



Police Support Volunteers policy



Police Support Volunteers Policy

Table of Contents

Section 1 – Policy Intentions	1
Section 2 – Policy wording	1
Section 3 – Procedural Guides.....	6
Section 4 – Relevant Legislation	6
Section 5 – Related references	7
Section 6 – Identification, Monitoring and Review.....	8
Appendix A - Appointment Procedure.....	9
Appendix B – Expenses.....	11

Section 1 – Policy Intentions

- 1.1 It is the Policy of Gloucestershire Constabulary to deliver a logical and structured approach to the use and engagement of Police Support Volunteers. This includes their recruitment, vetting, training, welfare, retention and engagement.
- 1.2 A consistent approach will be used across the Constabulary in terms of involvement, management and support.
- 1.3 This policy provides guidance for Police Support Volunteers (PSV's) who are assigned to posts within Gloucestershire Constabulary and to the departmental Points of Contact of these PSV's.

Section 2 – Policy wording

- 2.1 It is the policy of the Gloucestershire Constabulary to encourage and facilitate members of all of our communities to provide assistance and support the Constabulary.
- 2.2 The use of volunteers maximises community engagement and promotes partnership working between the Police, other agencies and our communities. It enhances work to reduce crime and disorder within the County of Gloucestershire and to keep people safe from harm and puts the public at the heart of everything we do. There is a direct synergy to Gloucestershire Constabulary Policing Priorities and Objectives. Although unpaid, there are numerous motivations and benefits for an individual becoming a PSV; including the feeling of doing something worthwhile for the community and gaining valuable experience and life skills whilst doing so.
- 2.3 A PSV is defined as **“an individual who, through personal choice, commits time and energy to perform a task at the direction and on behalf of the organisation. They agree to do this without the expectation of payment or compensation or financial reward, except for the payment of pre-determined out of pocket expenses¹”**
- 2.4 A PSV is **not** a member of staff, Police Officer or Special Constable and are not employees, or contractors of Gloucestershire Constabulary. There is no legally binding “contract” between PSV's and Gloucestershire Constabulary. An “agreement” will be entered into between the PSV and Gloucestershire Constabulary which details the expectations of both parties and their intentions. The PSV and the Constabulary recognise that they are under no legal, mutual or other obligation to work for the Constabulary at any particular time or at all.
- 2.5 A PSV **will not** be used to replace existing staff or prevent the employment of a new member of staff.

¹ Definition is from the Home Office Police Support Volunteers Toolkit, HOC 47 / 2005



Police Support Volunteers policy



2.6 The Volunteer Programme will assist Gloucestershire Constabulary in developing stronger and closer links with the community we serve and allow greater workforce diversity within the Force. It will assist in the delivery of the Constabulary's current policing objectives by utilising the knowledge, skill and experience of volunteer workers; thereby supporting their police officer, special constables and police staff colleagues. * [See section 4.2](#)

2.7 PSV Roles

2.8 PSV roles within the Force will be varied.

2.9 PSV roles **should always** be identified before any assignment process commences so that volunteers can be matched with a suitable task that reflects their skills. When creating a PSV role, the following points are to be considered:

- ◆ PSV roles should enhance, complement and support others to fulfil their roles within the organisation.
- ◆ PSV roles should improve / enhance the service received by the public.
- ◆ PSVs **will not** be used to replace staff or cover for staff sickness, annual leave, maternity/paternity or adoption leave.
- ◆ PSVs **will not** be used in a role where there is justification and budget for a staff position.
- ◆ PSVs **will not** occupy vacant posts, either temporarily or permanently.
- ◆ PSVs **will not** be used to cover work of Police Staff employees that is subject to industrial dispute.

2.10 Teams or individuals interested in involving volunteers in their work should contact the Constabulary's Volunteers Liaison Officer (VLO) for advice and support.

2.11 Once the department and VLO agree that it would be feasible to deploy a volunteer (or volunteers) in the suggested role, page 1 of a Request to Recruit PSV form will need to be completed. This will be written by the Departmental Point of Contact (DPC), formerly referred to in previous PSV documents as "Line Manager". This can be completed with the help and support of the VLO. Once page 1 has been completed it will be sent to the VLO for onward circulation to the departments and organisations listed below for comments on Page 2.

- ◆ UNISON
- ◆ Gloucestershire Police Federation
- ◆ Human Resources (HR) Department
- ◆ Force Vetting Department
- ◆ Learning and Development
- ◆ Health and Safety Advisor
- ◆ Governance and Compliance (Includes Information Security)
- ◆ Finance Officer – (if funding is likely to be an issue)

2.12 If a suggested role is subsequently supported, or at least not contested by the departments and organisations in question, then the VLO will submit the completed request form to Resourcing and also the Citizens in Policing (CiP) Board for noting at one of their monthly meetings.



Police Support Volunteers policy



- 2.13 If any of the parties who provide comments on page 2 believe that deployment of a PSV would be inappropriate for whatever reason and attempts to adjust the role to make it more acceptable fail; then the VLO will arrange a meeting which will include the person (or their representative) who contested the role, the person (or their representative) who proposed the role and the VLO. The meeting will be chaired by an officer designated to make a decision after considering the issues raised by each delegate. The outcome of this meeting will be one of the following: (1) The role will be approved and will be put forward to the next CiP Board meeting and Resourcing for noting. (2) The role will be postponed pending further attempts to further explore any common ground and modify the proposed role, or (3) it will be withdrawn.
- 2.14 Newly approved roles will be created on the Constabulary's "Workforce" system by the People Services Department, on receipt of a completed role profile template submitted by the VLO.
- 2.15 Where a volunteer role has been previously approved, there will be no need to pass it back for consultation, when there is a requirement to appoint additional volunteers into an identical role within that specific area of business; however, each role will be reviewed after the first 6 months of actively deploying volunteer(s) into it. Then subsequently every 12 months.
- 2.16 New PSV Roles have to be approved prior to commencing any recruitment process into that role.

2.17 Appointment Process

- 2.17 The appointment process will be co-ordinated by the Volunteers Liaison Officer, working with the department wishing to deploy a PSV, Human Resources and Force Vetting.

[*Please refer to appendix A for appointment procedure](#)

2.18 Induction and Training

- 2.19 All PSV's are to be assigned a DPC, who is responsible for day to day management and task allocation. This officer/staff member will work in the Department in which the volunteer will spend their time.
- 2.18 Training needs will be identified when establishing a PSV role profile. Training will be given to an appropriate level and then only to enable the PSV to conduct the role(s) in which they are assisting their department as a volunteer.
- 2.19 All PSV's will receive a basic induction training package, and IT training commensurate to the level of access to Constabulary IT systems that they need to undertake the volunteering role. Specialist/specific training to complement this will be facilitated by the Department to which they are attached so as to ensure that necessary key skills are provided to the volunteer.
- 2.20 Where PSV's have access to Force IT systems, appropriate training should be given with the authorisation of the system's owner.
- 2.21 PSV's are expected to attend any training arranged with reasonable notice and a failure to attend and/or successfully pass the training may result in the PSV being ineligible to perform the volunteering role. In these circumstances, the Constabulary may terminate the arrangement with the PSV.



Police Support Volunteers policy



2.22 Recording of Hours

- 2.23 The PSV and Point of Contact will be expected to maintain a record of the number of volunteering hours completed, on the appropriate force system, or organisational timesheet. There is not a minimum amount of hours that a volunteer can be engaged.
- 2.24 It is the Point of Contact's responsibility to manage the amount of hours the PSV has completed. The hours completed should not be to the detriment of the PSV's health, safety or welfare and Points of Contact should have due regard to European Union and other legislation. The EU Working Time Regulations 1998 only apply to workers and employees working under a contract. Therefore, do not apply to PSVs.

2.25 Security and Vetting

- 2.26 All PSVs will be subject to the vetting process in line with the Force Vetting Policy. As they are not employed by the force, they will be treated (for the purposes of vetting) as Non Police Personnel. Any applicants unsuccessful at this stage of the process can request a review of the decision. The Head of the Professional Standards Department will review the decision if there are sufficient grounds to do so.
- 2.27 Any role that specifically involves working with young people, (under 18's) or vulnerable adults, will need to have Disclosure and Barring Service (DBS checks undertaken). These were formally known as CRB checks. These will need to be conducted irrespective of the level of vetting clearance required to perform the role. The DBS clearance will be in addition to Force Vetting. The VLO will assist with this. The DBS procedure is included in the Police Support Volunteers Practitioner Handbook.
- 2.28 PSVs must adhere and comply with all Force Security policies; any breach of these may result in legal action and the termination of the PSVs volunteering.

2.29 Insurance

- 2.30 Public Liability Insurance covers all employees and bona fide volunteers acting on behalf of the Police & Crime Commissioner (PCC) for liability arising from negligent acts which cause personal injury to a third party or damage to third party property.
- 2.31 Employer's Liability Insurance covers all employees and bona fide volunteers acting on behalf of the PCC for personal injury sustained as a result of negligence on the part of the PCC whilst acting in the course of their duty.
- 2.32 Volunteers should ensure that they have adequate insurance for their vehicle when they travel to and from their home station and when travelling to other places connected with their activities as a volunteer. To avoid any doubt Volunteers should specifically declare to their insurance provider that they are volunteering for the police and receive written confirmation that they are adequately covered for this purpose.



Police Support Volunteers policy



2.33 Expenses

- 2.34 PSV's are not entitled to receive payment for work undertaken, nor any gratuity or payment in cash or kind. PSV's are entitled to be reimbursed for travel expenses incurred during the course of the PSV's performance of the voluntary role and where this has been expressly authorised by the Constabulary. This is to include reimbursement for travel expenses to and from their normal place of volunteering. PSV's may also be reimbursed for genuine out of pocket expenses provided that these have been expressly authorised and supported by receipts, vouchers or other evidence of payment that the Constabulary may reasonably require.

* [Please refer to Appendix B for details.](#)

2.35 Resignation of a PSV

- 2.36 A PSV may decide not to act as a volunteer at any time and is not required to provide notice. The Point of Contact will inform the VLO and ensure that the PSV returns forthwith all property belonging to Gloucestershire Constabulary, (including any proximity and ID cards in the PSV's possession), equipment records, correspondence, documents, files and other information, (whether originals, copies or extracts) belonging to Gloucestershire Constabulary and the PSV will not retain copies. The PSV will provide written communication of their compliance with this in the event that Gloucestershire Constabulary request it.
- 2.37 The VLO will inform HR Resourcing, People Services and Force Vetting when a PSV is no longer volunteering
- 2.38 An exit interview should be undertaken with the resigning PSV by the VLO to establish the reason for the resignation and to thank them for their assistance.
- 2.39 Gloucestershire Constabulary reserves the right to terminate the PSV's appointment at any time, with or without prior notice and without giving any reason for doing so.
- 2.40 Following termination, the PSV will not represent themselves as working for or in any way connected with the Constabulary or its activities.

2.41 Support Services

- 2.42 PSV's are not eligible to become members of the trade union, UNISON, or staff associations. If a PSV is a member of UNISON, other union or staff association outside of the Constabulary, they will not be supported by the Gloucestershire branch.

2.43 Recognition

- 2.44 PSVs will receive recognition of service from the Constabulary in the form of Certificates of Service. This is subject to meeting the awards criteria set by Professional Standards Department (PSD).



Police Support Volunteers policy



2.45 Standards and Values

- 2.46 Although not an employee, as a representative of Gloucestershire Constabulary all PSVs are expected to maintain a high standard of conduct and commitment to the Constabulary and the public that it serves and expected to adhere to all Force Policies and Procedures and the Code of Ethics.
- 2.47 The Code of Ethics is a set of principles and standards of professional behaviour for the policing profession of England and Wales, as published by the College of Policing, (click the link below).
<http://insight.glospolice.gov.uk/People/Lists/Document-Library/Code%20of%20Ethics%202014.pdf>
- 2.48 In any case of inappropriate behaviour/conduct the Constabulary reserves the right to dispense with the services of the PSV at any time.

Section 3 – Procedural Guides

- 3.1 This Policy is supported by the Police Support Volunteers Handbook and PSV Practitioner Handbook, which sets out the key principles and procedures of the Constabulary in the Appointment of PSV's to posts within the organisation and to Officers or Police Staff working with these individuals.

Section 4 – Relevant Legislation

- 4.1 This policy has been prepared taking account of prevailing legislation. New legislative requirements, or changes in current legislation may necessitate a review of this policy document.
- 4.2 Gloucestershire Constabulary policies are intended to promote equality, eliminate unlawful discrimination and actively promote good relationships regardless of:
- ◆ Age,
 - ◆ Disability,
 - ◆ Gender Reassignment,
 - ◆ Race,
 - ◆ Religion or Belief,
 - ◆ Sex,
 - ◆ Sexual Orientation,
 - ◆ Marriage & Civil Partnership,
 - ◆ Pregnancy & Maternity.
- 4.3 This policy is being impact assessed using the Equalities Impact Assessment Template. By building equality considerations into our policy-making process, we have been able to identify any actual or potential inequalities and reduce them as much as possible, by applying the policy differently, or seeking alternatives.

*See section 2.6



Police Support Volunteers policy



4.4 This policy is suitable for publication under the Freedom of Information Act 2000.

Section 5 – Related references

5.0 Implications of the Policy

5.1 The implementation of this policy will result in a cost to the force, in terms of;

- ◆ Mileage
- ◆ Out of pocket expenses
- ◆ Set up costs
- ◆ Induction training and staff training
- ◆ Administration and staff time
- ◆ Promotion of the scheme.
- ◆ On-going running costs.

5.2 Risk

- 5.3 There are no foreseen risks associated with this policy. As long as the PSV'S receive adequate training to perform their role, with particular attention to the Constabulary's Health and Safety Procedure, this applies to PSV's, as well as to employed personnel.
- 5.4 Volunteers should make themselves familiar with and adhere to all health and safety arrangements relevant to their post.

5.5 Consultation

5.6 In preparation of this policy, consultation was undertaken with the following groups:

- ◆ Unison
- ◆ Gloucestershire Police Federation
- ◆ Home Office
- ◆ Regional Police forces & other police forces
- ◆ Force Solicitor
- ◆ HR – Resourcing
- ◆ Occupational Health,
- ◆ Learning and Development
- ◆ HR, IS & Employment Services
- ◆ Force Vetting Department
- ◆ Heads of Departments
- ◆ Independent Advisory Group (IAG)
- ◆ Superintendents Association



Police Support Volunteers policy



Section 6 – Identification, Monitoring and Review

6.1 - Identification

The policy should enable consistent and effective decision making. Where operational or managerial circumstances require any decision making that would adversely affect adherence to the policy or procedure, in line with the 'Statement of Intent' of the constabulary and the police service 'Code of Ethics', if an officer/ police staff member believes that they need to make a decision that steps outside of policy and procedure they should do so, provided that:

- the officer/ police staff member raises the matter at the earliest opportunity (and ideally before any such decision is made) with their line manager declaring their intended (or actual) course of action if notification is made after the decision is taken,
- produces, in a timely manner, a signed and dated written explanation of why it is/ was deemed necessary to step outside of policy and procedure, and
- maintain an adequate record of this written rationale for audit purposes appropriate to the circumstances/ contravention

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POLICE SUPPORT VOLUNTEERS POLICY				
Type		URN	Strategic Board	Author/Reviewer
Policy		156	IGB	Mike Stanley – Volunteers Liaison Officer (VLO) Community Harm Reduction Team
Version	Date	Changes (ensure public copy amended and uploaded to external website)		Complied with Policy Guidance ✓
2.3	Feb 2016	First Draft circulated		✓
2.4	July	Second Draft Circulated following amendments		✓
2.5	Nov 2016	Third draft following MEB amendments		✓
2.6	Jan 2017	Policy ratified at MEB		✓
2.7	Aug 2017	Appendix A amended to include more detail of procedure (see <i>Once an individual has been recruited, vetted and ready to be deployed into a role</i>), added decision making wording and OFFICIAL marking		✓
2.8	April 2018	Only changes are to the procedure for having roles approved and id cards created, along with the terminology of the DPC's or Practitioner's Handbook, so – Section 2.12 2.13 2.16 2.27 3.1 Appendix A – Video and Imaging are handing over id card photography and creation to Support Services in the New Year.		✓



Police Support Volunteers policy



Next Document Review Date: April 2019		
EIA	EIA Sign Off	EIA Review
LOW		
SIA	SIA Sign Off	SIA Review
<i>This version will be placed on the public domain website</i>		
If this version cannot be placed on the public domain website, provide reason and relevant COG authority		

6.3 Monitoring

- 6.4 At the time of writing – Chief Inspector Community Harm Reduction Team will monitor this policy in its application and as policy owner, will instigate any amendments as required.

6.5 Review

- 6.6 This Policy will be formally reviewed at periods as prompted by the Governance & Compliance Team. Experiential Learning, legislative changes and other influencing factors may also necessitate a review.
- 6.7 Feedback relating to this policy can be made in writing or by email to the Gloucestershire Constabulary Governance and Compliance Team.

Appendix A - Appointment Procedure

Initial enquiry

The Volunteers Liaison Officer will act as the focal point for expressions of interest and the initial progression of applications to assist the Constabulary as a volunteer.

Assuming that the potential PSV has emailed the Volunteers email address with an enquiry about volunteering, having read the volunteers section of the Force Website. Whether they are applying for a specific volunteering role or making a speculative enquiry, (meaning they are offering to volunteer for the Constabulary, but are not making a role specific enquiry at that time), they will be directed to read the Volunteers Guidelines to make sure that they are eligible to volunteer for the Constabulary.

If they are making a speculative enquiry, then they will be directed to the Expression of Interest form (EOI). The Expression of Interest form is used to get a quick idea of an individual's suitability and expectations prior to completing the full application form. This is deemed more proportionate at this stage and is less likely to raise expectations falsely, than if a prospective PSV was required to complete an application form. Also, the full application form can be off-putting for some people, as it delves a bit deeper than the EOI. At this stage potential PSV's may still be making their minds up about the Constabulary and volunteering. So the application form is used when a suitable role is either in place or likely to be in place in the short term.



Police Support Volunteers policy



The EOI will inform the VLO what they are interested in and whether they can comply with certain specified criteria within the guidelines. There may (or may not) be a suitable role and availability at that time; however, this is a first contact form and once the individual's details have been received by the VLO, they will be contacted to acknowledge receipt of their correspondence.

Enquiries received by letter, or telephone enquiries will be handled by the VLO in the enquirers preferred manner.

EOI's can be completed by the VLO during an informal telephone conversation, as the enquirer is not signing for any statements made at that time. They are just declaring an interest. Their eligibility can be discussed at that point and the guidelines sent to them prior to them being asked to complete an application form.

Applying for Advertised Roles

If, having read the force website and Volunteer Guidelines, a person wishes to apply for a specific advertised volunteering role; they will be able to access the application form via a link on the advert. If they see the role advertised in a non-police publication, then they will be either directed to the force website to access an application form, or be sent one by the VLO once they have made contact by whatever means they were requested in the publication displaying the advert.

Everything that the prospective PSV will need to declare is on the application form and will be signed and dated.

Application forms completed by persons under the age of 18 will need to be countersigned by a parent or guardian.

Once applications have been received, the VLO and the DPC will arrange to have an informal interview with any suitable candidates, following a shortlisting exercise (if there are more applicants than volunteer positions in a particular role). The informal interview will be conducted by the VLO in company with the DPC.

Following the interview, if all parties wish to proceed, the prospective PSV will be given the appropriate vetting form and *DBS form if relevant, depending on the role in question. The PSV will be recruited at that point, subject to vetting and Security clearance. No training or deployment will be undertaken until the clearance has been received formally.

* DBS checks will be undertaken free of charge for volunteers, but will be the subject of a £12.00 administration fee per check. These checks will be conducted by Due Diligence Checking Ltd and handled by the Citizens in Policing team at Police HQ, who will arrange a purchase order from HQ Finance Department.

If the Constabulary makes a direct approach to a potential PSV, for a particular role, then once it is established that the person does wish to volunteer in that role, they should complete an application form. Vetting forms can be provided to the PSV once everyone is happy to proceed following the informal interview involving the Departmental Point of Contact (DPC). Clearance will need to be received formally prior to the PSV commencing the role within the organisation.

Enquirers who have not successfully been deployed within a role will be informed that their EOI's will be retained for up to 12 months by the VLO and should a vacancy arise during that time they will be contacted.



Police Support Volunteers policy



Once an individual has been recruited, vetted and ready to be deployed into a role, People Services will be informed of their personal details, role and start date by the VLO. In order for them to create a workforce record, the PSVs vetting clearance email will be forwarded to the People Services Centre (PSC) by the VLO, attaching the personal details required (including next of kin information). The PSV will then be allocated a staff number by the PSC Administrator.

Once the staff number is known the DPC will be able to send a new starter IT request form to the ICT department for them to allocate a computer log in and access to any systems they will require to undertake their volunteering role.

The VLO will ensure that their photo id card is produced by Support Services Department at Police Headquarters on the PSV's HQ induction day.

The PSV will be provided with a copy of the Volunteers Handbook and will be asked to sign the Volunteer's Agreement and the Official Secrets Act during their HQ induction.

A copy of the signed Application, Volunteers Agreement and Official Secrets Act forms will be retained by the VLO and subsequently filed securely in People Services, along with any other paperwork accrued during the recruitment process.

**Please note that Support Services Department can only create the proximity card on or after the start date that is recorded on workforce, as until the start date is reached the individual will not show up on their system. This does happen automatically after midnight on the day in question, (i.e. 00.01 hrs).*

Appendix B – Expenses

- 1 All expenses for PSVs once approved will fall to the department that own them. They will be costed against the budget of the department for which the PSV was volunteering when incurring the expenses.
- 2 The Constabulary will reimburse PSV's for the following out of pocket expenses:
- 3 For travel to and from home to volunteer location and authorised travel during the course of the PSV's tasks, either at the agreed mileage rate of 40.9p per mile, if the PSV uses their own transport, or by reimbursement of bus, or rail fare. (Receipts should be retained and attached to completed A1 claim form).
- 4 When claiming for reimbursement of travel costs between home and the volunteering location, the claimant will only be reimbursed for travel costs once inside the county boundary.
- 5 Car parking charges that are incurred during the course of a PSV's tasks may be reimbursed, (if authorised), where there is no free parking available. It is the responsibility of the PSV to park legally.
- 6 There could be circumstances where the use of taxis may be required for disability reasons, for which reimbursement needs to be approved in advance and supporting receipts required.
- 7 Any additional expenses can only be claimed once authorised by the VLO, who will seek guidance from HQ Finance Department in any "grey areas".
Due care should be taken to ensure PSV's only receive reimbursement of actual out-of-pocket expenses and training and they do not receive anything else that could be interpreted as payment, often referred to as "Consideration" in formal documents.



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Police Support Volunteers policy



- 8 PSV's likely to incur out-of-pocket expenses should submit their bank details to HQ Finance in writing or from their personal email address, or in writing at an early stage after they commence volunteering. They must include their name, staff number and the department for which they will be volunteering.
- 9 Completed claim forms should be submitted to the PSV's Departmental Point of Contact for ongoing submission to HQ Finance. Payment of expenses can then be paid directly into the PSV's bank account.