

# DURHAM CONSTABULARY



*Altogether Better Policing*

## **Volunteer Policy**

<b>Application</b>	Police Officers and Staff
<b>Policy Owner</b>	Neighbourhood and Safeguarding (Partnerships)
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## **1.0 VOLUNTEER POLICY**

### **2.0 PURPOSE AND SCOPE**

- 2.1 To provide a framework for members of the community to volunteer their services to Durham Constabulary including training and effective deployment to utilise their expertise and skills
- 2.2 This policy will ensure that police officers, special constabulary officers and police staff are aware of the systems and procedures governing the use of community volunteers within Durham Constabulary.
- 2.3 Volunteers are not employed and will not replace paid staff.

### **3.0 THE LEGAL BASIS AND LEGITIMATE AIMS**

- 3.1 Although there is no legal basis or obligation for the introduction of this policy its purpose is to provide a framework for the appointment of community volunteers to Durham Constabulary including recruitment, training and effective deployment to utilise their specialist expertise and skills.
- 3.2 Throughout the operation of this policy Durham Constabulary will seek to take the least intrusive action which fits within the working policy criteria and will act fairly and proportionally to achieve the proposed purpose
- 3.3 Durham Constabulary will operate within the policing principles as defined by the College of Policing Code of Ethics and in support of this our policies will seek to promote Accountability, Fairness, Honesty, Integrity, Leadership, Objectivity, Openness, Respect and Selflessness.

### **4.0 POLICY STATEMENT**

- 4.1 A Community volunteer is someone who, through personal choice, commits time and energy to perform a task at the direction and on behalf of the organisation. He/she agrees to do this without expectation of compensation or financial reward, except for payment of pre-determined out of pocket expenses.
- 4.2 A volunteer is an additional resource supplementary to police officers and staff. Tasks performed by volunteers do not in any way detract from the work undertaken by employed staff. Consultation with staff associations and trade unions should be undertaken on the nature and scope of voluntary activity. Volunteers will not be used as substitutes for paid staff during industrial action.

- 4.3 Durham Constabulary will not introduce community volunteers to replace staff. The underlying principle of the partnership is that volunteers complement the work undertaken by staff. They will not be used to reduce overall staff numbers.
- 4.4 This policy provides the framework for a robust approach to volunteering within Durham Constabulary in order to:
- Identify suitable tasks for volunteers in consultation with trade unions and staff associations.
  - Identify and attract quality volunteers.
  - Ensure that volunteers are properly trained and integrated into the organisation.
  - Set out guidelines to ensure regular attendance and retention of volunteers.
  - Introduce volunteers as an extra resource and not as a replacement for paid staff.
  - Provide a level of resilience in the event of a major incident or civil emergency being declared
  - Ensure that staff at all levels work positively with volunteers.
  - Provide guidance on the conduct of volunteers
  - Ensure suitable exit monitoring is provided
- 4.5 The principles of equality of opportunity, diversity and impartiality ensure that Durham Constabulary is an inclusive organisation. Volunteering can contribute to the implementation of these principles by extending the capacity of the Constabulary to involve people from all sections of the community.

## 5.0 **RECRUITING**

- 5.1 Durham Constabulary is an equal opportunities organisation and offers to volunteer are welcomed from all sections of the community aged 14 years and above (see paragraph 11 regarding insurance implications for volunteers who have not yet attained 16 years of age) with the aim that the process is carried out in a fair, efficient and cost-effective manner taking account of relevant legislation and, where applicable, in accordance with the constabulary's volunteer equality and diversity statement (see paragraph 13).
- 5.2 Parental consent is required for persons under 17 years and cognisance needs to be taken of health and safety issues as there is an enhanced duty of care towards young volunteers. This means that risk assessments cannot take responsible behaviour for granted, and are likely to require increased supervision and more explicit instructions. Under health and safety legislation, risk assessments specific to the individual must be carried out before a young person under 18 can be employed. Although this requirement does not apply to young volunteers as they are not employed, good practice would be to carry out this type of risk assessment. Both the young person and their parent or guardian should fully understand about the organisation, what the voluntary work entails, time commitments and level of supervision. Cognisance should be taken of educational commitments when determining the hours of volunteering by young people.
- 5.3 For the purposes of this policy the '*relevant supervisor*' will be a police officer (eg neighbourhood Inspector) or a member of police staff who is responsible for the recruitment, line management, retention, development and welfare of community volunteers.
- 5.4 Community volunteers do not include members of:
- The special constabulary
  - Watch schemes\*
  - Volunteers under the community involvement compact (which establishes the 'terms of engagement' under which all stakeholders have agreed to operate for the purposes of delivering a specific learning event)
- \* This does not include people who carry out tasks/roles that are over and above membership of watch schemes (e.g. patrols by Farm Watch members).*
- 5.5 Although any member of Durham Constabulary staff can identify a possible volunteer or volunteer role it is expected that all supervisors and especially neighbourhood Inspectors as well as all members of neighbourhood policing teams will be proactive in the identification and establishment of suitable roles and the recruitment of volunteers.

- 5.6 Once a suitable community volunteer role has been identified it must be agreed with the volunteer what they are to do. This can be from a generic list of types of support such as securing the attendance of the local community at PACT meetings and/or taking minutes and following up on actions from PACT meetings. Any new ideas or tasks should be added to the list as an aide memoir to other staff and a means of maximising the support that volunteers will provide to Durham Constabulary. It will be the responsibility of the relevant supervisor to undertake this task in consultation with an appropriate HR manager, staff associations and trade unions.
- 5.7 Volunteers are not employees and have no employment status. There is no obligation on either side, therefore, when an individual agrees to become a volunteer: no contract of employment is created, however they are subject to the usual obligations in respect of Health and Safety, Data Protection and the Official Secrets Act. There is a clear expectation that we will support volunteers by giving them the opportunity to perform a worthwhile task and in return there is the expectation that they will give commitment. In short volunteers who do not turn up are not volunteers.
- 5.8 Volunteers will not replace paid staff.
- Volunteers will not be used to:
- Replace the roles of salaried staff and employees who are made redundant
  - Undertake duties of paid staff during industrial or local disputes
- 5.9 Persons who make the offer to volunteer or who are identified as potential volunteers will, if deemed suitable, be provided with relevant information on Durham Constabulary in order to broaden their understanding of the organisation and inform their decision to offer their services as a volunteer. This will be in the form of an information pack that can be sourced from the force intranet.
- 5.10 If an individual wishes to volunteer and the relevant supervisor is of the opinion that they are a suitable potential volunteer they will be asked to complete the Durham Constabulary Volunteer Application Form.
- 5.11 It is incumbent on the volunteer to declare any medical or health issue that will or may affect their ability to carry out the agreed tasks. Prior to appointment it will be the responsibility of the relevant supervisor to establish, for insurance purposes, that a community volunteer is deemed to be in sufficiently good health to undertake the tasks identified. If the volunteer discloses any information that raises concerns over their fitness to volunteer they should be directed to obtain written confirmation from their GP of their fitness to carry out the tasks. In relation to volunteers with disabilities, if appropriate, reasonable adjustments will be made.

- 5.12 The relevant supervisor will meet with the volunteer to assess their competencies ability and suitability for the tasks. Consideration should be given to holding this meeting at the volunteer's home address and it should take account of what the volunteer would like to do what tasks are available and how this might be achieved. The style of the meeting will be at the discretion of the relevant supervisor who if necessary should consult a relevant HR Manager. Selection will be undertaken in a non-discriminatory manner based on competence, ability and suitability.
- 5.13 If the volunteer is considered suitable a task list will be agreed between the volunteer and the relevant supervisor. This should be recorded on the volunteer task list document to enable the appropriate level of vetting for the tasks to be undertaken. If the volunteer is not considered to be suitable this decision and the reasons for it should be recorded and retained in accordance with force policy.
- 5.14 Any disputes over the appointment or use of volunteers by the constabulary will be arbitrated by the Head of HR.

## 6.0 **VETTING**

- 6.1 For vetting purposes volunteers will fall into the following two categories:

Tier	Access	Vetting
Tier 1 volunteers	No unsupervised access to police buildings or protectively marked information	Local PNC/Memex Check (If required seek advice from Vetting Unit)
Tier 2 volunteers	Unsupervised access to police buildings and/or access to Force IT systems (including Airwave terminals)	NPPV Level 2 required i.e. full vetting checks on applicant, family and co-residents plus financial vetting checks

- 6.2 Confidentiality/ non-disclosure agreements will need to be drawn up with Tier 2 volunteers where they will be carrying out project work. For further guidance on this issue relevant supervisors should contact the force Information Security Manager.

## **7.0 IDENTIFICATION AND DRESS**

- 7.1 All community volunteers will be provided with identification cards bearing a photograph and a unique volunteer reference number (in order to identify vetting status and therefore level of access to police buildings and information the tier of the volunteer will be identified on the rear of their ID card tier 1 - SUPERVISED in red and tier 2 - UNSUPERVISED in green). It will be the responsibility of the relevant supervisor to liaise with HQ Business Support Services regarding the production of this card. Volunteers will be provided with, and wear, lanyards in accordance with force guidance and their vetting status.
- 7.2 Dress should be smart casual and of the volunteer's own choosing but should be presentable, clean and relevant to the role. The tasks undertaken by a volunteer can be varied however it is expected that all volunteers will not wear any item of clothing which may cause offence or is prejudicial to the standards expected by Durham Constabulary. It is the responsibility of the relevant supervisor, in consultation with the procurement manager, to ensure the provision of protective clothing and equipment, with the necessary instruction for its use, relevant to the activity of the volunteer.

## **8.0 TRAINING**

- 8.1. All Community Volunteers will receive induction information outlining the essentials of volunteering within Durham Constabulary prior to the commencement of their volunteering. Further induction and training requirements should be identified by the relevant supervisor in conjunction with, where necessary, Support Services Command - HR. This training will be appropriate to the complexity and demands of the tasks undertaken taking into account access to force IT systems, aiming for excellence and information security.
- 8.2 All volunteers will be made aware of, and comply with, the following:
- Computer Misuse Act 1990
  - Data Protection Act 1998
  - Health & Safety at Work Act 1998
  - Official Secrets Act 1990
  - Force Electronic Communications Procedures

## 9.0 ROLE

- 9.1 Tier 1 and 2 volunteers will need to be recorded on the force HR system and on appointment a personal file will be created for each volunteer. This will be the responsibility of the relevant supervisor. This file will be held in HR and should contain:

Details of the volunteer application form (including a photograph/copy photograph)  
The vetting clearance slip  
The signed volunteer agreement/task list  
Any other appropriate information

- 9.2 Each community volunteer will sign, and be issued with a copy of, their volunteer agreement establishing what commitments both the force and the volunteer have agreed to undertake. From the outset, a written summary of the volunteer tasks to be undertaken will be agreed. This agreement may be redefined, with the consent of both parties, as a community volunteer gains more experience.
- 9.3 The Working Time Regulations 1998 do not apply to community volunteers.
- 9.4 Community volunteers will be engaged on a variety of activities and the time spent on them will vary according to the availability of the volunteer. A community volunteer cannot be compelled to attend. It will be for the volunteer to decide the hours they give to the force and, in order to manage their contribution, this should be agreed in advance with their relevant supervisor.
- 9.5 It will be the responsibility of the community volunteer to keep an accurate record of the number of voluntary hours completed. This should be recorded on a monthly basis and forwarded to their respective supervisor who will retain these records.
- 9.6 If a volunteer is employed elsewhere and is certified unfit for work through sickness /illness they should not carry out volunteer duties.
- 9.7 If a community volunteer has not carried out any anticipated voluntary work for a period of one month the relevant supervisor will enquire as to whether the person wishes to continue as a community volunteer and if they do not the agreement will be terminated.
- 9.8 A community volunteer can at any time, should they wish to do so, cease to volunteer their services. Notice of this intention should be forwarded, in writing, to their respective supervisor who will, where possible, ensure an exit interview takes place and the information is forwarded to the HR Manager (Diversity).



- 9.9 The volunteer will be required to return any property and ID card issued to them by Durham Constabulary. It will be the relevant supervisor's responsibility to ensure the ID card is returned to Central Support Services who will deactivate the ID card on the access system.

## **10.0 RISK ASSESMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1 Durham Constabulary has a duty of care to all community volunteers and will provide a safe working environment. Risk assessments should be carried out as required and should be relevant to the task(s) undertaken by the volunteer (note section 5 regarding volunteers under 18 years). The relevant supervisor will ensure that up to date risk assessments are provided.

## **11.0 INSURANCE AND EXPENSES**

- 11.1 All persons who have entered into this volunteering agreement with Durham Constabulary will be covered by the Police and Crime Commissioner's liability insurance, whilst they are carrying out approved functions on behalf of the force. For volunteers who have not yet attained the age of 16 years the tasks to be performed will be discussed with HR who will liaise with the Corporate Insurance Section of Durham County Council regarding any insurance implications.
- 11.2 Community volunteers will be fully reimbursed for any expenses incurred in the course of their volunteering. They should receive out of pocket expenses for:
- Travelling expenses incurred to and from the place of volunteering which will be either, public transport costs, or payment of the non-taxable mileage rate from their home address. It is the responsibility of the community volunteer, not the force, to declare to the Inland Revenue claims made where the rate exceeds the revenue's maximum approved rate per mile.
  - When a person volunteers for long periods, and is prevented from taking their meal as normal, they may claim a refreshment allowance (after 6 hours) and subsistence allowance (after 9 hours). These allowances depend on actual expenditure being incurred.

Such expenses will be authorised by the relevant manager and funded by the department or area responsible for the volunteer.

## **12.0 CONDUCT AND COMPLAINTS**

- 12.1 A community volunteer is a representative of Durham Constabulary. Conduct of the highest standard is expected at all times to ensure public confidence is maintained. All community volunteers are required to treat people in accordance with Durham Constabulary Volunteer Equality/Diversity Statement. They must also ensure that activities undertaken in their private lives do not affect the integrity of Durham Constabulary or compromise the community volunteer scheme.
- 12.2 Volunteers will, as soon as is practicable, declare to the force any new or pending legal proceedings taken against them
- 12.3 In the event of a complaint being made regarding the conduct of a community volunteer, this should be referred to their respective supervisor/line manager for consideration.
- 12.4 Volunteers, who fail to meet the standards required, should be reminded of their obligations under the volunteer agreement by their supervisor and a plan of action agreed to rectify the situation.
- 12.5 If the volunteer fails to show the necessary improvement to reach the standards required within the agreed timescale, then consideration should be given to the termination of their volunteering services.
- 12.6 When serious breaches of conduct are highlighted and the supervisor is of the opinion that a volunteer may have committed a criminal or serious disciplinary offence, the matter must be discussed with an appropriate senior manager. This may result in the volunteer being suspended from the scheme while the matter is investigated. Should this occur the volunteer should be informed in writing.
- 12.7 In all such cases the advice of the Professional Standards and Legal Services Department must be sought.
- 12.8 Once the investigation has been completed the relevant supervisor and senior manager, in consultation with the Professional Standards and Legal Services Department, should make a decision as to whether or not the volunteer should be allowed to continue volunteering. This decision should be conveyed in writing to the volunteer.
- 12.9 If at any time a volunteer has a grievance in relation to either the tasks that they undertake as a community volunteer, or a member of constabulary staff, they should raise the grievance with their relevant supervisor who will endeavour to resolve the grievance. If the grievance concerns the volunteers relevant supervisor then the volunteer should raise it with the relevant supervisor's line manager,

- 12 10 Volunteers are encouraged to expose any wrong-doings of which they become aware in the knowledge and understanding that their concerns will be thoroughly investigated without fear of reprisal. Such matters should be reported to the force Professional Standards and Legal Services Department.

### **13.0 RELATED PROTOCOLS, POLICIES, PRACTICES OR SERVICE AGREEMENTS**

- Volunteer Agreement
- Volunteers Equality and Diversity Statement \*

*\*Durham Constabulary is committed to the principles of equality and diversity as well as the elimination of discriminatory practices. These principles apply to the treatment of all individuals whether members of the public, police officers, police staff, members of the special constabulary and volunteers. This policy together with any supporting procedures should be implemented in a non discriminatory manner. Members of the constabulary administering the policy are responsible for ensuring that in its application, those to whom the policy applies, shall not receive less favourable treatment because of their age, colour, disability, ethnic or national origin, gender reassignment, marital status, nationality, race, religion, sex or sexual orientation.*

## **14.0 ADMINISTRATION AND FORMS**

### **14.1 Administration**

Administration processes which are intrinsic to the successful implementation of this policy:

1. Induction pack/procedures
2. Vetting of volunteers
3. Risk assessment
4. Relevant training of volunteers
5. Creation of personal record
6. Issue of ID card
7. Records of hours volunteered
8. Expense claims
9. Force ID/lanyard procedures
10. Exit monitoring interview

## 14.2 Forms

Volunteer Information Pack  
Volunteer Application Form (Pers 261)  
NPPV Vetting Forms (*NPPV Contractor Form and Financial Vetting Form*)  
Volunteer Task List (Pers 259)  
Volunteer Agreement (Pers 260)  
Risk Assessment Form  
Volunteer Induction Pack  
Volunteer Expenses Claim Form  
Official Secrets Act/Data Protection Form (Data Protec 12)

## 15.0 APPEALS PROCEDURE

If an individual wishes to appeal against any decision made in connection with this policy, they should write to or email, the Chief Constable at the below address within 14 days of receiving a decision. The appeal will be considered and consultation will take place with appropriate individuals to establish all facts before a decision with regard to the appeal is made. A response to the appeal will be provided in writing within 10 working days of receipt of the appeal. Should this period not be achievable the individual will be notified in writing when a decision will be communicated.

The Chief Constable  
c/o Human Resources  
Police Headquarters  
Aykley Heads  
Durham  
DH1 5TT  
Telephone number:- 101  
Email [human.resources@durham.pnn.police.uk](mailto:human.resources@durham.pnn.police.uk)