



Police Support Volunteers & Volunteer Cadets (Policy & Procedure)

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fighting crime
protecting communities

Policy

Statement

Merseyside Police is committed to providing the best police service in the UK, and to maintaining Merseyside as one of the safest areas in the country. This can only succeed when we are working and co-operating with our partners and most importantly, with the people of the communities we serve. Our ambition is to increase the number of citizens from all sections of our communities throughout Merseyside, supporting our officers and staff to address their community priorities. We recognise that the enthusiasm, commitment and skills of Police Support Volunteers are an important contribution to the Citizens in Policing family.

By promoting closer involvement and engagement with all members of the public, and encouraging individuals from all sections of our local communities to join us in our local policing work, the Force's ambition of Building a Total Policing Family can be achieved.

Aims

This policy is aimed at providing a standardised and structured approach to the recruitment, training, management and deployment of Police Support Volunteers and Volunteer Cadets.

The policy sets out the parameters for the recruitment, training, management, and deployment of Police Support Volunteers and Volunteer Cadets. A Manual of Guidance for both Police Support Volunteers and Volunteer Cadets has been produced which provides more detailed information on the issues raised in this policy. Whilst seeking to encourage and support the creative and innovative deployment of Volunteers, the Manuals of Guidance ensures a consistent approach. In addition, the Manuals provide standardised forms and templates to assist in the recruitment, local management and deployment of Volunteers. It is recommended that the Manuals of Guidance should be read in conjunction with this policy.

The Government's report, 'Building Communities, Beating Crime' recognised the direct role volunteers can play in helping to *'reduce crime and the fear of crime, as well as helping deliver stronger active communities.'* These sentiments were echoed in 'Modernising the Police Force'; a thematic inspection of workforce modernisation undertaken by Her Majesty's Inspectorate of Constabulary. The report stated *'volunteer schemes can bring significant benefits. They allow forces to provide services that would not otherwise be available, as well as providing a vehicle to tap into a vast range of skills, experience and local knowledge. Perhaps most importantly, the interaction between the police and the local community can contribute in a positive way to the reassurance agenda.'* Sir Ronnie Flanagan's review of policing continued this theme. More recently 'Policing in the 21st Century' has echoed these sentiments, with the Government's mission to create the 'Big Society'.

Application and Scope

It is not the purpose of this policy for Police Support Volunteers or Volunteer Cadets to replace the roles of paid staff and employees, to provide cover for vacancies, annual leave, sickness, absences through attendance at courses, or to undertake duties of paid staff during industrial disputes or other local disputes. Their role is to enhance service provision in a way that is additional and supplementary to work currently undertaken by police officers and police staff.

It is important to ensure our existing structures and processes fully integrate Volunteers into our Citizens in Policing family so that we realise the benefits to be gained from their willingness to support the Force in its work.

The Chief Officer Lead for this policy is the Assistant Chief Constable responsible for Area Operations and will be reviewed by the Community Engagement Unit.

Outcome Evaluation

Monthly BCU meetings are held to monitor progress and examine any relevant data e.g. number of hours worked. Additionally, regular meetings at regional and national level are held to discuss trends and help set parameters for local implementation.

In broad terms the policy should help ensure that Merseyside Police maximises the skills, experience and commitment offered by Police Support Volunteers and Volunteer Cadets, and facilitate their seamless integration into the Citizens in Policing family.

Procedure

Version History

3/8/2011	<p>V 2.2 – Front cover, headers & page 2 amended to show change of ownership from Citizen Focus to ASCU (logo also updated).</p> <p>Para 1.4.7 – “cadet scheme supervisors” inserted.</p> <p>Para 2.2.1 – Amended to reflect central recruiting arrangements from 2012.</p> <p>Old Paras removed (2.2.7, 4.3.2, 4.4.3)</p> <p>Other amendments reflect introduction of ORIGIN system.</p>
19/3/2012	V 2.3 – All references to “Community Volunteer” replaced by “Police Support Volunteer”.
22/6/2012	V 2.4 – Minor amendments made to reflect demise of ASCU, creation of Community Engagement Unit and introduction of the Equality Act.
19/10/2012	V 2.5 – Para 1.2.4 inserted to reflect COG decision (18/12/2012) allowing access to Force systems. Para 4.2.2 expanded to show requirements around Data Protection.
28/10/2013	<p>V 2.6 - Para 1.2.1 line added. “It should be highlighted that any item developed or produced by a Police Support Volunteer whilst performing this role, is the property of Merseyside Police.”</p> <p>Para 4.4.1 Line added. “It should be highlighted that any item developed or produced by a Volunteer Cadet whilst performing this role is the property of Merseyside Police.”</p> <p>Para 4.2.1 – Amended to reflect new structure & responsibilities.</p>
01/04/2015	Various minor amendments made to reflect new EPF structure.

1. Definitions & Roles

1.1 Definition of Police Support Volunteer (PSV)

1.1.1 A Police Support Volunteer is defined as:

'An individual with no police powers who through personal choice gives time and energy to perform tasks for Merseyside Police, without expectation or receipt of compensation, except for re-imbusement of agreed out-of-pocket expenses.'

1.1.2 A Police Support Volunteer is not subject to a contract of employment, and they do not receive anything of economic value (a 'consideration' or 'payment in kind') for tasks undertaken.

1.2 Role of Police Support Volunteer

1.2.1 Merseyside Police encourages the innovative use of Police Support Volunteers as a means of enhancing the work of the Force. The role of Police Support Volunteers will be to provide support to police officers and police staff to enhance service provision. It should be highlighted that any item developed or produced by a Police Support Volunteer whilst performing this role, is the property of Merseyside Police.

1.2.2 It is incumbent upon Area/Departmental Command teams to continuously review innovative ways in which to deploy Police Support Volunteers. The advice of the Citizens in Policing Team on the suitability of roles to be undertaken by Police Support Volunteers should be sought.

1.2.3 Once a suitable role has been identified and confirmed, a Police Support Volunteer role profile must be prepared. This should clearly explain the nature of the voluntary service to be undertaken, to whom the person will be responsible, necessary skills and experience, whether access to Force systems is needed, and any training requirements. Supervision of a Police Support Volunteer will be provided by a police/staff manager/supervisor.

1.2.4 Volunteers should be allowed access to Force systems if deemed appropriate. Considerations should be made and decisions taken on a case-by-case basis. A decision to grant access must be recorded and signed off by the relevant BCU Commander/Head of Department. The Anti-Corruption Unit is responsible for dip sampling usage.

1.2.5 Area/Departmental line managers and Citizens in Policing Coordinators are responsible for ensuring that all Police Support Volunteer roles are risk assessed by a trained risk assessor to identify any health and safety issues. Appropriate control measures must be put in place to ensure that the Force meets its duty of care, and does not expose Police Support Volunteers to unnecessary risk.

1.3 Definition of Volunteer Cadet

1.3.1 A Volunteer Cadet is not the same as a Police Cadet. There are some forces that have a Police Cadet Scheme, whereby Police Cadets are employees of the force and in receipt of an income. As such, they have the same rights as other employees within the organisation.

1.3.2 A Volunteer Cadet is an individual with no police powers who through personal choice gives time and energy to attend a structured training and development programme and to perform tasks for Merseyside Police, without expectation or receipt of compensation, except for re-imbusement of agreed out-of-pocket expenses. A Volunteer Cadet is not subject to a contract of employment, and they do not receive anything of economic value (a 'consideration' or 'payment in kind') for tasks undertaken.

1.4 Role of Volunteer Cadet

1.4.1 Merseyside Police encourages the use of Volunteer Cadets as a means of enhancing the work of the Force, and in the provision of valuable additional support to police officers and police staff to enhance service delivery. The role of Volunteer Cadets also provides an opportunity for the Force to build bridges with communities and to establish positive relationships with young people. It should be highlighted that any item developed or produced by a Volunteer Cadet whilst performing this role is the property of Merseyside Police.

1.4.2 They will **not** be used to replace the roles of paid staff and employees, to provide cover for vacancies, annual leave, sickness, absences through attendance at courses, or undertake duties of paid staff during industrial or other local disputes.

1.4.3 The role of the Volunteer Cadet will differ somewhat from that of the Police Support Volunteer. The Volunteer Cadet will be asked to make a regular commitment to a weekly training session and to other relevant training events. A generic role profile for a Volunteer Cadet has been developed and is provided for within the Volunteer Cadet Manual of Guidance. This clearly explains the nature of the voluntary service to be undertaken and to whom the person will be responsible, the essential and desirable skills and experience required and which we will seek to develop and the core training programme. Consideration should be given to achieving a balance between the commitment given, and the studies of any Volunteer Cadet, should they still be in full time education.

1.4.4 It is incumbent upon Area Command teams to continuously review ways to deploy Volunteer Cadets. The advice of the designated Central Delivery Team should be sought in respect of the suitability of activities to be undertaken by Volunteer Cadets.

1.4.5 Supervision of a Volunteer Cadet will be provided by a police/staff manager/supervisor.

- 1.4.6 The Volunteer Cadet Scheme Manager must take cognisance of the Child Protection Procedures for Staff Supervising Young People, included within the Manual of Guidance, when determining the appropriate resources to assist the Volunteer Cadet Supervisor in the day to day running of the scheme. This includes taking cognisance of staff ratios and other measures with the aim of protecting both the young person and those engaged in working with them. All Cadet activities will be rostered into the normal working week for those individuals responsible for the day to day running of the scheme. Overtime should not be relied upon as a means to fulfil staffing obligations.
- 1.4.7 Cadet Scheme supervisors are responsible for ensuring that all Volunteer Cadet roles and activities are risk assessed by a trained risk assessor to identify any health and safety issues. Appropriate control measures must be put in place to ensure that the Force meets its duty of care, and does not expose Volunteer Cadets to unnecessary risk.
- 1.5 **Police Support Volunteers / Volunteer Cadets**
- 1.5.1 A Police Support Volunteer or Volunteer Cadet should only be reimbursed their expenses, as set out in paragraph 4.8.
- 1.5.2 A Police Support Volunteer / Volunteer Cadet will **not** be used to replace the roles of paid staff and employees, to provide cover for vacancies, annual leave, sickness, absences through attendance at courses, or undertake duties of paid staff during industrial disputes or other local disputes.

2. Recruitment

2.1 Membership of Unacceptable Organisations

- 2.1.1 It is unacceptable for any Police Support Volunteer or Volunteer Cadet to be a member of any organisation, which encourages discrimination against any person by virtue of their race, creed, colour or religion. Such activity will not be tolerated within Merseyside Police.
- 2.1.2 Unacceptable organisations include the British National Party, Combat 18, the National Front and any other organisations that Merseyside Police deem to be inappropriate and unacceptable. Examples of activities, which will be regarded as unacceptable to Merseyside Police, include participating in leaflet drops, attending meetings, fund raising and speaking on behalf of and in support of or writing literature in support of these organisations irrespective of whether or not a volunteer cadet is a formal member of these organisations. These activities are neither exclusive nor exhaustive and Merseyside Police will reserve the right to render any activity unacceptable consistent with the general duty.

2.2 Recruitment Process

- 2.2.1 The recruitment of Police Support Volunteers and Volunteer Cadets will be undertaken by the Community Engagement Unit with the support of HR and the BCUs/Departments. Through a process of positive action, every effort should be made to ensure the recruitment of Police Support Volunteers and Volunteer Cadets is reflective of the community the area serves. In accordance with this aim, Citizens in Policing Coordinators will be responsible for ensuring reasonable steps are taken to ensure the spirit of the Equality Act is adhered to, to ensure the environment is conducive to disabled people providing voluntary service. Volunteer cadet recruitment will be undertaken centrally from 2012 with HR Department performing the lead role. The Citizens in Policing Coordinators will be expected to support recruitment and promote the scheme locally.
- 2.2.2 Careful consideration should be given to the appropriate targeting of recruitment campaigns, and how best to reach the various sections of the community. Recruitment and Selection, HR Department are able to provide further advice and guidance.
- 2.2.3 With regard to Volunteer Cadets, in particular, experience elsewhere has shown that widespread advertising could result in Areas being overwhelmed with potential Volunteer Cadets and unable to manage the recruitment process effectively. Consequently, Areas may wish to consider utilising a number of de-selection techniques prior to inviting applications, in order to avoid generating negative impressions and experiences which have the potential to affect not only the image of Merseyside Police, but future attempts to engage the community in delivering our services to them.
- 2.2.4 Advertising campaigns to complement recruitment drives should adhere to the Force Marketing Strategy, making use of corporate messages, literature and logos'.
- 2.2.5 The Citizens in Policing Coordinators will be responsible for providing an appropriate application pack on request to prospective Police Support Volunteers / Volunteer Cadets. More detailed information, application forms and templates are included in the respective Manuals of Guidance.
- 2.2.6 The recruitment process, including application, vetting, and interview processes, where applicable, should be completed within 6 weeks of the application being made. Where a large number of Police Support Volunteers or Volunteer Cadets have applied, the selection process may use short-listing, but care should be taken not to discourage volunteers or leave a negative impression. An applicant may have an interest in, or skills, that do not relate to an existing role, but a more suitable role may be developed at a later date or in the case of a Volunteer Cadet applicant a more suitable role may be available as a Police Support Volunteer. For this reason, with the agreement of the applicants, details of all Police Support Volunteer/ Volunteer Cadet applicants who cannot be accommodated should be kept for a period of 12 months.
- 2.2.7 The Citizens in Policing team, will retain application documentation for all Police Support Volunteers / Volunteer Cadets. (See [Records Retention Schedule](#)).

3. Selection Process

3.1 Age

- 3.1.1 Merseyside Police will not accept applications for **Police Support Volunteer** roles below the age of 16 years. There is no upper age limit, but careful consideration must be given to the type of role to which older applicants are deployed.
- 3.1.2 As a general rule, Merseyside Police will only accept applications for the **Volunteer Cadet** Scheme from young people who are between the age of 16 and 17 years old at the commencement of the Volunteer Cadet training programme. Experience has shown that a degree of flexibility may need to be demonstrated where an applicant, at 15 years of age displays significant levels of maturity and where it can be confirmed that they will be 16 years of age at the completion of the induction period and prior to receipt of uniform and their first deployment to policing activity / events. The decision to accept an applicant onto the scheme at 15 years of age should only be taken after full consultation has taken place with the Volunteer Police Cadet Scheme Manager.

3.2 Occupation

- 3.2.1 Applicants will not be accepted as Police Support Volunteers or Volunteer Cadets, where there is a significant possibility that this could lead to a conflict of interest in their professional life, or another volunteering role. Applicants are required to disclose the nature of their employment and details of other voluntary work undertaken. Examples of occupations that are considered incompatible are provided in the respective Manuals of Guidance.

3.3 Citizenship

- 3.3.1 In order to ensure that Volunteer Cadets are reflective of their own communities applicants must reside in the Area to which they have applied to become a Volunteer Cadet. Applications from potential Cadets who request to volunteer outside of their Area must be examined on an individual basis and a decision whether to accept or deny the request must be taken by the Volunteer Cadet Scheme Manager(s) of the Area(s) concerned. This must, however, be the exception rather than the norm.

3.4 Nationality & Refugee Status

- 3.4.1 In line with the Force Vetting Policy, Police Support Volunteers and Volunteer Cadets must have been resident in the UK for a minimum of 3 years (5 years for roles which require management vetting). Asylum seekers are legally allowed to volunteer, even if they are appealing against a decision to refuse them asylum. However, there should be full liaison with the Force Vetting Manager in such cases.

3.5 Interview

- 3.5.1 Applicants who are accepted as suitable for performing voluntary service will undergo an interview. The format of the interview will be determined locally and may include the Citizens in Policing Coordinator, Volunteer Cadet Supervisor, or in the case of Police Support Volunteers a nominated supervisor and a qualified assessor. The applicant should be made aware of the expectations and requirements of the role they are applying to perform, including the anticipated hours of volunteer service, and indicate that they are prepared to sign the Police Support Volunteer / Volunteer Cadet Commitment, and Official Secrets Act on induction. These forms, and an example of a structured interview process, are included in the respective Manuals of Guidance.

3.6 Benefits

- 3.6.1 It is good practice to tell applicants in receipt of benefits that they should advise their benefits advisors if they are successful in their application as a Police Support Volunteer / Volunteer Cadet. However, it is entirely up to them whether they choose to do so or not.

3.7 Medical

- 3.7.1 For insurance purposes, and to address our duty of care, it should be established that a Police Support Volunteer / Volunteer Cadet is able to undertake their particular role. Appropriate forms for facilitating this process are included in the respective Manuals of Guidance. In the case of the Volunteer Cadet, forms will be completed by the applicant and supported by a parental / guardian signature. Following successful interview the forms will be forwarded to the Occupational Health Unit, in an envelope marked 'confidential', for consideration. No Police Support Volunteer / Volunteer Cadet will be accepted until they have received medical clearance.

3.8 Vetting

- 3.8.1 In accordance with Force Vetting Policy, a copy of which is available on the Force Intranet, Citizens in Policing Coordinators and Departments will be responsible for ensuring that all the requisite vetting checks are conducted prior to an invitation to undertake voluntary service being made. Where an applicant has been unsuccessful for reasons related to vetting, this must **not** be disclosed. Where an applicant is unsuccessful at vetting stage a record should be made on the Force recruitment system.

- 3.8.2 With regard to **Volunteer Cadets** it is accepted that selecting suitable staff to work with young people is an integral part of providing a safe environment in which a successful Volunteer Cadet Scheme can thrive. Stringent checks must be made of all staff involved in the day to day running of the scheme in accordance with guidelines for Staff Supervising Volunteer Cadets, as contained in the Volunteer Cadet Manual of Guidance. Staff other than police officers must have CRB clearance in order to assist with the volunteer cadet scheme. Police officers are exempt from the need for CRB clearance, provided that they are involved in the scheme as part of their normal duty.
- 3.8.3 In circumstances in which any issue of concern has come to light, or where there are any doubts regarding the suitability of a member of staff becoming involved in the Volunteer Cadet Scheme, the Force Vetting Manager must be consulted.

3.9 **References**

- 3.9.1 References will only be checked after an applicant has successfully completed all other stages and at the discretion of the Area/ Departmental Business Manager. References should be in writing.

4. **Management of Police Support Volunteers and Volunteer Cadets**

4.1 **Personal Files**

- 4.1.1 Upon the appointment of a Police Support Volunteer / Volunteer Cadet, the Citizens in Policing coordinators will be responsible for opening and maintaining a personal file, which should contain all documentation and correspondence relating to the individual. Police Support Volunteers / Volunteer Cadets must be informed of its existence, and that it is kept in accordance with the Data Protection Act. A Police Support Volunteer / Volunteer Cadet can access their personal file, by prior arrangement with supervision, and in accordance with Force policy.
- 4.1.2 The Citizens in Policing coordinators will implement the Force new starter procedures and ensure that all Police Support Volunteers / Volunteer Cadets are entered on the Force personnel system (ORIGIN). The Resource Manager will ensure that they are placed on ORIGIN (DMS).

4.2 **Induction and Training for Police Support Volunteers**

- 4.2.1 It is the responsibility of the Citizens in Policing Coordinators to ensure that all Police Support Volunteers receive induction training, and further role specific training, as required. This will be done in partnership with the Academy where appropriate. Induction training for Police Support Volunteers is a corporate package, which has been developed by the Academy, and meets all the legal and procedural needs of Police Support Volunteers.

4.2.2 The Area/Departmental Business Manager, when undertaking their annual training needs analysis, will include the needs of their Police Support Volunteers to ensure that any training needs, including refresher training, are identified, catered for and addressed in the Annual Training Delivery Plan. Training will need to include reference to the Data Protection Act and other legislation that may apply to the use of Force IT systems. A pro-forma should be completed and signed by the volunteer to acknowledge their responsibility around Data Protection.

4.2.3 Any role specific training should be absolutely necessary for the role of the Police Support Volunteer in order to avoid it being viewed as a consideration (a payment in return for work forming part of a contract). If training were deemed to be a 'consideration', then the Police Support Volunteer could be viewed as an employee, and this would have significant legal and financial implications for the Force.

4.3 Induction and Training for Volunteer Cadets

4.3.1 All Volunteer Cadets will be expected to commit to a one-year corporate structured training and development programme, which will include induction training. This will involve attendance at weekly training sessions, some outward bound courses, and police and community based elements.

4.3.2 Further role specific training may need to be provided and must be absolutely necessary as with Police Support Volunteer role specific training.

4.3.3 The Citizens in Policing Coordinators will be responsible for ensuring that all training received by Police Support Volunteers / Volunteer Cadets is recorded on the Force personnel system (ORIGIN).

4.4 Identification, Uniform and Equipment

4.4.1 Police Support Volunteers - Upon signing the Police Support Volunteer Commitment and the Official Secrets Act, the Citizens in Policing Coordinators will make the necessary arrangements for Police Support Volunteers to be issued with an identification card by the HR Department, Headquarters.

4.4.2 The Area/Departmental Finance Unit is responsible for the issue of equipment appropriate to the role being undertaken, and for maintaining a list of approved equipment for issue to Police Support Volunteers. Police Support Volunteers must wear/use at all times identification, uniform and equipment provided when undertaking the duties of their role.

4.4.3 Volunteer Cadets will only be issued with necessary uniform once they have completed their initial induction. Volunteer Cadet supervision must be satisfied that the new Cadet has demonstrated sufficient commitment through regular attendance (taking account of absences due to examinations, illness, or family holidays) before issuing standard Volunteer Cadet uniform.

4.5 Health and Safety

- 4.5.1 Under Health and Safety legislation, Merseyside Police has a general duty of care for ensuring Police Support Volunteers are not exposed to unnecessary risk and for not harming or damaging the health of Volunteer Cadets through their involvement in the activities of the organisation. This includes a responsibility to undertake risk assessments on all Police Support Volunteer / Volunteer Cadet roles with a view to identifying any health and safety issues, and reasonable adjustment that may need to be made together with any required training, information, clothing and equipment necessary to carry out their work safely.
- 4.5.2 Area/Departmental Business Managers / Citizens in Policing Coordinators are responsible for ensuring that risk assessments exist for Police Support Volunteer role profiles, and are reviewed by the nominated supervisor for each volunteer. Where appropriate, assessments should be undertaken on individuals to meet their particular circumstances and guidance can be obtained from either the Occupational Health Unit Manager and / or the Force Support Networks, whose contact details can be found on the Force Intranet. A trained risk assessor should undertake risk assessments. Line managers/supervisors are responsible for the health and safety of Police Support Volunteers.
- 4.5.3 Volunteer Cadet supervisors are responsible for the health and safety of Volunteer Cadets as are the officers in charge of any Area based directed activity or operation, which involves the deployment of Volunteer Cadets.
- 4.5.4 Police Support Volunteers / Volunteer Cadets also have a responsibility for their own safety and that of their colleagues.

4.6 Working Time Regulations 1998

- 4.6.1 Voluntary service is not subject to the Working Time Regulations 1998. However, as a responsible employer, Merseyside Police will adhere to the spirit of the Regulations in regard to the service provided by Police Support Volunteers / Volunteer Cadets. Police Support Volunteers / Volunteer Cadets (who may be in paid employment) should be encouraged to advise their primary employer that they are undertaking voluntary service, and of the approximate hours.
- 4.6.2 It is the responsibility of the Citizens in Policing Coordinators to ensure accurate records are maintained of the hours performed by Police Support Volunteers / Volunteer Cadets, and that this should be entered on Origin (DMS). Not only will this assist compliance with the spirit of the Working Time Regulations, it will also facilitate effective performance monitoring. The time commitment expected from Police Support Volunteers should be agreed as part of the recruitment process.

4.7 Insurance Arrangements

4.7.1 The Force has employers and public liability insurance which covers Police Support Volunteers / Volunteer Cadets whilst they are undertaking voluntary service. Should a Police Support Volunteer / Volunteer Cadet be required to use a private vehicle in the course of their duties, proof of insurance must be provided to the nominated supervisor prior to using the vehicle. Insurance should include business usage and a copy of the cover note should be retained on the personal file.

4.8 Expenses (See also Section 23 of [Travel Expenses Guide](#))

4.8.1 An expense is any cost a Police Support Volunteer / Volunteer Cadet has to pay that is reasonably, actually and necessarily incurred. All expenditure must be accounted for.

4.8.2 Reimbursement of such out-of-pocket expenses is not considered to be payment (which would have legal and financial implications for the Police Support Volunteer / Volunteer Cadet and the Force). Payment in advance should only be made in exceptional circumstances, and the Police Support Volunteer / Volunteer Cadet must account for the payment and repay any money that is not spent.

4.8.3 The following are legitimate expenses, which they are entitled to claim:

- Public transport costs of travel to and from the normal place of voluntary service, or mileage at casual rates for police staff, as determined by National Conditions, if using private transport. (Maximum of 10 miles each way for mileage claims unless otherwise approved, in exceptional circumstances, by the Area/Departmental Business Manager)
- Public transport costs or mileage at casual rates if using private transport when traveling to and from events, training, and between police sites for voluntary service.
- Car parking fees, on production of the ticket or receipt, if there is no police or free car parking facilities within a reasonable distance of the place voluntary service is performed. Fines incurred will not be paid.
- Reasonable telephone costs for volunteers working from home, if agreed in advance with the nominated supervisor.
- A free meal or reimbursement of reasonable, actual and necessarily incurred costs of providing a meal where the Police Support Volunteer performs their role for 5 hours or more.

4.8.4 Public transport costs will be paid in full on production of receipts. If a Police Support Volunteer is in possession of a Public Transport Pass, this should be used.

4.9 **Management/Supervision**

- 4.9.1 Police Support Volunteers / Volunteer Cadets will receive support, guidance and supervision from a police officer, police staff manager/supervisor who will be identified, prior to commencement, as responsible for their management. Nominated supervisors should be aware of their duty of care, and will monitor the attendance, performance, training needs and welfare needs of the Police Support Volunteers for whom they are responsible. They should liaise with the local Citizens in Policing Team and Area/Departmental Business Manager over any concerns or problems.

4.10 **Sickness/Injury**

- 4.10.1 Should a Police Support Volunteer / Volunteer Cadet be unable to undertake voluntary service due to illness, they should inform their nominated supervisor as soon as possible. In accordance with Force Accident Reporting Procedures, Citizens in Policing Coordinators are responsible for the reporting of any sustained injury or illness, which has arisen as a consequence of performing service to the Health and Safety Section, HR Department, Mather Avenue. Where appropriate and, subject to the merits of individual circumstances, Occupational Health Unit provision and support may be considered and authorised only by the Area/Departmental Business Manager.

4.11 **Performance Measurement**

- 4.11.1 The Citizens in Policing Sergeant is responsible for maintaining, performance information on Police Support Volunteers and Volunteer Cadets for the Force. Further details can be found in the respective Manuals of Guidance.

4.12 **Management of Poor Conduct**

- 4.12.1 Police Support Volunteers / Volunteer Cadets who fail to meet standards of conduct, performance and commitment expected of their role will be subject to the management of poor conduct procedures outlined in the respective Manuals of Guidance.

4.13 **Management of Grievance**

- 4.13.1 Police Support Volunteers /Volunteer Cadets will have access to the Force Fairness at Work Procedures. Details of these procedures are available on the Force Intranet.

4.14 **Management of Complaints Against Police Support Volunteers / Volunteer Cadets**

4.14.1 Police Support Volunteers / Volunteer Cadets are not covered by the Independent Police Complaints Commission (IPCC). The handling of complaints made against them is, therefore, a matter for the Force. The Complaints procedure as detailed in the respective Manuals of Guidance should be referred to.

4.15 **Withdrawal from Service**

4.15.1 Police Support Volunteers / Volunteer Cadets may withdraw from voluntary service at any time, and are not obliged to give a period of notice, although they are asked to provide as much notice, in writing, as possible. Should a Police Support Volunteer / Volunteer Cadet be asked to leave for performance, or disciplinary reasons, the Force will act in compliance with the poor conduct procedures referred to above.

4.15.2 In the event of a Police Support Volunteer role no longer being required due to organisational reasons, every effort will be made to give one months notice of this, wherever possible, and arrangements made to find alternative voluntary service, should it be required.

4.15.3 In the event of a Police Support Volunteer / Volunteer Cadet giving notice to withdraw or consistently failing to report for duty during their agreed period of volunteer service, the supervisor should invite them to complete an Exit Interview Form (details in the respective Manuals of Guidance), and attend an informal exit interview.

5. **Responsibility**

5.1 In seeking to encourage and support the creative and innovative deployment of Police Support Volunteers / Volunteer Cadets, it is, nonetheless, the responsibility of Area/Departmental Managers, Area/Departmental Business Managers and the Citizens in Policing Team to ensure that this policy is applied consistently across the Force.