



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland  
Your Communities - Your Commissioner

# **INDEPENDENT CUSTODY** **VISITING SCHEME**

## **PART VI – VOLUNTEER POLICY**







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**POLICE AND CRIME COMMISSIONER**

## **Volunteer Policy**



**Policy Owner:** Chief Executive

**Roles Responsible:** Volunteers Manager  
Evaluation and Scrutiny Officer

**Senior Manager Review** Director of Governance and Performance

**Protective Marking:** GSC Marking

**Date of next review:** 01/06/2028

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**Review log**

<b>Date</b>	<b>Minor / Significant / No change</b>	<b>Section</b>	<b>Author</b>
23/11/2021	Updated policy	Support and supervision	D Dave
23/05/2024	Updated policy	All sections	D Dave

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## 1. Introduction

This is the Volunteer policy for the Office of the Police and Crime Commissioner (OPCC). The volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed into the schemes and panels we have in place. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what standards are expected, what support is available to them and what they can expect from the OPCC.

## 2. Summary of Volunteering Schemes and Panels

A summary of all volunteering schemes and panels can be found on our website.

- [Independent Custody Visiting Scheme](#)
- [Animal Welfare Scheme](#)
- [Hate Crime Scrutiny Panel](#)

## 3. Recruitment and Applications

- 3.1 All OPCC volunteering opportunities will be widely advertised and promoted to ensure that they are accessible to all members of the community and that fair process are followed.
- 3.2 The OPCC is firmly committed to equality and diversity in all areas of the OPCC's work and recognises that equality and diversity extends beyond ethnicity and covers a wide range of differences that enrich our communities, and includes age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, and sexual orientation. The OPCC values the differing ideas, abilities and backgrounds as this enriches the work of the OPCC and Leicestershire Police.
- 3.3 Advertisements are placed in a variety of local media outlets as well as libraries, universities, community centres, public buildings, supermarkets, places of religious worship, schools and volunteering websites.
- 3.4 Interested persons can apply via the Leicestershire Police HR e-recruitment portal. The e-recruitment portal will consist of an application form, role description, person specification and information about the schemes and/or panels. A link to the portal can also be found on the [OPCC's website](#)
- 3.5 The candidate application forms will be assessed against an essential criterion to determine if they are successful at shortlist or not.
- 3.6 Each shortlisted applicant will be interviewed and all applicants will be notified in writing of the outcome of the interview. Appointments will be made solely on merit, subject to the outcome of vetting. Successful candidates will be contacted by their OPCC representative, informing them of a commencement date and details of the induction process and training requirement for their role. Included with the information pack will be a written memorandum of understanding specific to their role, summarising the agreed responsibilities and the legitimate expectations of the volunteers and that of the OPCC.
- 3.7 Feedback will be provided to unsuccessful applications, on request.
- 3.8 Further details on the process can be found on the PCCs' website.

## 4. Vetting

- 4.1 Appointments are subject to vetting or security clearance to an appropriate level as determined by the Association of Chief Police Officers (ACPO), based on their role. Past offending is not an automatic barrier to acceptance and each case will be considered on its specific circumstances. Any failure to disclose convictions will be treated very seriously and lead to exclusion.
- 4.2 Vetting renewal will be undertaken for all volunteers as part of their scheme and/or panel's respective reappointment processes.
- 4.3 It is a requirement that volunteers inform their OPCC representative immediately if there are any changes in personal circumstances during their appointment. Changes to personal circumstances include the following:
- Any new persons residing in same household
  - Change in step parents and step siblings
  - Arrest, police caution, civil or criminal proceedings brought against you
  - Any new criminal associations through close relatives (brought about by marriage, civil partnership, friendship, residence, overseas etc.)
  - Involvement in, or approaches by, any political, religious or protest group of an extreme nature
  - Association with any individual involved in criminal activity or any person who associates with others involved in criminal activity

## 5. Volunteer Commitment Requirement

- 5.1 The Memorandum of Understanding (MOU) sets out the minimum commitment requirement for each role.
- 5.2 Volunteers must be committed to undertaking their voluntary duties. It is understood that volunteers will have other external commitments, and the OPCC is mindful of this. However, where a volunteer fails to commit sufficiently to the scheme, a review will be carried out in line with the terms of reference specific to their role.
- 5.3 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.

## 6. Probationary Periods and Reviews

- 6.1 Once all necessary training is complete, volunteers will be required to complete a probationary period, specific to their role.
- 6.2 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.

## 7. Support and supervision

- 7.1 Formal supervision takes place during their review process. The OPCC representatives are available for informal support at any time during the working week by email or telephone, a face to face meeting can also be arranged. Volunteers must inform their

OPCC representative of any medical conditions that could affect their ability to carry out the role, this will enable them to put reasonable adjustments in place to support them.

### 7.2 Wellbeing Support Provider – Health Assured

Our Wellbeing Support Provider, Health Assured, offers a comprehensive support service for any concerns that volunteers may have at any time and is available on a 24/7 basis. The service includes a 24-hour helpline, counselling, online therapy, legal, financial and medical advice, a wellbeing portal that contains information, programmes and advice on making the most of personal wellbeing. Health Assured have also developed a mobile app so that volunteers can access all the information, programmes and features on their personal device.

## 8. Recognition and Awards

8.1 The recognition for the immense time given by the volunteers and the contribution to the OPCC and Leicestershire Police is recognised.

8.2 Volunteers will receive long service certificates. These awards will be presented by the PCC or a nominated representative.

8.3 OPCC representatives will nominate schemes and/or panels for the Lord Ferrers Award annually for their outstanding contributions to volunteering.

## 9. Training

9.1 It is expected that all volunteers will undertake an initial training prior to commencing their role, which includes training on their role, health and safety, data protection and equality and diversity. Training strategy details are provided within the terms of reference for the relevant schemes and panels.

## 10. Expenses

10.1 Travelling expenses, including car park charges where appropriate, can be claimed by volunteers for all visits and attendance at team meetings and training sessions. Claims should be submitted on form E18 on a monthly basis, or within a 3 month period of the expense being incurred, direct to the OPCC. Claims submitted outside of this timescale may not be reimbursed. Expenses paid are as follows:-

- Car/Van 45p per mile
- Motorcycle 24p per mile
- Bicycle 20p per mile
- Carrying extra passenger 5p per mile

10.2 Reimbursement of taxi fares will be paid for certain justifiable circumstances as authorised through the OPCC representative. This will need to be agreed prior to making travel arrangements.

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- 10.3 If volunteers require train tickets to attend a course / conference linked to their role and identified by the OPCC, their tickets will be arranged and paid for by the OPCC.
- 10.4 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 OPCC.

## 11. Insurance

- 11.1 The OPCC holds the appropriate liability insurance for volunteers, to cover them whilst undertaking their volunteer duties. This does not extend to motor insurance cover.
- 11.2 Volunteers making use of their own private vehicles when undertaking their role are strongly advised to check with their own insurers that they are covered for this purpose.
- 11.3 The OPCC will not be liable for individuals' insufficient level of motor insurance.

## 12. Health and Safety

- 12.1 Volunteers will receive a health and safety input, as part of their training.
- 12.2 Volunteers will be asked to complete a medical questionnaire, relevant to their role, and are advised to keep the OPCC informed of any changes to their health which would impact upon their ability to undertake their volunteering role.
- 12.3 All schemes and panels have a Risk Assessment detailing all 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. Safeguarding

- 13.1 The OPCC has appointed a Safeguarding Officer to manage any safeguarding issues raised by volunteers.
- 13.2 Any immediate safeguarding issues identified must be raised immediately with the OPCC representative, who will liaise Designated Safeguarding Lead - Director of Strategy, Partnerships and Commissioning also the Programme Manager (VRN) are responsible for dealing with reports or concerns about the protection of children, young people and adults at risks appropriately and in accordance with the procedures that underpin the [OPCC Safeguarding Policy](#).

## 14. Complaints

14. Procedures are in place for complaints. These are broken down as follows:

- Complaints Received Against Volunteers
- Complaints Received Against Police Personnel
- Complaints Received Against OPCC Staff

- 14.1 Procedures for making complaints as outlined above can be found on the OPCC website. [OPCC Policy for dealing with staff complaints](#)

## 15. Termination of appointment

- 15.1 The OPCC has the right to terminate the appointment of any volunteer whose conduct is not felt to be of the expected standard. Full details of the procedure can be found in the handbook.
- 15.2 Volunteers will sign a Memorandum of Understanding on joining the scheme. Volunteers will be expected to abide by the standards set out in this document. If conduct falls below that standard, the OPCC will consider whether that person should continue in the role.

## 16. Confidentiality

- 16.1 During the course of their duties, volunteers will acquire confidential information about policing issues. Volunteers need to be aware that the unauthorised disclosure of facts concerning police operations or the security of police stations may constitute an offence under Section 5 of the Official Secrets Act 1989.
- 16.2 Volunteers will receive training on data protection, and confidentiality, and will be asked to sign a confidentiality agreement on joining the volunteer scheme.

## 17. Disposing of Documentation

- 17.1 Volunteers leaving the scheme and/or panel must ensure that all documentation relating to their role are appropriately disposed of or returned to the OPCC.
- 17.2 Where volunteers meet to review specific documents, these documents must not be taken away from the meeting or off police premises.
- 17.3 Any identification badges must be returned to the OPCC when a volunteer leaves the scheme and/or panels.

## 18. Equality and Diversity

- 18.1 The OPCC is firmly committed to promoting equality of opportunity for all local people and communities. It aims to ensure that in its organisational structures, decision-making processes, ways of working, communicating and managing, diversity is welcomed and embraced.
- 18.2 The OPCC shall treat all individuals, regardless of age, colour, disability, ethnic or national origin, gender, gender reassignment, marital status, nationality, race, religion and belief and sexual orientation with dignity and respect. It shall provide a working environment which is free from harassment, bullying, victimisation or discrimination and in all our contacts with members of the community the principles of respect, dignity and fairness will be upheld.
- 18.3 Staff and volunteers of the OPCC will demonstrate their commitment to this statement by ensuring that all policies and procedures reflect these aims and by challenging any behaviour which fails to uphold these principles.
- 18.4 The OPCC extends this commitment to cover all aspects of diversity.

## 19. Data Protection Act 2018, General Data Protection Regulations (GDPR)

- 19.1 The Data Protection Act 2018 – General Data Protection Regulations (GDPR), replaces current data privacy legislation. This law gives more rights to you as an individual and more obligations to organisations holding your personal data. Volunteers will be provided with a consent form for completion when appointed.
- 19.2 One of the key rights enshrined in the new legislation is a right to be informed, which means that the OPCC must give you detailed information about the ways in which we use, share and store your personal information.
- 19.3 The OPCC has published a [Privacy Notice](#) which is documented on the OPCC's website. The OPCC may need to make changes to the Privacy Notice from time to time, so please continue to check our websites for updates. If there are important changes that affect the way we handle your personal data we will contact you directly where instructed to do so by the new legislation.

## 20. Publicity Guidelines

- 20.1 The PCC encourages and promotes the volunteering schemes and panels
- 20.2 When volunteers are involved in any form of publicity, they are asked to remember that the purpose of this publicity is to inform the public of the schemes and/or panels, and not to discuss or draw attention to any information acquired whilst undertaking their duties.
- 20.3 All requests made to volunteers from the press, or local groups/organisations regarding the volunteer scheme and/or panels should be directed to the OPCC.
- 20.4 Volunteers are requested to remember that they are accountable to the OPCC, and not the members of the press or the individual members of the public.

This is the Volunteer Policy of The Office of the Police and Crime Commissioner. It will be reviewed every 4 years

Date of next review: 1st June 2028