



COMISIYNYDD
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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

Volunteer Policy

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Version	Date	Author	Reason for change
1.0	March 2016	Hannah Hyde	
2.0	February 2020	Caryl Bond	Policy reviewed – all Information is up to date.
3.0	November 2021	Caryl Bond	Policy reviewed. Further information included on the complaints procedure and Covid-19 guidance.

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Commissioner's Foreword

I would like to take this opportunity to thank you all for volunteering – Diolch. Your dedication to, and enthusiasm for the work you do is appreciated, and is valuable to my work as the Police and Crime Commissioner for Dyfed and Powys.

Whilst the majority of this Policy is in keeping with the broad principles of volunteering previously adopted, there is one main change to the way I want to approach volunteering: I have removed the maximum tenure for volunteers. I feel the experience of our longer-serving volunteers is invaluable to the schemes you are involved in.

Thank you again,

A handwritten signature in black ink, appearing to read 'Dafydd Iwan', written in a cursive style.

1. Introduction

This is an overarching Policy covering the PCC's three volunteer schemes. It sets out volunteers' rights and the broad principles of volunteering for the Police and Crime Commissioner (PCC).

More in-depth details of volunteers' specific roles are available in the separate scheme handbooks. These can be accessed on the PCC's [website](#), or by request to the Office of the Police and Crime Commissioner (OPCC).

2. Summary of PCC's Volunteer Schemes

Independent Custody Visiting Scheme:

- Independent Custody Visitors (ICVs) visit custody suites across the Dyfed-Powys area.
- They provide an independent check on the welfare of detainees in custody, and the conditions in which they are being held.
- ICVs' work offers protection to detainees and the transparency of detention processes.
- Issues raised by ICVs are considered by police inspectors and updates provided to the PCC.

Animal Welfare Scheme:

- Animal Welfare Visitors visit Dog Handlers and their police dogs across the Dyfed-Powys area.
- They provide an independent check on the welfare of police dogs, and the conditions in which they are being housed, trained and transported: Their handling must be effective, humane, ethical and transparent.
- Issues raised by the volunteers are considered by police inspectors and updates provided to the PCC.

Quality Assurance Panel:

- The Panel are asked to scrutinise the quality of police contact with the public, in a transparent and independent manner, on behalf of the communities within the Dyfed-Powys area.
- The Panel will scrutinize areas of Police contact with the public, for example, complaint cases, Stop and Search cases, Use of Force, Hate Crime cases and police handling of calls in to the Force's Communication Centre i.e. 101 and 999 calls.
- Issues raised by the Panel are considered by Dyfed-Powys Police and updates provided to the PCC. Improvements are made to business practices and customer service as required.

Further information on the above volunteer schemes can be found on the PCC's [website](#), or by request to the OPCC.

3. Management of the Schemes

The PCC recognises the right of volunteers to have adequate support in their role, and will ensure that suitable resources are available to effectively run the volunteer schemes.

The volunteers schemes are managed within the PCC's Office, with one single point of contact for volunteers.

Volunteers will be provided with contact details on joining the volunteer scheme, and will be kept updated of any changes.

4. Eligibility

Volunteers must meet a number of criteria to be eligible for the PCC's volunteer schemes:

- They must be over the age of 18;
- They must live, work or study within the Dyfed-Powys area;
- They must have been resident in the UK for at least 3 years before applying;
- They must be independent of the Police and the Criminal Justice System, i.e. the OPCC will not appoint serving police officers, police staff, serving members of the OPCC itself, special constables, or anybody with a direct involvement in the criminal justice system, such as solicitors or probation officers;
- Volunteers may only be a member of one of the PCC's volunteer schemes at any one time; and
- The over-riding factor when considering applications will be to prevent possible conflicts of interest for individuals, and to maintain the independence and integrity of the volunteer schemes. However, each application will be treated on its merits.

There are also role-specific eligibility criteria for each of the schemes. Further information can be found in the scheme handbooks.

5. Recruitment and applications

These volunteering opportunities will be widely promoted to ensure they are accessible to all members of the community. Applications are welcomed from individuals from all sections of the community to reflect diversity in relation to race, disability, gender and gender identity, sexual orientation, religion and belief, age, and Welsh language.

The PCC is firmly committed to equality and diversity in all areas of its work. We have much to learn and profit from diverse cultures and perspectives. The PCC is committed to developing and maintaining volunteering schemes in which differing ideas, abilities and backgrounds are fostered and valued.

All interested volunteers will be sent an application pack for their chosen scheme.

The pack contains a scheme handbook, a role description and person specification, an application form, and an equal opportunities monitoring questionnaire.

Once an application is received, the volunteer will be invited to attend an informal interview with the PCC's representatives. A final decision will be made by the interviewing team and communicated in writing to the volunteer. Feedback will be provided to unsuccessful applications, on request.

We kindly ask that all volunteers try and commit to at least a minimum of one year on the schemes due to all volunteers requiring vetting clearance and training

6. Vetting

Successful applicants will be asked to complete a Non-Police Personnel Vetting Questionnaire. Only those whose vetting clearance is granted will be invited to join the PCC's volunteer schemes.

Vetting clearance is granted for a period of three years. After which, vetting will be reconsidered by Dyfed-Powys Police's Vetting Officer. Volunteers must not undertake any volunteering duties should their vetting clearance expire and delays occur before renewal.

7. Training

Training needs differ from scheme to scheme, and details are provided in the scheme handbooks. It is however expected that all volunteers will undertake an initial training day prior to commencing their roles, which includes training on their specific role, health and safety, and data protection.

8. Probationary period and reviews

Once training is complete, volunteers will be required to complete a probationary period of six months. Successful appointments will then be confirmed subject to satisfactory adherence to the schemes' provisions, and will be set for an initial term of three years.

Appointments will subsequently be reviewed, and volunteers may be appointed for a further term of three years. This will continue on a rolling basis, with reviews taking place every three years.

The key factors which will be considered in each review are the continuing ability and willingness of volunteers to carry out their role effectively, whilst demonstrating impartiality and objectivity at all times.

For recognition of their time as a volunteer, those who reach a term of 3 years will be awarded a small gift by the PCC.

9. Volunteer roles and responsibilities

Detailed information on specific volunteer roles can be found in the scheme handbooks.

Volunteers must be committed to undertaking their voluntary duties. It is understood that volunteers will have other external commitments, and the PCC is mindful of this. However, where a volunteer fails to commit sufficiently to their scheme, an explanation will be requested. In the absence of good reason for the lack of commitment, consideration will be given as to whether that person should continue in the role.

Volunteers will need to keep the OPCC informed of any issues relating to their own ability to meet the requirements of the scheme, for example, changes in personal circumstances, or periods where they are unavailable to undertake their duties.

Volunteers should also notify the OPCC if they are arrested or charged with a criminal offence, or are under investigation. They will be suspended from undertaking further volunteering duties pending the outcome of any proceedings.

10. Expenses

Travelling expenses will be paid to all volunteers when travelling on business in conjunction with their voluntary role. Only public transport fares or private car mileage at the current HMRC specified rate will be paid (£0.45 per mile). Where mileage claims are submitted, please provide a valid VAT receipt.

Reimbursement of taxi fares will not be paid apart from in certain justifiable circumstances e.g. volunteers requiring particular accessible transport.

Volunteers are also entitled to claim for a meal (up to the value of £7.50) when undertaking duties for an uninterrupted period of four hours or more; where refreshments have not been provided. This includes travelling time. Where meals are claimed for, volunteers must provide a valid VAT receipt.

If volunteers require train tickets to attend a course / conference linked to their role, held outside of Dyfed-Powys, they should contact the OPCC. Their tickets will be arranged and paid for by the OPCC.

Similarly, if an overnight stay is required when attending training outside of Dyfed-Powys, volunteers should contact the OPCC for this to be arranged.

All expenses must be submitted on the expense claim forms provided by the OPCC. When completing the expense claim, volunteers must be specific with mileage claims, i.e. to the nearest mile. Expense claims should be submitted to the OPCC within 6 months of expenditure.

Volunteers who receive state benefits of any kind should notify the Department of Work and Pensions, or other relevant authority, of their role as a volunteer for the PCC.

11. Insurance

The PCC holds the appropriate liability insurance for volunteers, to cover them whilst undertaking their volunteer duties. This does not extend to motor insurance cover.

Volunteers making use of their own private vehicles when undertaking their volunteer role are strongly advised to check with their own insurers that they are covered for this purpose.

The PCC will not be liable for individuals' insufficient level of motor insurance.

12. Health and Safety

Volunteers will receive health and safety advice, relevant to their role, as part of their training.

Volunteers will be asked to keep the OPCC informed of any changes to their health which could impact upon their ability to undertake their volunteering role. Each scheme has a Risk Assessment detailing the possible risks. All volunteers will be asked to familiarise themselves with the content of the relevant Risk Assessment and comply with the control measures set out.

13. Confidentiality

During the course of their duties, volunteers will acquire confidential information about policing issues.

Volunteers will receive training on data protection and confidentiality, and will be asked to sign a confidentiality agreement on joining the volunteer scheme and be routinely asked to sign a declaration of confidentiality when undertaking their volunteer duties.

14. Disposing of documentation

When a volunteer leaves a scheme, they must ensure that all documentation relating to their role is appropriately disposed of / returned to the OPCC.

Access to documentation varies from scheme to scheme. Where volunteers meet to scrutinise specific documents, these documents must not be taken away from the meeting or off police premises.

Any identification badges *must* be returned to the OPCC when a volunteer leaves a scheme.

15. Publicity Guidelines

It is desirable that the PCC's volunteer schemes are promoted to the public. If volunteers are involved in this publicity, they must bear in mind that the purpose of this publicity is to inform the public of the schemes, and not to draw attention to any information acquired whilst undertaking their duties.

Any invitation to speak to the press, or local groups / organisations about the volunteer schemes should be referred to the OPCC. Volunteers should remember that they are accountable to the PCC, and not to the press or individual members of the public.

16. Settling differences

The PCC aims to treat all volunteers fairly, objectively and consistently, and to ensure that volunteers' views are heard, noted and acted upon promptly for a positive and amicable solution.

In the event that a complaint or allegation is made against a volunteer or there is reason to suspect that they have breached any part of their schemes Code of Conduct, the following action will be taken. The OPCC will request that the complaint/allegation be made in writing, if it has not already been done so. No further action will be taken unless the complaint/allegation is made in writing.

The OPCC, on receipt of the written complaint/allegation, will notify the volunteer of its receipt and content. A discussion will be held between the volunteer and an appropriate member of the OPCC to discuss the nature of the complaint. Depending on the nature of the complaint, the volunteer will be given the opportunity of responding to the complaint/allegation either orally or in writing.

The OPCC will make the necessary relevant enquiries to determine the substance of the complaint/allegation. In doing so, and depending on the nature of the complaint, the OPCC will contact any or all of the following parties:

- The Complainant
- Fellow volunteers
- Police Officers/ Staff
- Any other person who is able to provide relevant information

Having made the necessary enquiries, the OPCC will prepare a report, with recommendations, which will be considered/confirmed by the Chief of Staff. The volunteer will receive notification, in writing, of the decision.

Should a volunteer wish to submit a grievance against the scheme administrator, they should advise the PCC's Chief of Staff.

17. Termination of appointment

Although the roles are entirely voluntary, the PCC has the right to terminate the appointment of any volunteer whose conduct is not felt to be of the expected standard.

Volunteers will sign a Code of Conduct on joining a scheme, and will be expected to abide by the standards set out in that document. If conduct falls below that standard, the PCC will consider whether that person should continue in the role.

Volunteers wishing to terminate their appointment should put this in writing to their Scheme Administrator, where possible giving sufficient notice.

18. Complaints against the Police

Where a volunteer raises a concern with the OPCC about the conduct of a police officer or police staff member, whilst undertaking their volunteering role, the scheme administrator will raise the issue with the relevant senior officer within the Force.

Where a volunteer makes a formal complaint against the Police, which is recorded as a complaint, whether in their role as a volunteer or as a private individual, the PCC must be informed. The full details will then be put to the Chief of Staff who will take the initial decision on whether the duties of the volunteer should be suspended in the interest of impartiality.

19. Covid-19 Safety

All volunteers will be required to follow the current Covid-19 guidance at the time as issued by the Government, Dyfed-Powys Police and the OPCC.

Volunteers visiting Police Headquarters or Police sites must follow the guidance on hand sanitisation, wearing masks and trying to maintain a 2 metre distance if possible. All volunteers must also follow the force guidance on self-isolation following contact with a positive case, all volunteers must notify the force Covid-19 team should they test positive for Covid-19 following a visit to a Police site, in order for them to identify any individuals that may have had close contact with you. The OPCC will keep all volunteers up to date with the current force Covid-19 advice and guidance.