



NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE

PD637 Police Support Volunteers
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SECTION 1 VERSION CONTROL

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1.0	April 2013	Sue Peckham	Senior HR Partner	Review/update
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SECTION 2 AIMS / OBJECTIVES

Nottinghamshire Police is committed to being the best police force in the country. The Force is renowned for excellence in customer service, cutting crime and spending money wisely and cooperating with partners and the people of the communities we serve.

The Home Office supports the police service working with volunteers to bring the police service closer to the communities served. The role of the volunteers will be to enhance service provision that is additional and supplementary to the work undertaken by police officers and police staff.

The aim of the procedure is to provide a framework for a consistent approach to volunteering within Nottinghamshire Police. It provides a standardised procedure for recruitment, training, management and deployment of volunteers.

SECTION 3 DETAILS

DEFINITION OF A POLICE SUPPORT VOLUNTEER

A volunteer is defined as: An individual with no police powers who through personal choice, contributes time, energy and skills, and undertakes tasks and duties on behalf of Nottinghamshire Police without expectation or receipt of compensation, except for reimbursement of agreed out-of-pocket expenses.

A volunteer does not work under a contract of employment and they do not receive anything of economic value for tasks undertaken. They do not receive payment, payment in kind or benefits. Volunteers are expected to live within the boundary of Nottinghamshire. It is expected that a volunteer will undertake to provide a minimum of 2 hours per week to volunteer activity although this may be agreed locally.

Nottinghamshire Police encourages the innovative use of volunteers. The role of a volunteer is to provide support to police officers and police staff to enhance service provision. They will not be utilised to substitute the work that police officers and police staff undertake. They will not be used to provide cover for vacancies, annual leave, sickness absence, training course attendance, industrial or local disputes.

The Volunteer Coordinator should liaise with Heads of Department/ Division to ensure that roles are suitable for volunteers and that a role profile is created to clearly describe the parameters of the role.

RECRUITMENT, SELECTION AND ADMINISTRATION

The HR department is responsible for the recruitment of volunteers. Volunteers will be recruited within the following criteria:

- Applicants should be 18 years and over, there is no upper age limit, and they must comply with vetting requirements.
- Volunteers will be recruited and allocated to specific volunteer vacancies identified and agreed by the HR Partner, Workforce Planning and respective Heads of Departments/Divisions or Chief Inspectors

The Volunteer Coordinators will manage the recruitment process to recruit volunteers into Nottinghamshire Police.

- Applicants must complete the Police Volunteer Support Team form which is found on the Nottinghamshire Police internet site.
- The Volunteer Coordinators will review and assess the application and decide whether to progress the application to an interview.
- Subject to the above, the applicant will be invited to an interview at Nottinghamshire Police.
- If the applicant is successful at the interview stage, the Volunteer Coordinator will arrange for references and security vetting checks to be undertaken.
- The Volunteer Coordinators will arrange for appropriate induction training for the volunteer. The volunteer cannot commence volunteer activity without being appropriately trained.

- The successful applicant will be requested to complete and sign the volunteer agreement.
- The successful applicant will be provided with an induction pack.
- The line manager will receive a volunteer check list to complete by Human Resources.

MANAGEMENT OF VOLUNTEERS

Volunteer File

Upon the appointment of a volunteer, the Volunteer Coordinator (VC) will be responsible for opening and maintaining a volunteer file (e-file), which should contain all documentation and correspondence relating to the individual. Volunteers must be informed of the existence of a volunteer file and that it may be accessed by prior arrangement with the VC.

Training

Volunteers are also required to complete mandatory NCALT training modules which are accessed by way of the Volunteer E-learning page on the police intranet. Volunteers are directed to this page by way of an email which also contains log in details. Any additional training that may be required for a specific volunteer role will be identified and arranged by the respective line manager.

Sickness/Injury

If a volunteer is employed and is unable to work at their normal employment due to sickness, then they are not permitted to undertake voluntary service with Nottinghamshire Police. Should a volunteer be unable to undertake voluntary service due to sickness, they should inform their nominated line manager as soon as practical.

The line manager is responsible for the reporting of any sustained injury or illness which has arisen as a consequence of performing service as a volunteer.

Management of Complaints against Volunteers

Volunteers are not covered under the jurisdiction of the Independent Police Complaints Commission (IPCC). All complaints will be managed locally within the area the volunteer is assigned.

Time management

The volunteer should record their time and duties on the required system.

Performance Management

Unsatisfactory Performance

If a volunteer fails to satisfy the attendance or activity requirements of Nottinghamshire Police the LPV will meet with the volunteer to outline the concerns and to better understand the issue. After a further 4 weeks the LPV should again review the attendance and/or activity of the volunteer and if it continues to be unsatisfactory then the relevant line

manager will write to the volunteer to advise that the attendance and/or activity must improve (and it what way) and the date on which the situation will be reviewed.

Continued failure to meet the attendance and/or activity criteria will result in a meeting between the volunteer, LPV and a more senior line manager. Unless a valid reason is provided, a further letter from the Neighbourhood Policing Inspector will be sent to the volunteer advising of the expectations of Nottinghamshire Police. It is expected the volunteers will attend the meetings with the local management team. Failure to attend may result in advising that they will not be required to undertake volunteering activities with Nottinghamshire Police in the immediate future.

Continued failure by a volunteer to achieve the required attendance and/or activity levels will result in the volunteer being advised that Nottinghamshire Police no longer requires them to undertake any volunteering activities. The Volunteer Coordinator will write to the individual to advise of the decision and to make arrangements for the prompt return of Nottinghamshire Police property.

Recognition

Nottinghamshire Police recognises the valuable contribution that volunteers make to the Service. It is expected that local management will regularly advise volunteers that they are valued and appreciated by Nottinghamshire Police.

The Force recognition schemes can be found in the force strategy and/or on the force intranet which explains the process in detail.

Management of Poor Conduct

Any incident of misconduct should be managed by the line manager in liaison with the Volunteer Coordinator. An incident of misconduct will be dealt with promptly allowing time for a thorough investigation. No disciplinary sanctions will be imposed until the matter has been fully investigated. The volunteer will be provided with an opportunity to state their case and be represented by a volunteer colleague. The volunteer will have the right of appeal should a disciplinary sanction be imposed.

Uniform/Equipment/Identification

Nottinghamshire Police will provide Volunteer Identification. A key and protective clothing, and equipment will be supplied where appropriate. Volunteers are expected to dress appropriately for the volunteer activity being undertaken. The volunteer must not wear any clothing or display any tattoo or image that may be offensive and/or cause embarrassment Nottinghamshire Police.

Health and Safety

Nottinghamshire Police has a general duty of care for ensuring volunteers are not exposed to unnecessary risk through their involvement in the activities of the Service. Mandatory Health and Safety training is provided. The local management will ensure that Health and Safety risk assessments are carried out at all locations where volunteers operate with a view to identifying any health and safety issues, and the provision of required training, information, clothing and equipment necessary to operate safely.

Insurance

Volunteers are covered by the Nottinghamshire Police Public liability Insurance. Volunteers who by necessity use their own vehicle must ensure their car insurance is valid for business use at their own cost.

Expenses

Nottinghamshire Police will provide public transport costs of travel to and from the place of service, or the equivalent if using private transport. Taxi fares and car parking costs will not be reimbursed.

Miscellaneous costs may be claimed including telephone calls, postage and stationery. Reasonable out-of-pocket expenses will be paid on production of receipts for meals when 4 or more hours of service are provided on a particular day. Reimbursement of such out-of-pocket expenses is not considered to be payment.

Working Time Regulations

Voluntary service is subject to the Working Time Regulations. Volunteers should be asked to advise their primary employer that they are undertaking voluntary service and the approximate hours provided per week.

Withdrawal from Service

Volunteers are expected to advise Nottinghamshire Police in writing if they no longer wish to volunteer. All equipment and identification provided must be returned promptly. Line managers are expected to review volunteer attendance on a regular basis, to ensure that there is continuance of attendance. The line manager should conduct an exit interview (See G2069C) prior to the volunteer ceasing to volunteer for Nottinghamshire Police. The exit interview form should be sent to the Volunteer Coordinator.

SECTION 4 LEGISLATIVE COMPLIANCE

This document has been drafted to comply with the general and specific duties in the Equality Act 2010; Data Protection Act; Freedom of Information Act; European Convention on Human Rights; Employment Act 2002; Employment Relations Act 1999, and other legislation relevant to policing.