



Home Office

ESP 
EMPLOYER SUPPORTED POLICING



CASE STUDY



NAME:
MUSTAQ

VOLUNTEER ROLE:
SPECIAL CONSTABLE

Mustaq works for Openreach as a Quality and Compliance Analyst and in his spare time is Special Constable with Lancashire Constabulary.

Why did you join the Special Constabulary?

I joined Lancashire Special Constabulary in March 2005 because I wanted to give something back to my community and make better use of my spare time. I am currently acting as a Special Sergeant.

What are the best bits about being a Special Constable?

I get satisfaction helping a person who has been a victim of crime, or just being out in the community engaging with the public, where I can really make a difference, is what it is all about for me. Every shift is different which makes it more interesting and exciting and I like the fact that you never know what you are going to be faced with when you are sent to an incident! I am proud to wear the uniform, and the role is very rewarding and exciting; after all these years I still enjoy it.

What new skills have you learnt as a Special Constable and how do you think these have helped in your paid role?

I have worked the last twenty years for Openreach and for majority of my career I was working as a Field Engineer and often dealt with angry customers; the skills learnt as a Special Constable enabled me to remain calm and in control on these occasions. The experience and new skills I have gained have been invaluable; I have developed my listening and verbal communication skills, and definitely have more confidence.

How do you balance your work/social life with your responsibilities of a Special Constable?

I normally volunteer on Saturday evenings which is perfect for me because I still have the whole weekend for a social life and time with the family. My employers are part of the Employer Supported Policing and are very supportive by encourage volunteering and give Special Constables an additional 10 days paid leave to volunteer duty or undertake training which of great help to balance everything