

POLICE SUPPORT VOLUNTEERS POLICY

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NORFOLK
CONSTABULARY



SUFFOLK
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POLICE SUPPORT VOLUNTEERS

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Legal Basis

Legislation specific to the subject of this policy document:

- Children Act 1989
- Children and Young Persons Act 1933
- Disability Discrimination Act 1995
- Employment Act 2008

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- Employment Act 1996 (Section 14)
- 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
- National Minimum Wage Act 1998 (Sections 37 and 44)
- 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 relevant legislation which you must check this document against (required by law)

- [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](#)

Other documentation which you must check this document against:

- [College of Policing – Code of Ethics](#)
- [Norfolk and Suffolk Constabularies' Standards of Professional Behaviour](#)
- [College of Policing – Authorised Professional Practice](#)

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1. Statement of Policy

- 1.1 This policy has been formally agreed via the approved policy development/review process. It will be maintained by the HR Department (Specials and Volunteers Team) in conjunction with the Central Policy Unit.
- 1.2 The policy is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.
- 1.3 Managers have a responsibility to ensure this policy is applied fairly, and unless otherwise stated, all policies and procedures are non-contractual.

2. Applicability

- 2.1 This policy applies to:
 - Existing Constabularies' Volunteers
 - Prospective Constabularies' Volunteers

3. Introduction

- 3.1 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

- 3.2 The PSV programme has five principles:
 - Releasing Police Officer/Police Staff 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

- 3.3 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.

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- A more flexible workforce with a wider range of skills.
 - Enabling the Constabularies to provide a better service to the community.
- 3.4 The Specials and Volunteers team is structured in order to continually deliver the PSV programme 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

- 3.5 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.
- 3.6 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

- 3.7 Unfortunately, volunteers under the age of 18 years old are not currently catered for by the PSV programme. However, no upper age limit applies.

4. Why do People Volunteer?

- 4.1 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/Employability
- 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.

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5. What Roles Can a Volunteer Undertake?

- 5.1 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, unless in an exigency of duty as requested by Chief Officer team
- 5.2 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/CiP Manager.

6. Developing a Role

- 6.1 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 Specials and Volunteers Manager/CiP Manager upon completion of a PSV bid pro-forma.
- 6.2 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/CiP Manager.
- 6.3 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/CiP Manager).
- 6.4 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/CiP Manager. A risk assessment must be produced in conjunction with Occupational Health and Welfare and the relevant Force Specials and Volunteers Manager/CiP Manager

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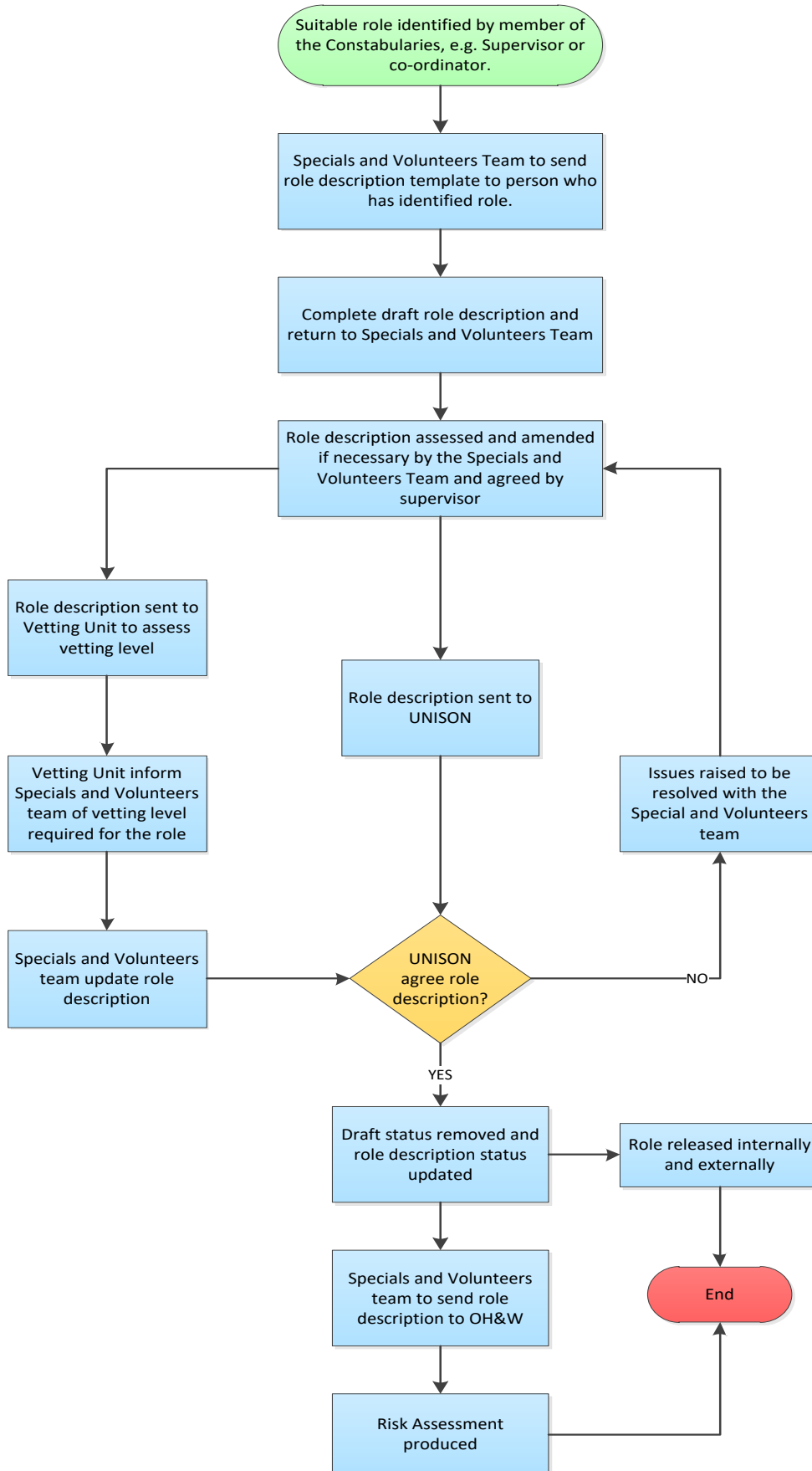
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7. Producing a Role Description Flowchart



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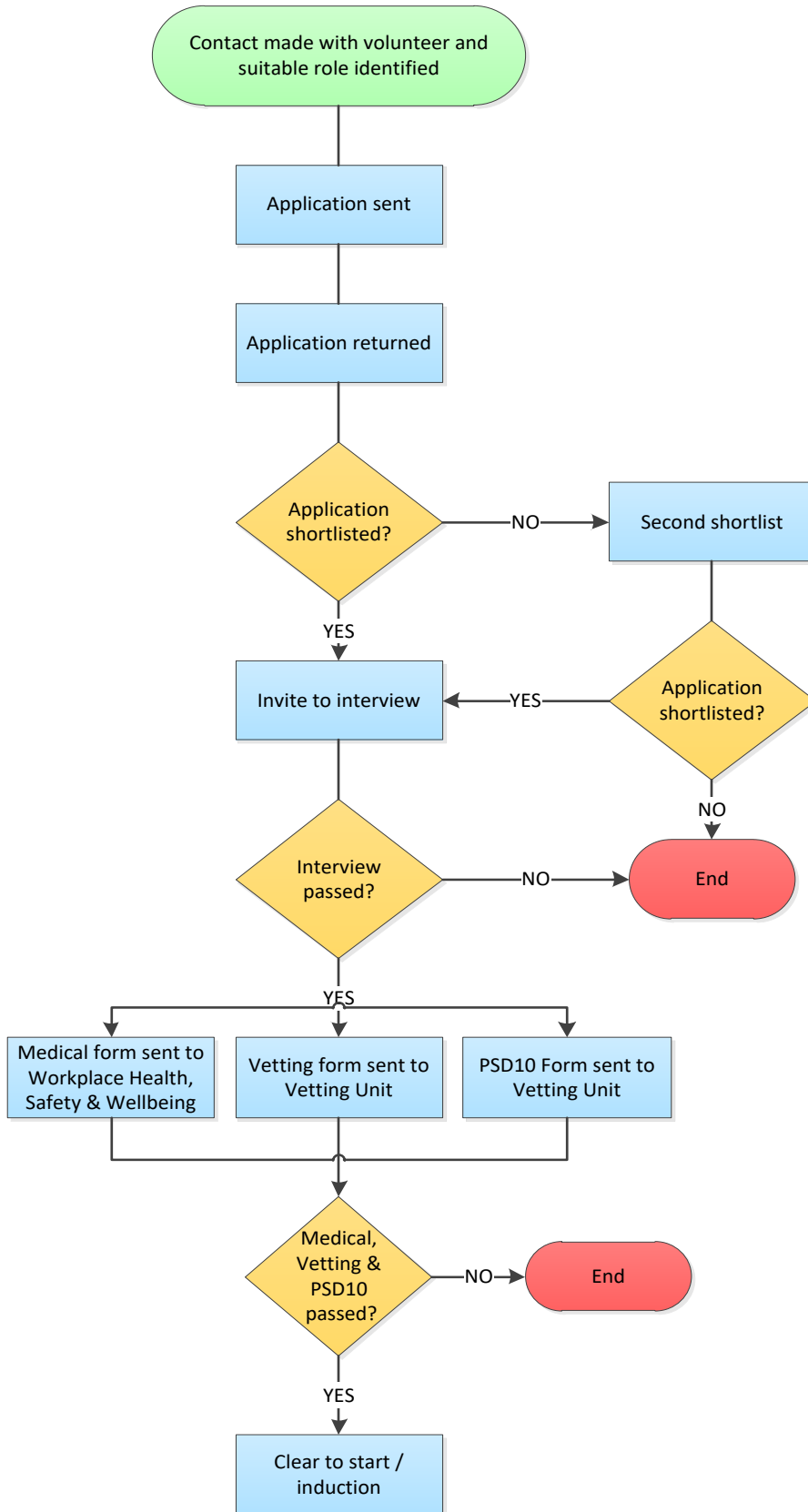
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8. Recruitment and Selection

Recruitment and Selection Flowchart



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Advertising

- 8.1 Before advertising, a role description must be produced (see 'Producing a Role Description Flowchart' above).
- 8.2 Advertising for volunteer roles should be undertaken at a minimal cost unless otherwise authorised by the Specials and Volunteers Manager/CiP Manager who will need to approve the advertising request before it can be progressed.
- 8.3 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

- 8.4 Upon an initial enquiry from a prospective volunteer, their requirements and those of the Constabulary(ies) will be identified by a member of the Specials and Volunteers team before an application pack is sent to the individual.
- 8.5 The PSV programme 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/CiP Manager's decision on suitable deployment is final.

Application Pack

- 8.6 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).

Initial Assessment/Short-listing

- 8.7 The aim of this process is to check the suitability of any prospective volunteers for the role(s). Any criteria not satisfactorily evidenced in the application will be further explored. The appropriate selection matrix will be

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used to record evidence of the applicant's suitability throughout the recruitment process.

- 8.8 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/CiP 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/CiP Manager's decision will be final. The decision around conflict of interest will be made by PSD
- 8.9 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.

Disabled applicants

- 8.10 Where an applicant has a disability, the Specials and Volunteers Manager/CiP Manager may agree to alternative arrangements, such as moving the role to a different venue or offering the applicant a different volunteer role, to enable that individual to volunteer with either Constabulary.
- 8.11 External funding for such arrangements may be investigated by the Specials and Volunteers Manager/CiP Manager.

Conflicts of Interest

- 8.12 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

- 8.13 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 initial assessment/short-listing will be explored at the interview and recorded on the selection matrix.
- 8.14 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 applicant'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/CiP Manager, whose decision will be final.

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8.15 After successfully passing the interview the medical form will be completed and forwarded to Work Place Health. The vetting form will be sent to the applicant for completion and forwarded onto the Vetting department.

References

8.16 References will not normally be undertaken as part of the selection process. However, the Specials and Volunteers Manager/CiP 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

8.17 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.

8.18 Workplace Health, Safety and Wellbeing will send notification of the outcome to the Specials and Volunteers Manager/CiP Manager and advise of any concerns or issues to be considered by the Specials and Volunteers Manager/CiP Manager.

Vetting Process

8.19 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.

8.20 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.

8.21 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.

9. Induction

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

- Reference Pack/PSV Handbook
- Claiming expenses.
- Code of Ethics.
- Data Protection.
- Diversity.

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- Health and Safety (see Managing a Volunteer: Health and Safety and Risk Assessments).
- Recording of hours/duty sheet.
- Volunteer Agreement.

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

10. Training

10.1 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.

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

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

11. Managing a Volunteer

Structure and Support:

11.1 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/CiP Manager will provide HR and Business Management support.

Health and Safety and Risk Assessments

- Health and Safety is completed at induction.
- Local Health and Safety is to be completed by relevant departmental manager.
- 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.

Hours

11.2 PSVs are not expected to complete more than 20 hours per week. Any requirement to support further hours must be agreed by the Specials and Volunteers Manager/CiP Manager and all hours must be recorded on the Duty Sheet system

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11.3 Volunteers are advised to inform their main employer (if any) of the total hours volunteered to the Constabularies.

11.4 Where volunteers are also employed by either Constabulary as Police Staff, reference should be made to the Working Time policy.

Expenses

11.5 Travel expenses will be paid up to 50 miles round trip from the volunteer's home address to the relevant police premises where they will be volunteering. If any additional expenses are to be incurred, the PSV should contact the Specials and Volunteers Manager/CiP Manager. Current mileage can be identified within the PSV handbook.

Volunteer Identification

11.6 Each PSV will be provided with an ID card and name badge and is asked to wear this at all times when appropriate. The ID card and name badge remain the property of the relevant Constabulary.

Standards and Values

11.7 Volunteers must adhere to relevant Force policy as appropriate along with the Code of Ethics. Failure to do so may result in removal from the PSV programme by the Specials and Volunteers Manager/CiP Manager. Further information can be found in the PSV Handbook.

Grievances

11.8 The Constabularies' normal grievance procedure does not apply to volunteers on the basis that they are not employees.

11.9 If a volunteer has a concern in relation to their volunteering this should be raised with their line manager/Specials and Volunteers Manager/CiP Manager who together will use their best endeavors to resolve it.

Appraisals

11.10 The Constabularies' Professional Development Review process is not appropriate for volunteers. However, time should be taken to meet with a PSV to discuss any relevant issues, including development opportunities and highlighting good work.

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

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

13. Leaving the PSV Programme

13.1 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

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Constabularies will endeavour to give as much notice as circumstances allow.

13.2 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 line manager and returned to the Specials and Volunteers team immediately upon leaving the PSV programme.
- The Specials and Volunteers team are to inform the Vetting Unit once a volunteer has left the PSV programme and their ID card and name badge must be destroyed.
- The Specials and Volunteers team must process the PSV's departure via the ERP leavers process.
- The name and location of the volunteer will be emailed to the Facilities Department, stating they have left the PSV programme.
- The Specials and Volunteers team will ensure the appropriate letter of thanks is sent out from either the Chief Constable or the Specials and Volunteers Manager/CiP Manager.

14. Data and Information about Volunteers

14.1 Personal information will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). Information will be held on the duty sheet system, which is restricted and only authorised by the Specials and Volunteers Manager/Citizens in Policing Manager. Volunteer files will be securely kept and accessed only by those people authorised to do so. Norfolk and Suffolk Constabularies reserve the right to share information about the PSV programme with other forces, but this will not include any personal information directly attributable to any individual volunteer.

15. Insurance

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

16. Volunteering and State Benefits

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

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