaths caused by speeding, if caused by any other method, would ‘excite considerable consternation and concern’, echoed by Wells and Savigar (2019) who suggest that society seem willing to accept road death and injury in a way that wouldn’t be accepted if caused by other means. Compounded with the sparse evidence base around volunteers in policing and community safety more broadly (e.g., Ren et al., 2006; Phillips, 2013; Callender et al., 2019; Millie, 2019), this presents a limited body of literature upon which to draw for this study. This section sets out a review of previous studies around speeding and road safety, the contribution of CSW, and the involvement of volunteers in policing and community safety more broadly.

Speeding and road safety

The relationship between driving speed and road safety is well established: there is a positive correlation between speeding and road traffic collisions, with excessive speed affecting the likelihood of a collision taking place and the severity of it (Aarts and van Shagen, 2006; Corbett et al., 2008). The harm caused by speeding stretches beyond the

volume of collisions to include seriousness of injury to drivers and passengers, increased fear for road users, especially pedestrians, horse riders, and cyclists, and anti-social noise for residents (Scott, 2003). Indeed, speeding traffic is frequently perceived as the greatest problem when members of the public are asked about anti-social behaviour, regardless of gender or age (Poulter and McKenna, 2006).

Despite extensive research linking excess speed with road trauma, the prevalence of speeding remains high and the behaviours that underpin it pervasive, even arguably socially acceptable. It is often seen as a crime of ‘ordinary law-abiding people’ that is minimised, downplayed, or denied (Fleiter and Watson, 2006; Corbett et al., 2008; Wells and Savigar, 2019 p.255). Speed choice is influenced by a variety of factors including those that are social (behaviour of others, influence of friends), person-related (gender, age, attitude, experience of previous collisions etc.), and situational (running late, weather, flow of traffic etc.) (Fleiter et al., 2006; Fleiter and Watson, 2006). While people often claim to believe that speeding is wrong, there is an unwillingness to condemn because it is a behaviour in which many people engage (Fleiter and Watson, 2006; Wells and Savigar, 2019).

Tackling speeding and road safety

In terms of reducing road traffic collisions and encouraging compliance with speed limits, studies have shown that speed cameras are an effective intervention (Pilkington and Kindra, 2005). Overt police speed enforcement approaches (particularly mobile ones e.g. marked patrol vehicle, overt use of handheld radar) have been associated with greater rates of self-reported compliance with speed limits (compared to covert enforcement operations) (Soole et al., 2009). However, studies have reported cynicism around speed cameras, with members of the public often viewing them as a form of revenue generation or ‘stealth tax’ (Corbett and Grayson, 2010). Furthermore, certainty of apprehension (e.g., through roadside stops or speed cameras) has been shown to impact on driver behaviour more so than severity of punishment (Bradford et al., 2015; Freeman et al., 2017) – an effect also observed in studies around drink drivers (Grosvenor et al., 1999).

Speed cameras, strongly associated with road safety, are not the only means through which speeding is tackled on our roads. Corbett et al. (2008) refer to the traditional ‘three Es’ measures to reduce speed – enforcement, engineering, and education. While enforcement measures (such as speed cameras outlined above) offer more immediate effects, engineering and education present medium- and longer-term options. Indeed, both reactive and proactive methods of tackling road safety have been shown to be important, with educational messages around the consequences of speeding, that negate the rewards of speeding (e.g., arriving on time vs. losing your licence or causing serious injury or death), and social/public disapproval shown to assist in addressing speeding behaviour (Fleiter and Watson, 2006; Simpson et al., 2022).

Better education and communication around why enforcement or deterrence measures are needed in specific places and more clearly linking them to the speed limits in force also offer benefits, with drivers often willing to accept and adhere to lower speed limits in places where they understand the logic underpinning it (e.g., near homes and schools) (Corbett et al., 2008; Corbett and Grayson, 2010; Fleiter and Watson, 2012). Davey and Freeman (2011) argue that such deterrence methods should not operate in isolation but alongside ways to increase voluntary compliance and adherence to social norms that promote safer driver behaviour. Indeed, Truelove et al. (2017) found that fear of injury (to self and others) had a prominent effect on speeding behaviour, while feelings of guilt and fear or disapproval were also powerful motivators (Davey and Freeman, 2011). This further underlines the importance of education – one of the primary purposes of CSW schemes – in positively influencing driver behaviour.

Contribution of CSW

There is very limited research into the effects of CSW schemes on speeding and driver behaviour or how citizen volunteers are involved in the delivery of such road safety initiatives. A study by CSW Online (2020) reported that, under optimal conditions, CSW can contribute positively to reducing the number of repeat offenders and overall number of speeding vehicles. Toy (2012, p.29) also argued that CSW programmes ‘undoubtedly increase(s) community cohesion around the issue of speeding and provide a visible reminder to drivers that speeding is illegal’.

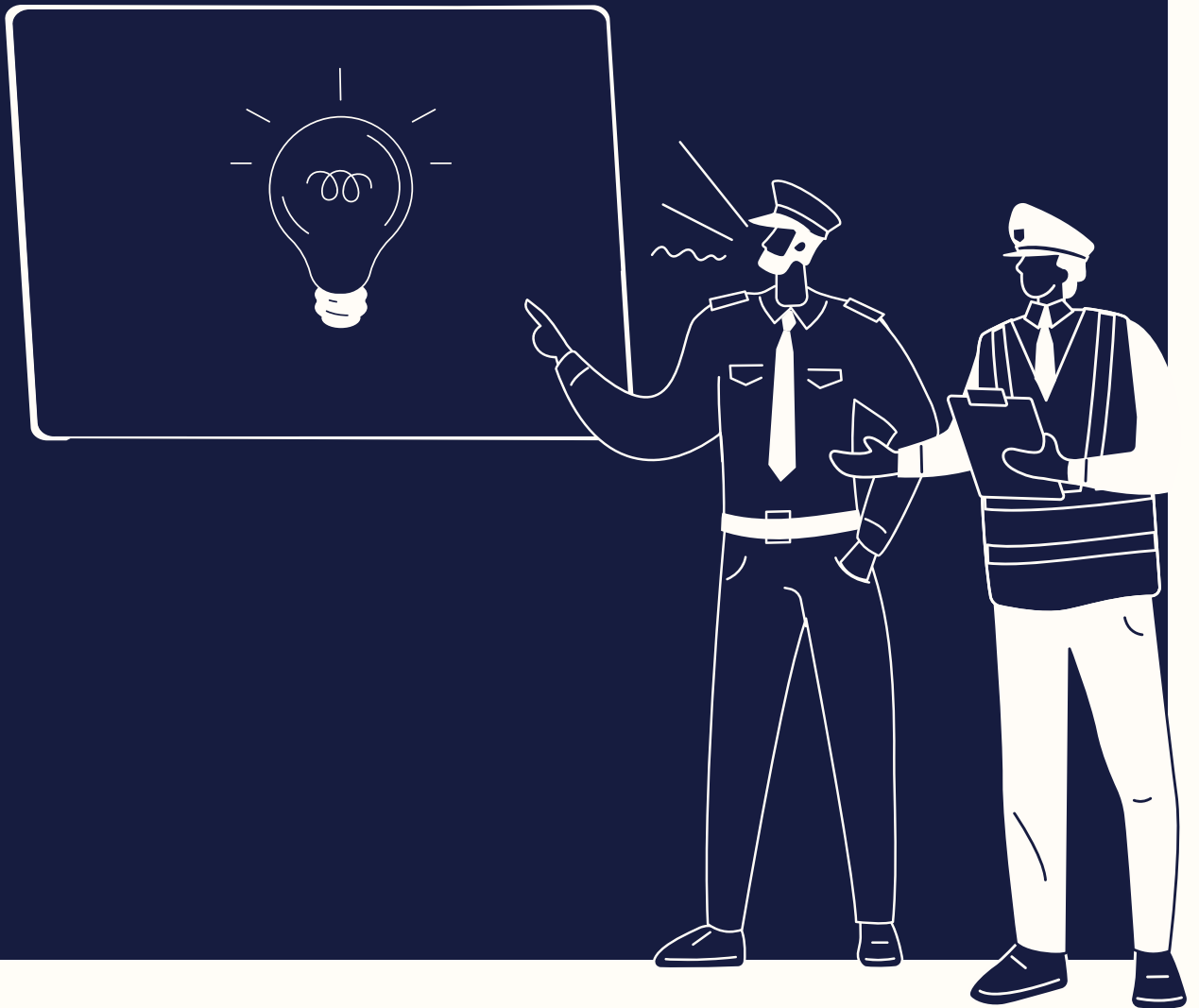
Although it was unclear whether CSW volunteers were ‘filling a gap’ that would have previously been delivered by the police, Wells and Millings’ (2019, p.384) study with Police and Crime Commissioners pointed to CSW as a ‘force multiplier’ in that it produced a net increase in policing-type activity in relation to road safety. Furthermore, the study highlighted the capacity of CSW around awareness raising, which may in turn impact driver behaviour. In addition, Wells (2018, p.107) found that CSW was a route through which residents can be empowered to tackle issues of concern around speeding, and how this form of ‘self-help’ in communities can be popular at times when resources are limited but pressures of accountability are mounting.

Volunteers in policing and community safety

CSW volunteers are one of a broad spectrum of citizen volunteers in policing and community safety work. Indeed, citizen volunteers are an established and familiar presence in policing and community safety with approximately 38,000 volunteer operations across policing organisations in England and Wales (including Special Constables, Police Support Volunteers, Police Cadets, and within PCCs) and an estimated 40,000+ volunteers in other roles closely working with policing, including Community Speedwatch, Neighbourhood Watch, victim support services, street pastors and similar roles (Britton et al., 2018; Pepper, 2022). While increasing citizen participation in policing and community safety can be attractive in times of financial constraint (as highlighted by Wells and Millings (2019) above in relation to CSW), the contribution of volunteers has been recognised more broadly. This includes freeing up officer or staff time allowing them to focus on other areas of need (Uhnoo and Löfstrand, 2018), bringing a larger range of skills and

experiences than is present in the paid workforce (Wolf et al., 2016), and offering a link between police and community safety agencies and the communities that they serve (Dobrin and Wolf, 2016).

Whilst citizen volunteers offer important contributions to policing and community safety, research has also highlighted the importance of the volunteer experience – understanding and responding to motivations, recognising the contribution they make, and the extent to which they feel involved and valued within the organisation in which they give their time (Bullock and Leeney, 2014; Whittle, 2014; Callender et al., 2019; Pepper, 2021). Furthermore, delivering effective volunteering programmes is not cost-free; instead, requiring considerable infrastructure investment to ensure it can deliver the features recognised to be important to a positive volunteer experience (Hucklesby and Corcoran, 2016; Wolf et al., 2016). This calls for a more developed evidence base to better understand volunteers and their experiences – not least in relation to CSW schemes where dedicated research and joined up, systematically collected data is particularly lacking.



Appendix 2: Survey questions

Your Community Speedwatch role

This section asks about your current Community Speedwatch role, your motivations for volunteering, how you feel about the type of tasks that you undertake, and how you are supported in doing them.

Are you a: [tick all that apply]

- CSW co-ordinator
- CSW deputy co-ordinator
- CSW operator/volunteer
- Other (please state)

In what county are you a Community Speedwatch volunteer?

- Surrey
- Sussex

Roughly how many hours do you volunteer with Community Speedwatch per month?

Please type your answer in the space below.

How long have you been a Community Speedwatch volunteer for? *Please tick one from the list below.*

- Less than six months
- Six months to a year
- A year to two years
- Two years to three years
- More than three years
(please state how many years in the space below)

How did you find out about becoming a Community Speedwatch volunteer?

Please type your answer in the space below.

What are your main motivations for continuing to be a Community Speedwatch volunteer?

Please type your answer in the space below.

Considering your Community Speedwatch role; how much do you agree/disagree with these statements?

Please tick one option in each row below.

Your CSW tasks

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- The tasks I do are interesting
- I am used effectively most of the time
- I am clear about the purpose of my Community Speedwatch role
- I am clear about the priorities of my team
(‘team’ being the people that you volunteer alongside)
- I am clear about the priorities of Community Speedwatch as a whole
- I am given enough tasks to do
- I am asked to do too many tasks
- I feel like the tasks I do help my team
(‘team’ being the people that you volunteer alongside)
- I feel like the tasks I do help the Community Speedwatch as a whole
- I feel like the tasks I do help the police/Safer Roads Partnership
- I feel like the tasks I do help my community

Considering your Community Speedwatch role; how much do you agree/disagree with these statements?

Please type your answer in the space below.

Supervision/management and support

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- I am given the resources I need to carry out my tasks
- I have good supervision/management
- I get regular feedback about Community Speedwatch/the tasks that I do (e.g., what happens after you submit vehicle data)
- I received an induction introducing Community Speedwatch and my role within it when I first started volunteering
- I have access to training/opportunities to help me develop in my role
- I know how to get support if I need it to help me in my role
- Good performance by Community Speedwatch volunteers is acknowledged
- Poor performance by Community Speedwatch volunteers is addressed

General feelings about your Community Speedwatch role

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- I feel like my role is worthwhile
- I feel motivated in my current Community Speedwatch role
- I am satisfied with my current Community Speedwatch role
- I would speak highly of Community Speedwatch as an initiative to volunteer with

In your own words, what contribution do you think you make as a Community Speedwatch volunteer?

Please type your answer in the space below.

Do you have anything else you would like to say about your CSW role?

Please type your answer in the space below.

Relationships with others in your Community Speedwatch role

This section asks about your relationships with police officers/staff and other Community Speedwatch volunteers, and the extent to which you feel valued and part of a team.

Thinking about your role and your relationships with police officers/staff and other Community Speedwatch volunteers, to what extent do you agree or disagree with the following statements?

Please tick one option in each row below.

Being part of a team

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- I feel that I am part of a team
- I consider other Community Speedwatch volunteers as colleagues
- I consider police officers/staff as colleagues
- Police officers/staff see me as a colleague
- The general public see me as part of the police service/Safer Roads Partnership

Being involved

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- I feel able to make suggestions and share ideas about Community Speedwatch
- My suggestions and ideas are taken into consideration
- I am asked for my suggestions and ideas about Community Speedwatch
- I am involved in decision making about Community Speedwatch

Being valued

[Options: Strongly agree; Agree; Neutral; Disagree; Strongly disagree; N/A; Don't know]

- I am valued by other volunteers in my Community Speedwatch role
- I am valued by police officers/staff in my Community Speedwatch role
- I am valued by the community in my Community Speedwatch role

Any additional comments on your relationships in your Community Speedwatch role?

Please type your answer in the space below.

General feelings about your role and the future

This section asks about your general feelings and future plans around your Community Speedwatch volunteer role.

What (if any) are the positive things for you about being a Community Speedwatch volunteer?

Please type your answer in the space below.

What (if any) are the negative things for you about being a Community Speedwatch volunteer?

Please type your answer in the space below.

What (if anything) would improve your experiences of being a Community Speedwatch volunteer?

Please type your answer in the space below.

How (if at all) could Community Speedwatch more effectively involve volunteers?

Please type your answer in the space below.

Do you intend to continue volunteering with Community Speedwatch?

Please tick one from the list below.

- Yes
- No
- Not sure

Why do you say that?

Please type your answer in the space below.

Do you have anything else that you would like to say about volunteering with Community Speedwatch or any other issues in this survey?

Please type your answer in the space below.

About you

This section asks questions about you. This information will help us better understand the people who volunteer as part of Community Speedwatch. Your answers to this section will be collated so that individuals cannot be identified.

Which of these activities best describes what you are doing at present?

Please tick one option in each row below.

- Work full time
- Work part time
- Not in paid work/unemployed
- Student
- Retired
- Prefer not to say
- Other, please provide details in the space below

Do you, or have you at some time before, volunteer(ed) in other roles outside of Community Speedwatch?

Please tick one option in each row below.

- Yes, I currently volunteer in another role
(please provide brief details in the space below)
 - Yes, I have previously volunteered in another role but do not now
(please provide brief details in the space below)
 - No, I have never volunteered in another role
 - Prefer not to say
-

What is your age?

Please type in the space below or tick 'prefer not to say'

- Prefer not to say

What is your gender?

Please tick one from the list below.

- Male
- Female
- Transgender
- Intersex
- Prefer not to say

What is your ethnic group?

Please tick one from the list below.

- White –English/Welsh/Scottish/Northern Irish/British
- White -Irish
- White -Gypsy or Irish Traveller
- White -Any other white background
- Mixed -White and black Caribbean
- Mixed -White and black African
- Mixed -White and Asian
- Mixed -Any other mixed/multiple ethnic background
- Asian or Asian British -Indian
- Asian or Asian British -Pakistan
- Asian or Asian British –Bangladeshi
- Asian or Asian British –Chinese

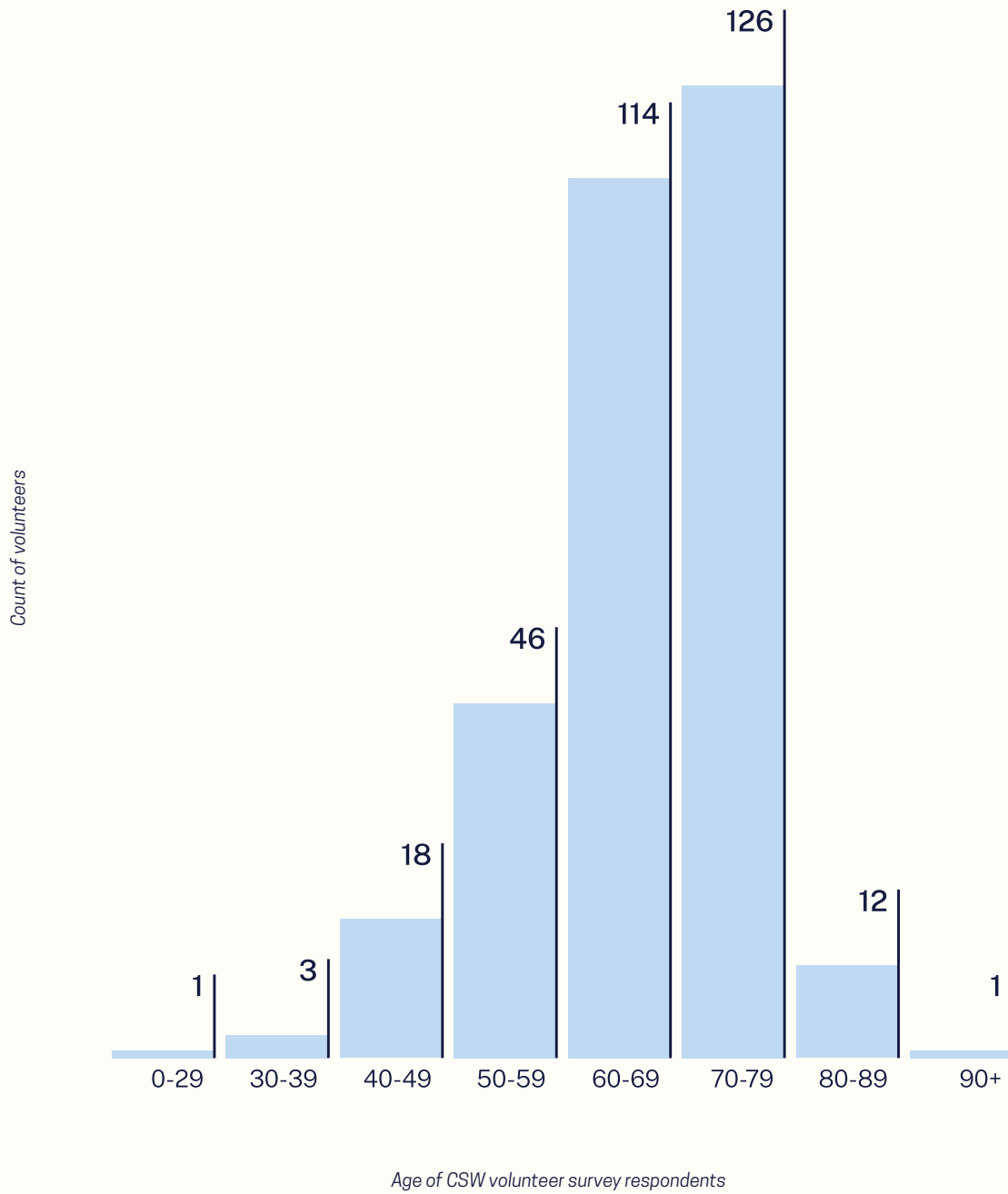
- Asian British -Any other Asian background
- Black/African/Caribbean/Black British – African
- Black/African/Caribbean/Black British -Caribbean
- Black/African/Caribbean/Black British Any otherBlack/African/Caribbean/Black
- British background
- Other ethnic group -Arab
- Any other ethnic group
- Prefer not to say

Would you be happy to be contacted by the researchers to take part in a focus group?
Please tick one from the list below.

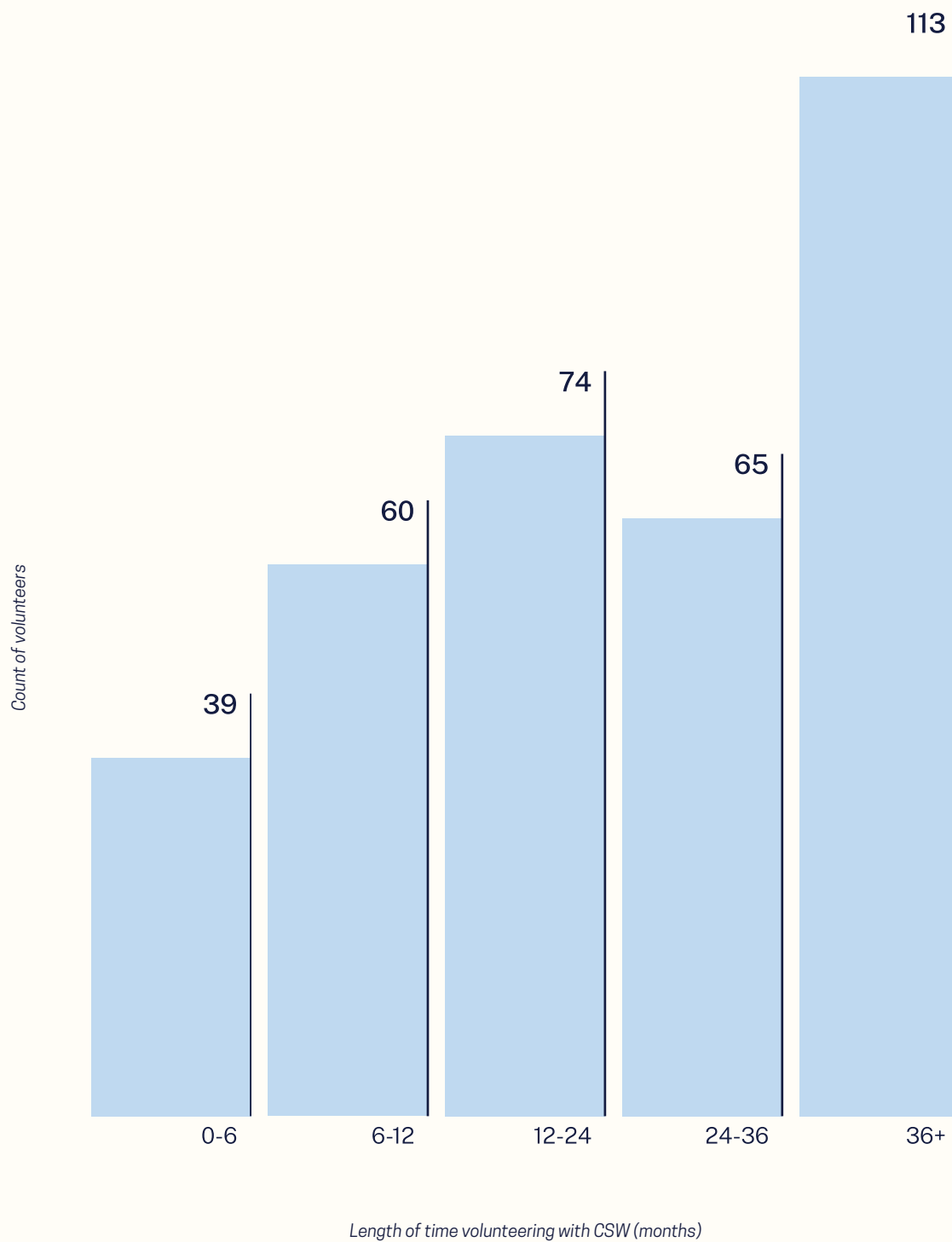
- Yes (please provide your email address in the space below)
- No

Appendix 3: Survey respondent demographics

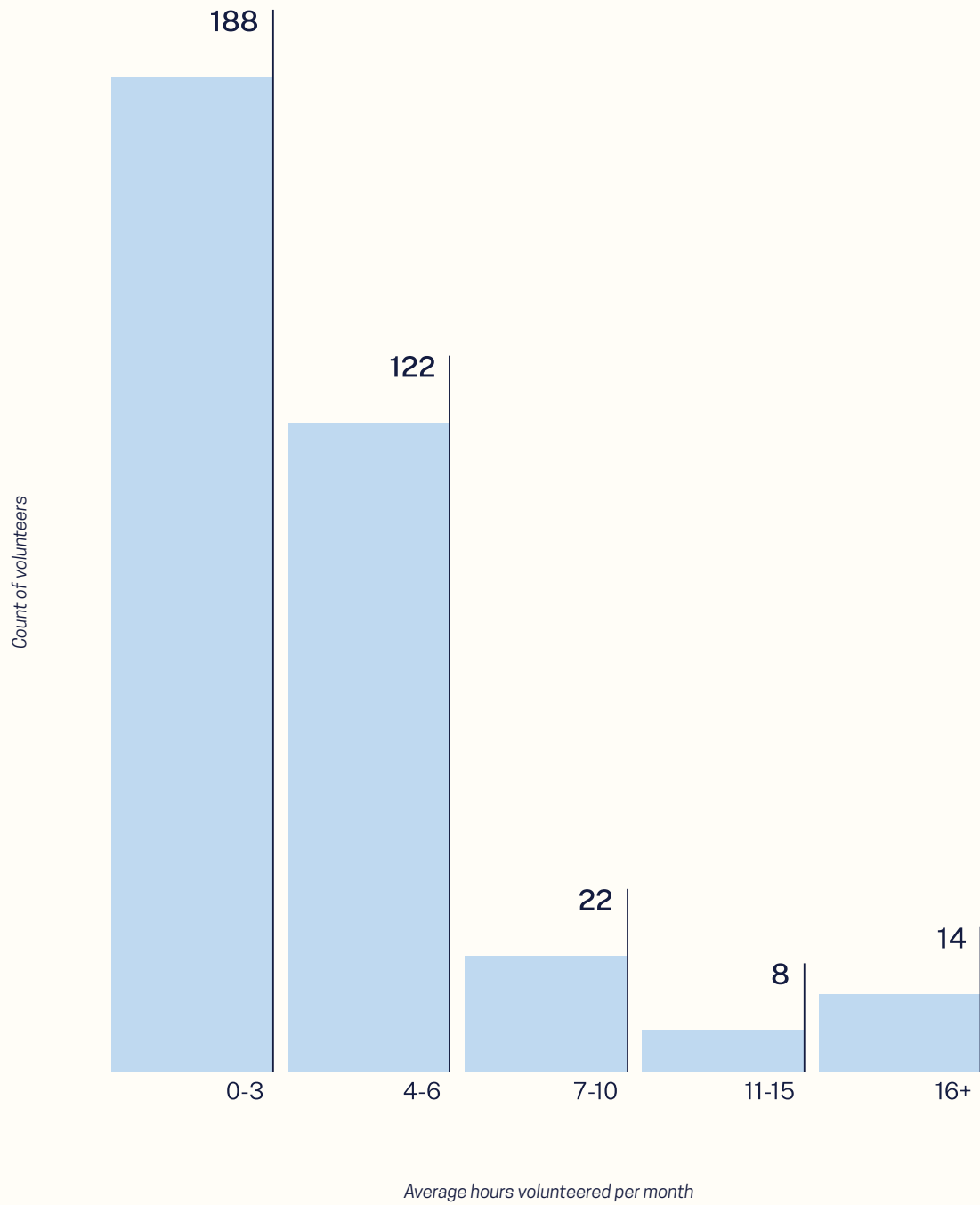
Variable	Data
Sample size	355
Gender	Male (68%); Female (32%)
Age <i>(see also graph 3a below)</i>	Range - 29 to 90 years Mean - 61 years
Ethnicity	99% White English/Welsh/Scottish/Irish/ Any other white background
CSW area	Surrey (39%); Sussex (61%)
CSW role	Operators (66%); Co-ordinators (29%); Deputy co-ordinators (5%)
Length of time volunteering with CSW <i>(see also graph 3b below)</i>	More than 3 years (32%); 2-3 years (18%); 1-2 years (21%), 6 months to a year (18%); less than 6 months (11%)
Average hours volunteered per month <i>(see also graph 3c below)</i>	Range - 0 to 40 Mean - 10
Work status	Retired (66%); working part time (17%); working full time (13%); Not in paid employment/student/other (3%)



Graph 3a: Age of CSW volunteer survey respondents



Graph 3b: Survey respondents' length of time volunteering with CSW



Graph 3c: Survey respondents' average hours volunteered per month

Appendix 4: Stakeholder interview schedule

Background:

About you/your role

- Please describe your current role
- How long have you been in post?
 - What are your key responsibilities?
- How did you come to be involved in Community Speed Watch (if necessary)?

The development of the programme and understanding of national context

- Can you describe the development of Community Speed Watch role nationally?
- What would you see as the key events?
- How would you describe the structure of Community Speed Watch nationally?
- Do schemes vary across the country? For what reasons and in what ways?
- How are they managed and developed?

Understanding CSW and its role in roads safety and roads policing

- What type of person volunteers? What are their motivations? What role do they see themselves playing?
- What impact do you think that CSW volunteers have had on policing and roads safety?
- What have been the key successes/challenges for CSW?

Managing and supporting CSW

- Are volunteers adequately supported (training, development, management etc.)?
- How do officers and volunteers work together? Is it a partnership?
- What are the factors that result in an effective, successful Community Speed Watch programme?

Wider context and external issues

- How does the police service view Community Speed Watch? What about other partners working in roads safety?
- How do senior leaders in the police service view Community Speed Watch?
- How does Community Speed Watch feature as part of the overall mission/vision of forces and community safety work?
- How does the government view Community Speed Watch?
- How is Community Speed Watch viewed by the community?
- What does the future hold for Community Speed Watch, what are the biggest issues?

Final points

- More generally, do you have any comments on the role of volunteers in roads safety / policing?
- Any other key people I should talk to? Any other key issues I should consider?
- Any final points?

Appendix 5: Volunteer focus group schedule

Background:

About you/your role

Tell us about you and your role in Community Speed Watch

Length of time doing your role

Do you have any previous work/education/volunteering experience?

Do you volunteer anywhere else now?

What skills and experience do you bring/contribute to policing and/or roads safety?

Motivations for volunteering

What were your motivations for volunteering for Community Speed Watch?

Why did you choose to volunteer for this rather than something else?

What do you get out of volunteering? Why do you continue to volunteer?

Final points

What do Community Speed Watch / volunteers in general bring to policing generally?

What should we do to attract more people to volunteering?

What is the most challenging thing about volunteering?

Any other questions?

Supervision and support

What (if any) support do you receive in your role?

- a. Induction
- b. Training

Opportunities to develop, flexibility, feedback?

Do you have the support/resources you need to enable you in your role?

How are you tasked? Do you have enough to do? Too much to do?

Experiences

Are you satisfied in your current role in Community Speed Watch? What contributes to this?

How does your community view Community Speed Watch?

How are your relationships with police officers and staff? Do you work together? Do you feel integrated/part of the team/valued?

Are you asked for your opinions/able to make decisions/give input? What is the atmosphere/general feeling where you?

What were your opinions of the police before you started volunteering? Have they changed?

What are the most important things for you to 'get back' from your volunteering role?

What needs to be in place to make best use of volunteers? Is it in place? What else (if anything) do you need?

Appendix 6: Sampling frame/participant demographics for focus groups

Focus Group	Area	Role	Length or Service/Hours
1	Surrey	Operators	Recent joiners (a year or less)
2	Sussex	Operators	Recent joiners (a year or less)
3	Surrey	Operators	Established volunteers (one to three years)
4	Sussex	Operators	Established volunteers (one to three years)
5	Surrey	Operators	Long term volunteers (More than three years) This group also includes those who give most hours (more than 10) per month
6	Sussex	Operators	Long term volunteers (More than three years) This group also includes those who give most hours (more than 10) per month
7	Surrey	Coordinators/ deputy coordinators	Recent joiners/ established volunteers (three years or less)
8	Sussex	Coordinators/ deputy coordinators	Recent joiners/ established volunteers (three years or less)
9	Surrey	Coordinators/ deputy coordinators	Long term volunteers (More than three years) This group also includes those who give most hours (more than 10) per month
10	Sussex	Coordinators/ deputy coordinators	Long term volunteers (More than three years) This group also includes those who give most hours (more than 10) per month

Appendix 7: Conference agenda

Safer roads through citizen partnerships:
Enhancing road safety with Community
Speedwatch volunteers – 27 June 2023

Austin Pearce Building (Rooms 3 & 4)
University of Surrey, Stag Hill, University Campus,
Guildford GU2 7XH

09:00 - 09:30am	Arrival; registration; tea, coffee and pastries
09:30 - 09:40am	Welcome (Dr Melissa Pepper and Professor Karen Bullock)
09:40 - 10:00am	Keynote address (Chief Constable Jo Shiner – Sussex Police and National Police Chiefs' Council Roads Policing lead)
10:00 - 10:45am	Headline findings from our research (Dr Melissa Pepper and Professor Karen Bullock)
10:45 - 11:15am	Tea, coffee, and biscuits
11:15am - 12:30pm	Workshop 1: 'Doing' Community Speedwatch (led by Dr Melissa Pepper)
12:30pm - 13:30pm	Light buffet lunch



<p>13:30 - 13:50pm</p>	<p>Headline findings from Routes to speed safety: Understanding and measuring the contribution of Community Speedwatch in Gloucestershire (Dr Leanne Savigar-Shaw, Staffordshire University)</p>
<p>13:50 - 15:00pm</p>	<p>Workshop 2: Valuing and recognising Community Speedwatch (led by Professor Karen Bullock)</p>
<p>15:00 - 15:30pm</p>	<p>Tea, coffee, and cake</p>
<p>15:30 - 16:15pm</p>	<p>Community Speedwatch panel/Q&A</p>
<p>16:15 - 16:30pm</p>	<p>Event close and next steps (Dr Melissa Pepper and Professor Karen Bullock)</p>
<p>16:30pm</p>	<p>Conference close</p>

Appendix 8: Conference workshop questions

Workshop 1:

'Doing' Community Speedwatch

Question 1:

Supporting and developing volunteers

What support and development do you get as volunteers/offer to volunteers?

What works well? What is challenging?

Question 2:

Sharing feedback

What feedback do you receive as volunteers/provide to volunteers?

What works well? What is challenging?

Question 3:

Recruiting and retaining volunteers

What (if any) are the challenges in recruiting and retaining volunteers?

How can we better recruit and retain volunteers?

Workshop 2:

Valuing and recognising

Community Speedwatch

Question 1:

Police and volunteers working together

What are your experiences of working together with the police/volunteers?

What works well? What is challenging?

Question 2:

Communicating with the community

What messages do we need to communicate with the community?

What works well? What is challenging?

Question 3:

Involving other partners

What other partners are involved in Community Speedwatch?

Are there others that we should engage with?





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