



Devon & Cornwall Police

Force Policy & Procedure	Police Support Volunteers (PSV)
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Contents

- 1.0 [Policy Statement](#)
- 2.0 [Introduction](#)
- 3.0 [Procedures and Principles](#)
 - 3.1 [Principles of the Relationship](#)
 - 3.2 [Governance](#)
 - 3.3 [Equality and Diversity](#)
 - 3.4 [Recruitment and Selection of Volunteers](#)
 - 3.5 [Induction, Training and Involvement](#)
 - 3.6 [Insurance](#)
 - 3.7 [Health and Safety](#)
 - 3.8 [Clothing and ID cards](#)
 - 3.9 [Expenses](#)
 - 3.10 [Conduct](#)
 - 3.11 [Breaches and non-compliance](#)
- 4.0 [Assessment compliance](#)
- 5.0 [Monitoring](#)
- 6.0 [Review & Ownership](#)
 - [Appendix A \(Police Support Volunteer Expectations\)](#)
 - [Appendix B \(Existing Police Support Volunteer Roles\)](#)

1.0 Policy Statement

- 1.1 It is the aim of this Police Support Volunteer (PSV) policy to clarify the important partnership between Devon & Cornwall (D&C) Police and Police Volunteers by providing a framework for a consistent and appropriate approach to volunteering across the entire Force area.

- 1.2 This policy brings together a wide range of both internal and external good practice measures and demonstrates the commitment of D&C Police to develop an effective partnership which is of mutual benefit. These practices further demonstrate the Force's commitment to clearly differentiate between procedures in place for paid staff and for Volunteers. This policy demonstrates that due care and consideration has been given to involving Volunteers within the force.
- 1.3 This policy must be read in conjunction with the Police Support Volunteer Handbook.
- 1.4 In the application of this policy staff are reminded of the need to comply with the standards and principles of the Code of Ethics for Policing.

2.0 Introduction

- 2.1 D&C Police defines a Police Support Volunteer as an individual who by choice puts their time, experience, knowledge and skills at the disposal of the Force without expectation of compensation or financial reward, except for the payment of pre-determined out of pocket expenses.
- 2.2 The primary aim for PSV involvement is to assist the Force in achieving its vision and so benefit the local community. The voluntary activities that Volunteers undertake provide great assistance to D&C Police.
- 2.3 PSVs are not employees or workers of this force, and as a consequence, are not subject to contracts of employment or any other form of contract. However, they will be asked to sign a Code of Conduct which is intended to set out the aspirations of both D&C Police and the Volunteer. This is not legally binding and nor does it create any employment or workers rights. Both D&C Police or the Volunteer are free to bring an end to the partnership at any time.
- 2.4 D&C Police accepts and encourages the participation of suitable Support Volunteers at all levels in the organisation and within all appropriate activities.
- 2.5 Volunteers are required to sign forms agreeing to the principles of the Data Protection, and the Official Secrets Act which will be included in the Volunteer Handbook.
- 2.6 In the event that a PSV becomes accepted into the Special Constabulary, the individual concerned will be asked to prioritise their new role and resign from their volunteering role in order to fully commit to their new position.

3.0 Procedures and Principles

3.1 Principles of the Relationship

- 3.1.1 D&C Police will not invite PSVs to the organisation as a means to replace existing police staff or officer roles.
- 3.1.2 The underlying principle of the partnership is that PSVs complement and support the ongoing work of the Devon & Cornwall Police.
- 3.1.3 The principles of equality of opportunity, diversity and impartiality ensure that D&C Police aims to be an inclusive organisation. Volunteering can contribute to the implementation of these principles by extending the capacity of the Force to involve people from all sections of the community.
- 3.1.4 D&C Police has a duty of care for all PSVs and will endeavour to provide a safe volunteering environment. Volunteers have a duty to take reasonable care of themselves and of other personnel who may be affected by their acts or omissions.
- 3.1.5 An up to date risk assessment will be provided for each PSV Role Profile. These risk assessments are to be completed by the person either requiring the role or developing the role profile. The Health and Safety Advisor can assist with completing the assessment.
- 3.1.6 PSVs will be provided with necessary resources to carry out their task effectively.
- 3.1.7 PSVs are responsible for their own decisions and actions and are expected to operate within the parameters of their role profile at all times.
- 3.1.8 D&C Police will endeavour to ensure that PSVs are properly integrated into the organisation. Staff at all levels are expected to integrate positively with Volunteers.

3.2 Governance

- 3.2.1 The Assistant Chief Constable (Local Policing and Connectivity), responsible for the Prevention Department, will act as an Executive lead for Volunteers supported by the Senior Co-ordinator for Citizens in Policing.
- 3.2.2 Citizens in Policing will have geographical Support Managers, who manage a team of Development Officers, who will actively identify with local policing teams and other departments to develop new roles/ opportunities for volunteers.
- 3.2.3 All newly identified role profiles will be drawn up by the Development Officer alongside and with agreement with the hosting department. Each role will have a clear role profile of activity, a 330i, risk assessment, Personal Protective Equipment and training requirements. All profiles will go to a representative of the Trade Unions, Police Federation and Health and Safety for comment before they go to the Transforming Volunteering Board for approval.
- 3.2.4 PSVs will have a clearly identified Volunteer Buddy who is responsible for

their day to day management. The Buddy is the named person within the team where the Volunteer is located, who will inform the Volunteer of their role, be a point of contact, provide support and any local induction and training. Volunteers will be located within Local Policing Teams and Departments and will be supported by their Buddy. Information re the Buddy role can be found [here](#). However, grievance or misconduct issues must be managed by the supervising Sergeant and above or Police Staff equivalent.

- 3.2.5 A personal file will be established for each PSV, which will be held by the Business Support Services (BSS). This will be accorded the same confidentiality as employee records. Volunteers will be granted access to their records on request. PSV Personal files will be retained in accordance with the General Data Protection Regulations (GDPR).

3.3 Equality and Diversity

- 3.3.1 Equality and fairness forms the basis of our recruitment, selection and retention of all our volunteers.
- 3.3.2 We have a strong commitment to equality and diversity, both within the organisation and in the service we provide. We aim to increase our representative policing family that reflects the communities we serve
- 3.3.3 We will work with Positive Action to actively encourage individuals from under-represented groups
- 3.3.4 Equalities monitoring forms will be included with Volunteer Applications.

3.4 Recruitment and Selection of Volunteers

- 3.4.1 There is no upper age limit for PSVs. However, Volunteers must be 16 years of age or older. Roles which require driving the relevant volunteers must have a valid driving licence to drive the vehicle in question. They must be authorised and undertaken any relevant assessments required by Driver Training and adhere to Force driving Policy. In addition, Community Speedwatch Volunteers and Community Police Cadet Volunteers must be at least 18 years of age.
- 3.4.2 Recruitment of PSVs be via Register of Interest, and external adverts.
- 3.4.3 Dependent on the role they are to perform, Volunteers will be subject to a formal vetting procedure, undertaken by the Force Vetting Unit in accordance with national guidelines. Volunteers will be vetted at the Non-Police Personnel Vetting Level 2 (NPPV2), unless the role is deemed to warrant a different level by the force vetting unit, in consultation with the Citizens in Policing Hub. Community Speed Watch Volunteers will not require vetting providing they do not need to access Police Stations or to utilise IT as outlined in Force Working Practice TP04.
- 3.4.4 D&C Police is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Any prospective PSVs with previous convictions must declare them.

- 3.4.5 Applicants must be either a British Citizen, a member of the European Union (EU) or European Economic Area (EEA) or a Commonwealth Citizen or Foreign National resident in the UK without restrictions and have been resident in the UK for the last three years.
- 3.4.6 D&C Police retains the right to refuse acceptance of any prospective PSVs who do not meet the selection criteria.
- 3.4.7 For further information around the volunteering recruitment process please refer to the [Step by Step](#) guide.

3.5 Induction, Training & Involvement

- 3.5.1 All PSVs are required to receive an induction outlining the essentials of volunteering with D&C Police. The induction will be provided by the Development Officers in the Citizens in Policing Team.
- 3.5.2 Volunteers will be provided with the Volunteer handbook which they are to read and sign. [Citizens in Policing Volunteer Handbook](#)
- 3.5.3 Local training in relation to the volunteering activity will be provided by the Volunteer Buddy.
- 3.5.4 Volunteers are entitled, subject to availability, to undertake relevant and appropriate training courses free of charge to the individual Volunteer. These must be directly linked to the role they are performing.
- 3.5.5 There will be a data cleanse annually to ensure that data held about our volunteers is accurate.

3.6 Insurance

- 3.6.1 Volunteers who operate on behalf of D&C Police are covered by the force's Public Liability Insurance/ Employers Liability Insurance.
- 3.6.2 This protects volunteers against loss or injury caused by negligence on the part of the Force. It also protects the public against loss or damage to property caused by the negligence of anyone acting on our authority, including volunteers.

3.7 Health and Safety

- 3.7.1 D&C Police has a responsibility for the health and safety of volunteers. Volunteers should at all times follow the force's health and safety policies and procedures.
- 3.7.2 Volunteers have a responsibility to take care of themselves and others who might be affected by their actions. PSVs should not act outside their

authorised area of work.

- 3.7.3 PSVs should report all accidents to their Buddy or a member of the departmental team.

3.8 Clothing and ID cards

- 3.8.1 Each PSV (with the exception of “Speedwatch”) will be issued with a Force ID Card bearing the identification of Police Volunteer and their Force ID Number. The ID card is to be worn whenever the individual is undertaking volunteering duties with D&C Police.

- 3.8.2 D&C Police will supply adequate Personal Protective Equipment (PPE), if appropriate, and any other suitable safe equipment, together with appropriate instruction. Uniforms and ID cards must be returned at the end of a placement.

3.9 Expenses

- 3.9.1 Police Support Volunteers will be entitled to travel and other out of pocket expenses.
- 3.9.2 If using your own vehicle for a Police Volunteering role, you will need to check with your insurance company that you have the right level of cover, e.g. business use. Claims for fuel expenses in this way will need to have proof of current, valid vehicle insurance and MOT.
- 3.9.3 Legitimate expenses must be claimed within 3 months of being incurred
- 3.9.4 With regards to travel between home and place of volunteering or training. Fuel expense claims will be limited to 50 miles maximum for each round trip. For journeys over this distance, the Volunteer has to choose whether or not they wish to volunteer at a venue. There are two exceptions to this as follows:
- a. the relevant LPA Superintendent/ Departmental Commander gives their authorisation for the volunteer to claim a higher amount of mileage in line with the actual distance travelled; or
 - b. The Volunteer is travelling to and from a particular Volunteer event such as a ‘Thank You’ event, Awards Ceremony, or Volunteer Meeting.
- 3.9.5 All claims will be made in accordance with Strategic Alliance Working Practices:-

Strategic Alliance Mileage and Expense Claims Working Practice

- 3.9.6 Voluntary work should not affect entitlement to any benefit. Details are available from [Job Centre Plus](#) and [Volunteering England](#)

3.10 Conduct

- 3.10.1 Each PSV is a representative of D&C Police. At all times conduct of the highest standard is expected to ensure staff and public confidence is maintained, in accordance with the Code of Ethics and Force policy concerning standards of behaviour.
- 3.10.2 PSVs will be required to comply with all relevant policies and procedures of D&C Police. Volunteers must also adhere to the Appendix A (Police Support Volunteer Expectations) at all times.
- 3.10.3 PSVs must ensure that activities undertaken in their private lives do not affect the integrity of D&C Police or compromise the activity of Police Volunteers.
- 3.10.4 ‘Social Media’: Volunteers must recognise their responsibilities, be aware of safeguarding issues and of the risks of the use of social media as identified in the D256.
- 3.10.5 Complaints against PSVs and complaints by them will be considered in accordance with the Problem Resolution Procedure. D&C Police may bring an end to any arrangement with any Volunteer whose conduct or commitment is found to be inappropriate or inadequate.

3.11 Breaches and non-compliance

- 3.11.1 Non-compliance with this policy by volunteers may result in the termination of their volunteering with the organisation.

4.0 Assessment Compliance

- 4.1 This policy has been drafted and audited to comply with the principles of the Human Rights Act. Equality and diversity issues have also been considered to ensure compliance with Equality legislation and policies. In addition Data Protection, Freedom of Information, Management of Police Information, Police Code of Ethics and Health and Safety issues have been considered. Adherence to this policy will therefore ensure compliance with all relevant legislation and internal policies.

5.0 Monitoring

- 5.1 The policy will be monitored by the Alliance Prevention Department.

6.0 Review and Ownership

- 6.1 The review of the contents of this policy is the responsibility of the Head of the Alliance Prevention Department. Review of the policy will be undertaken annually.

Appendix A

Police Support Volunteer Expectations

The following are expected:

- ❖ Attendance at compulsory Devon & Cornwall Police Support Volunteer Induction;
- ❖ Completion of compulsory role related training (where appropriate); and
- ❖ Willingness to:
 - encourage people to support law enforcement and crime prevention;
 - explore attitudes and feelings towards victims of crime;
 - volunteer within a framework of equal opportunities; and
 - volunteer within a framework of confidentiality.

Ability to:

- ❖ volunteer as part of managed team, bringing special skills and talents to the team;
- ❖ be computer aware and/or willing to be trained and bound by our I.T. procedures;
- ❖ listen to and communicate with a wide range of people, treating everyone with dignity and respect;
- ❖ demonstrate a caring, mature and supportive nature;
- ❖ communicate well both; verbally and in writing; and
- ❖ find a minimum of 2 hours, 1 day per fortnight over a period of at least 3 months (however we are aware this is not always possible and that volunteer's circumstances do change so this can be managed on an individual basis)

Desirable qualities, experiences and skills – training will be provided where appropriate:

- ❖ Volunteers need to:
 - be security vetted to a required level depending in the role;
 - be good communicators and good listeners with the ability to empathise with the public's concerns and anxieties. They need to be broadminded, approachable and able to demystify jargon;
 - be able to relate to a wide range of people from different backgrounds, being good team players and always mindful of volunteering within the confines of Devon & Cornwall Police policies and procedures;
 - keep within the boundaries of both the Data Protection and Official Secrets Acts as agreed at Induction;
 - Adhere to the Police Code of Ethics and the Force Values, be mindful of all of the above and remember that even when not on active volunteering duty with the Force, they are still representatives of Devon & Cornwall Police; and
 - understand that failure to meet the above will result in further action being taken under the Problem Resolution section of the Police Support Volunteer Policy.

Appendix B

Existing Police Support Volunteer Roles

There are many established volunteering roles within Devon and Cornwall Police. As outlined in the Citizens In Policing Strategy 2017 -2020 the force will look to expand its policing family utilising more volunteers and will look to broaden the range of roles available over time.

If you are interested in what roles we have available please see the Force Website for more information or contact the Citizens in Policing Team who will be able to provide more information.