



Police Support Volunteers

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Note: By signing the above you are authorising the policy for publication and are accepting responsibility for the policy on behalf of the Chief Constables

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Legal Basis

Legislation/Law specific to the subject of this policy document

Section	Act (title and year)
	Children Act 1989
	Children and Young Persons Act 1933
	Disability Discrimination Act 1995
	Employment Act 2008
14	Employment Act 1996
	Equality Act (Sexual Orientation) Regulations 2007
	Equality Act 2006
	Employment Equality (Age) Regulations 2006
	Employment Equality (Religion or Belief) Regulations 2003
	Employment Equality (Sexual Orientation) Regulations 2003
	Immigration, Asylum And Nationality Act 2006
	Income Support (General) Regulations 1987
	Jobseekers Allowance (Amendment) Regulations 2002
	Jobseekers Allowance Regulations 1996
37, 44	National Minimum Wage Act 1998
	Race Relations Act 1976
	Sex Discrimination Act 1975
	The Social Security Amendments (Volunteers) Regulations 2001
	The Social Security (Incapacity for Work) (General) Regulations 1995
	The Social Security (Welfare to Work) Regulations 1998
	Working Time Directive 1999

Other legislation/law which you must check this document against (required by law)

Act (title and year)
Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
Equality Act 2010
Crime and Disorder Act 1998
Health and Safety at Work etc. Act 1974 and associated Regulations
General Data Protection Regulation (GDPR) and Data Protection Act 2018
Freedom Of Information Act 2000
The Civil Contingencies Act 2004

1. Introduction

1.1 The Police Support Volunteer (PSV) programme is designed to support delivery of Norfolk and Suffolk Constabularies' Vision and Mission as well as extend the police family further into the community alongside the national Citizens in Policing Strategy. To maximise return, volunteers should be managed appropriately and treated respectfully at all times, with recognition of their valuable contribution.

The Principles

1.2 The PSV programme has five principles:

- Releasing Police Officer/Police Community Support Officer time
- Improving links with the community
- Increasing public confidence
- Delivering a customer focussed service
- Providing a service the Constabularies do not currently provide

The Benefits

1.3 The PSV programme benefits the organisations in the following ways:

- Releasing police time.
- Increasing community participation in issues which affect them.
- Increased diversity.
- Improved interaction between the police and the local community.
- A more flexible workforce with a wider range of skills.
- Enabling the Constabularies to provide a better service to the community.

1.4 The Specials and Volunteers team is structured in order to continually deliver the volunteer scheme and support line managers and volunteers alike. The Specials and Volunteers team should be contacted for any information or advice required that is not contained within this policy.

Legal Position

1.5 The legal position of volunteers is not a straightforward issue. Volunteering is based on choice, so there is no mutuality of obligation. The Constabularies are not required at any time to provide voluntary work to a volunteer; and nor is a volunteer required to turn up for work at any particular time on any particular date. Furthermore there is no intention to create any legally binding relationship between the Constabularies and any volunteer and therefore volunteers should not be considered as either

an employee or worker. This applies throughout this policy and to all volunteering activities, related documentation and procedures.

- 1.6 Volunteers are not included in most legislation around the workplace but legislation around criminal record checks when working with vulnerable people does include volunteers, as it refers to the role that a person is in rather than their employment status. The Health and Safety policy, Vetting policy and Code of ethics will apply.

Age Restrictions

- 1.7 Unfortunately, volunteers under the age of 16 years old are not currently catered for by the scheme. However, no upper age limit applies.

2. Why do People Volunteer?

- 2.1 People volunteer for many different reasons, including:

- Personal development and achievement.
- Integration into their local community.
- Additional training/experience.
- New and improved skills.
- Improved CV.
- A chance to meet new people and make new friends.
- The opportunity to make a positive contribution to their neighbourhood, local community and the counties of Norfolk and/or Suffolk.
- A sense of achievement and pride.

3. What Roles Can a Volunteer Undertake?

- 3.1 A volunteer can provide help and support to the Constabularies by complementing, supporting and enhancing the police service. The work undertaken by a volunteer should be seen as complementary to that undertaken by paid staff and not a substitute for it. Volunteers will not be used to replace, cover shortages/annual leave/absence or prevent the employment of a person in an established staff post.
- 3.2 A volunteer will not generally give more than 20 hours service per week unless in exceptional circumstances and with the agreement of the Specials and Volunteers Manager.

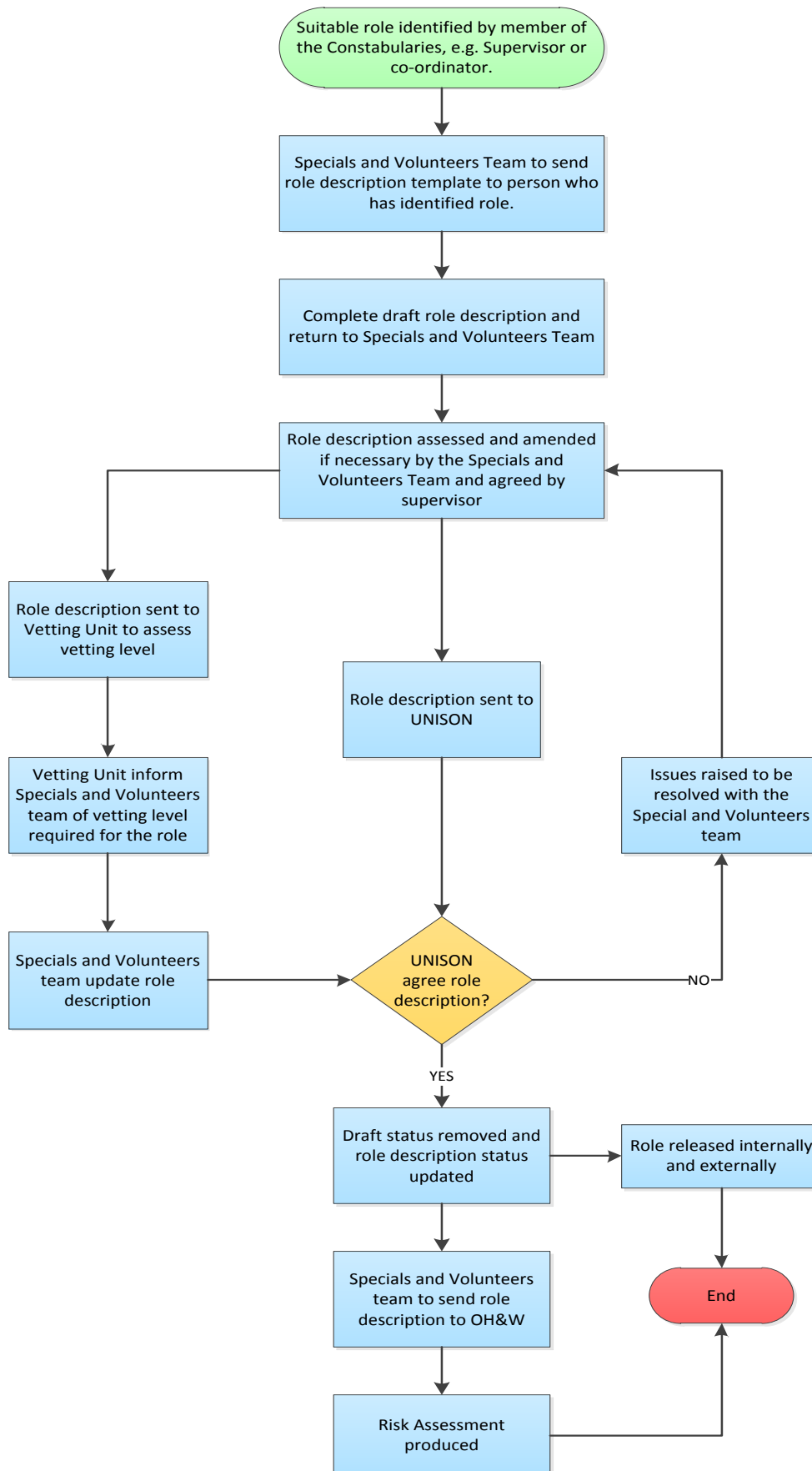
4. Developing a Role

- 4.1 There is currently a wide and varied range of roles available and the innovative use of volunteers within the Constabularies is encouraged. Please note that new roles must be developed in conjunction with the

relevant Force Specials and Volunteers Manager upon completion of a [PSV bid pro-forma](#).

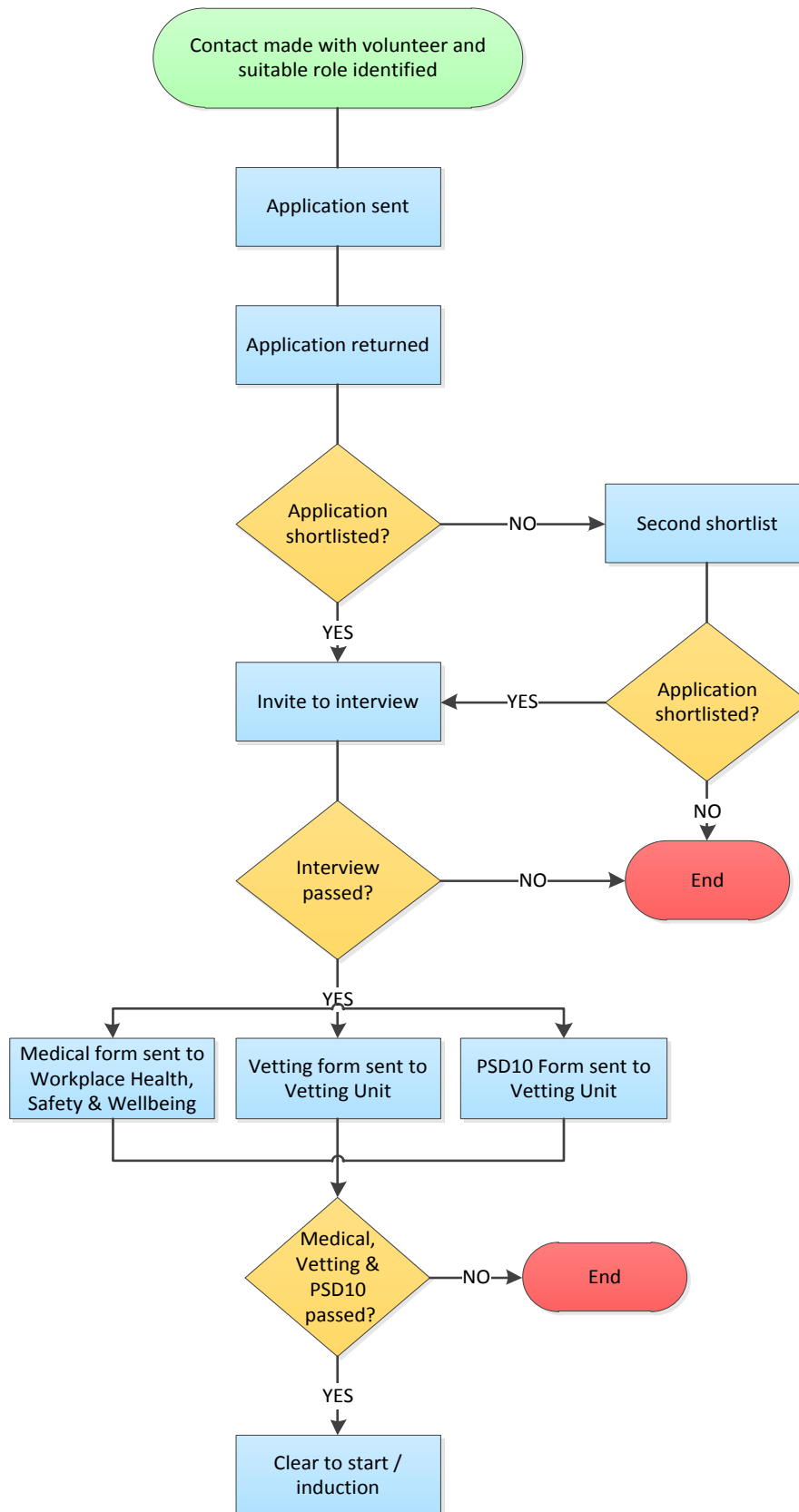
- 4.2 Suitable volunteer roles can be identified by any individual but need to have the support of the Inspector or equivalent Unit/Departmental Manager or above and the Specials and Volunteers Manager.
- 4.3 For a role to be valid and a success, each role must satisfy at least one of the five [principles](#) stated above and adhere to the following criteria:
 - The volunteer must be part of a team.
 - There must be meaningful work for the volunteer to do.
 - There must be a support network in place (this is provided by the Specials and Volunteers Manager).
- 4.4 Once a role has been identified then a role description should be produced by the person the volunteer will be responsible to, in conjunction with the relevant Force Specials and Volunteers Manager. A risk assessment must be produced in conjunction with Occupational Health and Welfare and the relevant Force Specials and Volunteers Manager.

5. Producing a Role Description Flowchart



6. Recruitment and Selection

Recruitment and Selection Flowchart



Advertising

- 6.1 Before advertising, a role description must be produced (see [‘Producing a Role Description Flowchart’](#) above).
- 6.2 Advertising for volunteer roles should be undertaken at a minimal cost unless otherwise authorised by the relevant Force Specials and Volunteers Manager who will need to approve the advertising request before it can be progressed.
- 6.3 The list below identifies possible advertising methods:
- Social Media.
 - Parish council publications and meetings.
 - Community groups working with the Constabularies.
 - Press releases.
 - Both Force websites.
 - Public events.
 - Volunteer Fairs/suitable events organised by local organisations.
 - Word of mouth.
 - Adverts/posters/leaflets in local shops, police stations and other suitable locations.
 - Volunteer Centres.

Initial Enquiry

- 6.4 Upon an initial enquiry from a prospective volunteer, their requirements and those of the Constabularies’ will be identified by a member of the Specials and Volunteers team before an application pack is sent.
- 6.5 The scheme aims to place every volunteer ideally within a 25 mile radius of their home address, in order to effectively manage costs and keep the scheme within the local community. The Specials and Volunteers Manager’s decision on suitable deployment is final.

Application Pack

- 6.6 Once a suitable role has been selected, an application pack will be sent to the prospective volunteer, this will include the PSD10 form (other business interest).

Short-listing

- 6.7 The aim of this process is to check the suitability of the prospective volunteer for the role and to ensure that the delivery of the scheme [benefits](#) is supported. Any criteria not satisfactorily evidenced in the

application will be further explored. The appropriate selection matrix will be used to record evidence of the person's suitability throughout the recruitment process.

- 6.8 Short-listing will be carried out by a member of the Specials and Volunteers team. In the event that a prospective volunteer is not short-listed, or issues of concern arise, then a second short-list will take place by the Specials and Volunteers Manager. Issues of concern may include a poorly completed form (e.g. lack of detail), a form that is not consistent in its completion (e.g. different handwriting), or opinions or views that do not reflect the diverse nature of the Constabularies. The Specials and Volunteers Manager's decision will be final. The decision around conflict of interest will be made by PSD
- 6.9 Initial checks on the information supplied by the volunteer for any residency and vetting issues will be carried out at this stage so that they can be further discussed with the applicant in a timely fashion, limiting any inconvenience to the applicant.

Reasonable Adjustments

- 6.10 Where an applicant has a disability, if necessary 'reasonable adjustments' will be made with the agreement of the Specials and Volunteers Manager to enable a person to volunteer with either Constabulary.
- 6.11 Reasonable adjustments may include transferring the applicant to a different role or moving the role to a different venue, but may not include any other adjustment that will cause the Constabularies additional financial costs. However, external funding for reasonable adjustments may be investigated by the Specials and Volunteers Managers.

Conflicts of Interest

- 6.12 Applications from individuals where there is a significant possibility that this could lead to a conflict of interest in their professional life or another volunteering role will be subject to special consideration and may not be accepted. Applicants must ensure that full details of their current employment or voluntary work are given as part of their application. Any decision will be made in conjunction with the Professional Standards Department.

Informal Interview

- 6.13 Volunteer applicants will be expected to attend an informal interview where their previous experience, skills and expectation of the role will be discussed. Any criteria not satisfactorily evidenced at short-listing will be explored at the interview and recorded on the selection matrix.
- 6.14 Interviews will be carried out by a member of the Specials and Volunteers team. The appropriate selection matrix will be used to record evidence of the person's suitability. Any issues arising at the interview will be, where

possible and appropriate, discussed at the time or referred to the Specials and Volunteers Manager, whose decision will be final.

6.15 After successfully passing the interview the medical form will be completed with the Specials and Volunteers Manager and then sent to Workplace Health, Safety and Wellbeing if necessary. The vetting form will be sent to the applicant for completion and forwarded onto the Vetting department.

References

6.16 References will not normally be undertaken as part of the selection process. However, the Specials and Volunteers Manager will take up references, should it be deemed necessary due to information given by a volunteer or by the nature of the role, in order to minimise the risk to the Constabularies and those people associated therewith.

Medical Assessment

6.17 If necessary a medical assessment will be carried out by Workplace Health, Safety and Wellbeing using the information provided on the medical form as the basis for the assessment. It is the responsibility of the volunteer to disclose any medical or health issues which may adversely affect their ability to carry out the volunteer role or their general safety.

6.18 Workplace Health, Safety and Wellbeing will send notification of the outcome to the Specials and Volunteers Manager and advise of any concerns or potential need for adjustments to be considered by the Specials and Volunteers Manager.

Vetting Process

6.19 Vetting will be carried out by the Vetting Unit using the information provided on the vetting and application form as the basis for checks. It is the responsibility of the volunteer to disclose any information which may affect the vetting process or cause any risk to the Constabularies.

6.20 The process will follow that set out in the Vetting policy with the decision being sent to a member of the Specials and Volunteers team.

6.21 As with any member of the police family that is subject to vetting, and in-line with the Vetting policy, continuous vetting will be carried out throughout the duration of the volunteer's role. It is the responsibility of the Specials and Volunteers team to monitor periods of vetting.

7. Induction

7.1 Each PSV will be required to attend Induction training covering, amongst others, the following topics:

- Reference Pack.
- Claiming expenses.
- Code of Ethics.
- Data Protection.
- Diversity.
- Health and Safety (see Managing a Volunteer: Health and Safety and Risk Assessments).
- Recording of hours/duty sheet.
- Volunteer Agreement.

7.2 The induction will be set at a time and place that is mutually convenient to the relevant Constabulary and the volunteer.

8. Training

8.1 Each volunteer will only receive the training set out in the applicable role description, at a time that is mutually convenient to the relevant Constabulary and the volunteer. If a particular training requirement does not inhibit a volunteer from undertaking part of the relevant role then the volunteer may start and undertake the remaining training in the future.

8.2 All PSVs are required to complete role specific NCALT training packages. The Specials and Volunteers team will ensure the appropriate modules are completed.

8.3 Line managers are expected to identify and arrange any additional local training.

9. Managing a Volunteer

Structure and Support:

9.1 Day to day support should be provided by the volunteer's line manager (as detailed in the relevant role description). The Specials and Volunteers Manager will provide HR and Business Management support.

Health and Safety and Risk Assessments

- Health and Safety Part A (Reference Pack) is completed at induction.
- Parts B and C (Reference Pack) are to be completed on site.
- Role players will be covered via the briefing at each session.
- Contact Sheet/Information Sheet is provided at induction.
- The risk assessment will be available on the Workplace Health, Safety and Wellbeing intranet page.

Recording of Hours

- 9.2 Hours will be recorded by the Specials and Volunteers team based on the information provided by the volunteer on the Volunteers Time Sheet/Duty sheet. The information collected may be used to evaluate the PSV programme.

European Working Time Directive (EWTD)

- 9.3 Volunteers are advised to inform their main employer of the total hours volunteered to the Constabularies.
- 9.4 Where volunteers are also employed by either Constabulary as Police Staff reference should be made to the Working Time policy.

Expenses

- 9.5 Travel expenses will be paid up to 50 miles round trip from the volunteer's home address to the relevant Police premises. If excessive expenses are to be incurred please contact the Specials and Volunteers Manager. Current mileage can be identified via the PSV reference pack.

Volunteer Identification

- 9.6 Each volunteer will be provided with an ID card and name badge and is asked to wear this at all times when appropriate and remains the property of the relevant Constabulary.

Standards and Values

- 9.7 Volunteers must adhere to Force policy. Failure to do so may result in removal from the PSV programme. Further information can be found in the PSV Reference pack.

Grievances

- 9.8 The Constabularies' normal grievance procedure does not apply to volunteers on the basis that they are not employees.
- 9.9 If a volunteer has a concern in relation to their volunteering this should be raised with their line manager/Specials and Volunteers Manager who together will use their best endeavours to resolve it.

Appraisals / Professional Development Review (PDR)

- 9.10 This process is not appropriate for volunteers. Time should be taken to meet with volunteer(s) to discuss any relevant issues and to highlight good work and thank them. Please remember they are giving their time as a gift.

10. Unions and Staff Associations and Force Sports and Social Club

10.1 Volunteers are not eligible to join UNISON but are invited to join various Staff Support Networks and Sports and Social Clubs.

11. Leaving the PSV Programme

11.1 A volunteer may stop volunteering at any time. A volunteer's services can be removed at any time. A period of notice would be appreciated and the Constabularies will endeavour to give as much notice as circumstances allow.

11.2 In the event of a volunteer role no longer being required due to organisational reasons, every effort will be made to give reasonable notice of this and arrange an alternative voluntary role if possible.

Leavers Process

- All property and ID should be collected by the volunteer's supervisor and returned to the Specials and Volunteers team immediately upon leaving the scheme.
- The Specials and Volunteers team are to inform the Vetting Unit once a volunteer has left the PSV scheme and their ID card and name badge must be destroyed.
- The name and location of the volunteer will be emailed to the Facilities Department, stating they have left the scheme.
- The Specials and Volunteers team will provide, if appropriate, a letter of thanks from the Specials and Volunteers Manager.

12. Data and Information about Volunteers

12.1 Personal information will be processed in accordance with the Data Protection policy and Personal Records Handling Statement. Information will be held on a spreadsheet in the Police Support Volunteers private folder, access to which is restricted and only authorised by the Specials and Volunteers Managers. Volunteer files will be securely kept and accessed only by those people authorised to do so by the Specials and Volunteers Managers. Norfolk and Suffolk Constabularies reserve the right to share information about the volunteers programme with other forces. It will not include any personal information directly attributable to any individual volunteer.

13. Insurance

13.1 Volunteers registered with the PSV programme are automatically covered by the Constabularies' public and employer liability insurance policy.

14. Volunteering and State Benefits

14.1 A person may volunteer whilst claiming state benefits but there are guidelines and rules for the volunteer to be aware of. For further information contact the Department for Work and Pensions.