

## PFCC Volunteer Policy

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### Version control

Version	3.2
Updated by	Emma Goddard & Greg Myddelton
Date	19 August 2021

## 1. About the PFCC

Police and Crime Commissioners (PCCs) were elected for the third time on Thursday 6<sup>th</sup> May 2021 in 38 force areas across England and Wales. In October 2017 the Essex PCC took on the responsibility for the governance of the Essex County Fire and Rescue Service, becoming the first Police, Fire and Crime Commissioner (PFCC) in England and Wales. PCCs and PFCCs are publicly elected to hold Chief Constables and their local force to account; effectively making the police answerable to the communities they serve. PCCs and PFCCs also ensure community needs are met as effectively as possible, and improve local relationships through building confidence and restoring trust. They work in partnership across a range of agencies at a local and national level to ensure there is a unified approach to preventing and reducing crime.

PFCCs are legally responsible for securing an efficient and effective police force for their area. They also appoint the Chief Constable and Chief Fire Officer, hold them to account for operational delivery, and if necessary have the power to dismiss them. PFCCs also set the police, fire and crime objectives for their area through a Police and Crime Plan and a Fire and Rescue Plan. They bring together community safety and criminal justice partners, to make sure local priorities are joined up. They also set budgets, determine the local policing and fire and rescue precepts, and contribute to the national and international policing capabilities set out by the Home Secretary.

The Police and Crime Plan identified volunteering as one of the main building blocks for success for the Police, Fire and Crime Commissioner for Essex (PFCC). The PFCC would like the police to be a part of local communities and local communities to be a part of the police by encouraging more people to play an active role within their communities.

## 2. Summary of changes

Version 1.1 – minor updates from previous version. Appendix A has been updated with the latest Facilitator Agreement. Review dates for this policy have been amended from annual to biennial with the next review scheduled for May 2022.

Version 3.2 includes;

- Amended section 1 to include reference to the most recent PFCC election in 2021
- An update in section 6; vetting, highlighting the volunteer's responsibility to monitor their e-mails for contact from the vetting unit.
- Section 11; addition of laptop to the list of possible devices issued to volunteers
- An amendment to the insurance information in sec. 12.1 including a link for further information
- An additional clause in 15.1; absence section, regarding extended periods of absence from the service
- Section 5; additional information in recruitment and the taking-up of references
- Section 21; Next review amended to August 2023

### 3. Purpose of our volunteer policy

This policy provides guidance for those volunteering with the PFCC only, including the Restorative Justice, Dog Welfare, and Independent Custody Visitor schemes.

The aim of this policy is to provide a clear framework for volunteering across the organisation. In particular it will:

- provide a clear understanding of how volunteers and potential volunteers can add value to the PFCC;
- identify opportunities for volunteering within the organisation;
- outline clear responsibilities and guidance for those employees who manage volunteers;
- create consistency to ensure all who volunteer for the PFCC are treated equally and fairly; and
- allow volunteers to understand what can be expected from the PFCC as well as what is expected from them.

This policy applies to all current and future volunteers engaged with the PFCC.

Volunteers are not employees and have no employment status except under Health and Safety legislation, but will be expected to conduct themselves in accordance with certain principles and procedures applicable to all who represent this office in any form. These include, but are not limited to, the [PFCC's values](#), [General Data Protection Regulation \(GDPR\)](#) legislation, security protocols, and [the Nolan principles of public life](#).

The participation of the volunteer does not create a contract of employment but volunteers will be required to sign a volunteer agreement or memorandum of understanding detailing the relationship between themselves and the PFCC.

Either party may cancel the relationship at any time.

Any task undertaken by the PFCC volunteer is intended to be additional or supplementary to work currently undertaken by paid employees and staff members for the PFCC. They should not be used as pre-planned substitutes or alternatives to fill a role normally performed by full and part-time staff.

All PFCC employees are expected to interact positively and constructively with volunteers and vice-versa.

**Compliance with this policy is mandatory.**

**This policy was written in consultation with PFCC volunteers.**

### 4. Volunteering roles within the PFCC

This policy defines the following roles currently available within the PFCC's office

#### 4.1. Essex Restorative and Mediation Service Volunteer Facilitator

The Essex Restorative and Mediation Service (ERMS) facilitates safe and effective communication between parties in conflict to encourage mutually agreed, positive outcomes for all involved. The ERMS works with criminal cases to allow victims of crime to

explain the consequences to the offender and ask questions. The offender is encouraged to take responsibility for their behaviour and make amends. The ERMS also works with disputes (such as neighbour disputes) in order to help find a way for everyone to live peacefully. The process is voluntary and goes at the pace of those involved. Under the updated 2020 Victim's Code of Practice, every victim of crime has the right to receive information about Restorative Justice and how they can take part in the process. The ERMS works with other agencies and organisations in order to reach every member of the Essex community and enable them access to RJ, including:

- Essex Police
- HM Prison and Probation Service
- Housing Associations
- Local Authorities
- HM Courts and Tribunals Service
- Victim Support
- Youth Offending Services
- Schools

ERMS has a number of volunteers which are essential in the delivery of the restorative and mediation service. The role includes meeting participants and by providing a restorative approach, enables safe and effective communication to encourage mutually agreed, positive outcomes for all involved.

In 2016 the ERMS was awarded the Restorative Service Quality Mark in recognition of meeting Restorative Service Standards.

#### 4.2. Independent Custody Visitor Volunteer

The Police Reform Act 2002 introduced the Independent Custody Visitor (ICV) scheme. Responsibility for the local running of this scheme now sits with the PFCC. The programme is designed to independently monitor the standards of police custody suites, and safeguard the welfare of people detained within them.

The scheme enables appointed volunteers to visit police station custody suites at any time of the day or night, to check on the treatment of detainees, the conditions in which they are held and that their rights and entitlements are being observed.

It offers protection to both detainees and the police, and should provide reassurance to the wider public. Custody visitors carry out between two and four visits to custody suites per month, and complete and submit a simple report to the PFCC after each visit.

Visits must be undertaken in pairs for health and safety reasons and generally last no more than an hour although there are no specific rules regarding how long visits should take. It is important that visitors are able to compare different custody suites and the standards within them, so volunteers visit more than one suite in their local geographical cluster and at varying times of the day and of the week wherever possible.

ICV volunteers are not there to investigate or become involved in any of the on-going investigations which have resulted in the detention of a person.

When custody visitors attend police custody suites they must remain impartial and look, listen and report on what is seen or said to them by detained people about their experience since arriving in custody. After each visit a report provides a current picture of the custody suite, and any issues that the custody visitor has identified relating to the maintenance standards of the facility, and the rights and welfare of those detained in custody. Systems are in place to ensure that the output from visits is rapidly drawn to the attention of those in a position to respond accordingly. The PFCC is responsible for drawing together issues and identifying trends emerging from visits and addressing these with relevant police representatives. Regular reports shall be provided by the administrator of the scheme to the PFCC. The PFCC must have a regular and formal opportunity to raise concerns and issues with a designated senior officer with force-wide responsibilities. It will usually be appropriate for that officer to be of at least Assistant Chief Constable/Commander rank.

In May 2019 the Essex ICV scheme achieved a silver award at the National Independent Custody Visiting Association Quality Assurance awards, which are national awards that recognise the quality of local ICV programmes.

#### 4.3. The Dog Welfare Visitor Volunteer

The function of the Dog Welfare Visitor is to protect working police dogs. The scheme is non-statutory and is delivered by volunteers from the local community. It provides Essex Police with an independent monitoring body that will advise and make recommendations about the care of animals. The scheme satisfies the public that the care and treatment of Police dogs in Essex is humane, ethical and transparent and complies with the Animal Welfare Act 2006. Visitors inspect the working conditions of the dogs and observe the conditions under which police dogs are trained, transported, deployed and cared for. Visitors then submit completed reports back to the PFCC. Each police dog is to be inspected by an Independent Dog Welfare Visitor at least twice every six months and visitors are required to complete a report form of their findings and return it to the Scheme Administrator for recording.

## 5. Volunteer recruitment, interview and appointment

The relevant Manager/Coordinator is responsible for overseeing volunteer recruitment for their volunteering scheme. Volunteers must be over 18 years of age, and have a minimum of 3 years' UK residence provable with documentation. They should also be able to provide identification and a proof of address and will be asked to declare any cautions or convictions as part of the recruitment process. Essex Restorative and Mediation Service cannot accept applicants who currently serve as Magistrates or police officers, including Special Constables.

Applicants are required to complete an application form for their preferred position, which will be reviewed by the relevant department and service coordinator. Where applicants meet the required criteria, candidates will be invited for interview to assess their suitability for the role. The interview also serves to establish expectations and ask for the candidate's preferences for working time and geographical locations. Members of the PFCC's Management team will attend the interview or meet each candidate before they are invited

to commence volunteering. Prior to an interview, applicants will be asked to bring a proof of ID and a proof of address as well as complete a vetting form. Successful completion of the vetting process is a pre-requisite for any volunteering role with the PFCC. Volunteers are required to provide references for the last 3 years of employment/education which will be checked by service coordinators prior to commencement of their role

## 6. Vetting

All applicants must successfully complete the vetting process prior to acceptance. Vetting will be carried out by the Vetting Department within Essex Police where applicants are verified via background security checks. Applicants will be asked to complete a vetting form which needs to be verified by the relevant Manager/Coordinator before being submitted to Essex Police corporate vetting.

Volunteers will be vetted to various levels, depending on the role:

- Essex Restorative and Mediation Service Facilitator – NPPV level 1
- Independent Custody Visitor – NPPV level 2 or NPPV level 3
- Dog Welfare Visitor – NPPV level 2

More information on the vetting process can be found on the [Essex Police Vetting FAQ website](#).

Once documents have been sent to vetting, all scanned and original documents held in the PFCC will be destroyed. The relevant service Manager/Coordinator will receive notification of a pass or fail of vetting. It is the responsibility of the applicant to monitor their emails for further enquiries and updates from the vetting department. Unanswered requests for more information from the vetting department are not chased up, and the PFCC will not have knowledge of these requests or the progress of a vetting application. Essex Police reserve the right not to disclose the reason for failing the vetting process. Applicants who fail the vetting will not be able to volunteer with the PFCC.

If vetting is completed successfully, candidates will be processed further to receive a SAP number which allows them to gain an ID badge and receive expenses payments.

All volunteers will be informed of the date of expiry of their vetting and will be asked to resubmit the necessary forms in good time when re-vetting is required. It is the responsibility of the volunteer to keep track of their vetting expiry date.

## 7. Training & Induction

Successful applicants will be offered a place on the next available training course. Training is essential for all volunteering roles and will ensure that volunteers are familiar with what is expected from them as well as set guidance and procedures to follow when volunteering with the PFCC.

7.1. The Essex Restorative and Mediation Service requires applicants to complete a 4-day in-house training course with a qualified Restorative Justice trainer before they can be given access to the case management system and be allocated cases. By the end of the training, applicants will be asked to sign a volunteer agreement (see Appendix A) which specifies the volunteer's role and responsibilities within the service. New facilitators will be paired with more experienced and skilled facilitators to guide them through the process and navigate the case management system.

7.2. Independent Custody Visitors are required to undertake a one-day training event hosted by the service manager and an additional day of training by the national association – the Independent Custody Visitor Association (ICVA). By the end of the training applicants are asked to sign a memorandum of understanding (see Appendix B). ICVs always work in pairs and initially new volunteers will complete visits with more experienced custody visitors.

7.3. Dog Welfare Visitors are required to complete 1 day in-house training provided by the scheme Manager in partnership with the Essex Police Dog Unit in accordance with DEFRA guidelines, the five categories being:

- The Need for a Suitable Environment
- The Need for a Suitable Diet
- The Need to be able to Exhibit Normal Behaviour Patterns
- The Need it has to be Housed With, or Apart from, Other Animals
- The Need to be Protected from Pain, Suffering, Injury and Disease.

By the end of the training, applicants will be asked to sign memorandum of understanding (see Appendix C).

## 8. Supervision, support and management

The relevant service Manager/Coordinator will be responsible for the day-to-day management and support of volunteers. With their consent, and in line with the General Data Protection Regulation (GDPR), each volunteer will have a separate personnel file on the shared drive, consisting of their application form, interview notes, volunteer agreements, ID & IT (mobile phone) agreements (where applicable), and next of kin information. This information is stored in restricted files on the Essex Police secure system. In addition, volunteers may be granted supervised access to their own file upon application. A record of training received will be placed on a separate spreadsheet along with any other external work completed by volunteers. Volunteer information will be kept on file for a maximum of 12 months following a volunteer withdrawing from the service.

ERMS volunteers must make themselves available to take on a minimum of 4 cases per year, attend supervision at least once a year, and attend a minimum of one volunteer group meeting annually. Each volunteer should be familiar with the best point of contact during both office hours and in an emergency.

Each service will be responsible for its own volunteers' performance. Should a volunteer not be meeting the expectations of the service, or acting in a manner that might damage the

reputation of the office, it is expected that this will be addressed directly with the volunteer in question and a mutually agreed resolution and way forward will be decided. Where appropriate, the PFCC may initiate a termination of agreement. This is explained in more detail in section 17 of this policy.

#### **8.1. TRiM Access**

Due to the nature of the tasks that volunteers undertake, they are entitled to access the TRiM (Trauma Risk Management) service provided by Essex Police. TRiM is a voluntary, peer to peer, non-clinical discussion. The requirement for a TRiM referral can be identified through weekly case supervision, and in regular case supervisor check-ups where available. Volunteers can contact the TRiM coordinator directly or via ERMS. A TRiM assessment aims to identify if a volunteer is normalising events, or alternatively if they are displaying signs of potentially needing additional support.

#### **8.2. Access to Essex Police Occupational Health**

All PFCC volunteers are entitled to have the same level of support available to them as paid employees regarding Welfare and Counselling. Volunteers can get in touch with the Essex Police Occupational Health Team either via phone or email who then will refer them to a relevant service. Please note that participants are entitled to up to six counselling sessions (exceptions to this may be made at the discretion of the counsellor).

## **9. Recognition and reward**

The PFCC acknowledges that all its volunteers demonstrate commitment and add value to the work that the office carries out.

In order that PFCC volunteers are rewarded for their contributions, regular and varied training will be provided in order to upskill volunteers in their areas of volunteering, and in wider life skills. Volunteer events will be organised, in order that volunteers can network and socialise with each other and professionals within our own and partner organisations.

#### **9.1. Benefits**

PFCC volunteers are able to apply for Essex Police Sports Association (EPSA) membership and are entitled to use the benefits of that membership. These benefits include discounted goods and services as well as invitation to events. The relevant service Manager/Coordinator can send an application pack to those who are interested in becoming a member of EPSA.

## **10. Dress Code**

Volunteers will not be required to wear a uniform for any PFCC volunteering role. Smart/casual clothes will be appropriate for most activities. Should this not be applicable to specific events, volunteers should be notified well in advance.

## 11. Identification and allocated equipment

Volunteers, once vetted, will be provided with an Essex Police ID card issued via Essex Police HQ Photographic. RJ and ICV volunteers will also be issued with additional ID badges with their service logo on them.

ID badges are to be worn at all times on police premises.

ICV volunteers will be issued with security (PAC) tags which give access to custody suites within Essex Police stations.

Essex Restorative and Mediation Service volunteers will be issued with a mobile phone, and in some cases, a laptop, which should be used for activity relating to their volunteering role only. Misuse of phones or other equipment will trigger a review, and possibly lead to the withdrawal of equipment or removal of a volunteer from the service.

The relevant Manager/Coordinator will ensure the return and destruction of security identification and the collection of the PAC tag when the volunteer leaves their role.

All equipment given to volunteers (phones, laptops, PAC tags) should be signed for prior to allocation expressing that equipment must be used appropriately and only in the discharge of their volunteering responsibilities. Equipment remains the property of Essex Police at all times.

Volunteers will be provided with information relating to safety and security, including wearing their ID badges in public, unauthorised access to police buildings and the process to follow should their ID or PAC tags be lost or stolen. This will be included in their induction packs. Those who are issued with laptops will have additional training sessions to complete, as required by Essex Police.

## 12. Expenses

The Police, Fire and Crime Commissioner has a duty to reimburse volunteers for travel expenses incurred in the normal undertaking of their voluntary role.

Volunteers must provide a copy of a VAT fuel receipt and receipts for other expenses to accompany each claim. Expense claims must be submitted using the appropriate form (see Appendix D). For each month, a separate claim form should be used. For example, if a claim spans June to August then 3 claim forms should be submitted; one for June, one for July and one for August.

Only expenses incurred in the direct delivery of volunteer work can be claimed. Indirect costs such as childcare, pet-care, or travel other than to a place of volunteering activity will not be approved.

All claims are subject to review prior to approval.

### 12.1. Travel expenses

PFCC volunteers can claim reasonable travel expenses for travelling between their home and place of volunteering, including parking charges. Mileage expenses can be reclaimed at 45p per mile with the provision of a VAT fuel receipt obtained in the same month as the claim. The table below outlines mileage allowances and guidance. The mileage allowance is set by the HM Revenue and Customs (HMRC) rules on AMAPs (Approved Mileage Allowance Payments).

<i>Type</i>	<i>Amount</i>	<i>Additional Guidance</i>
Cars and vans	45p	Volunteer must provide details of the purpose of the journey and the route taken so the claim can be checked using online tools such as Google Maps.
Motorcycles	25p	
Bicycle	20p	

Volunteers are responsible for ensuring that their driving licenses are valid and their car insurance policies include 'Business Use' where required by their insurer. It is the responsibility of the volunteer to check with their insurer whether business cover is required for the volunteering role. In addition, volunteers should ensure that they have declared an appropriate approximate annual mileage to their insurers to include their volunteering travel. More information can be found here <https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers>

### 12.2. Public transport

The PFCC encourages the use of public transport where possible as this is usually the most environmentally friendly method of travel and very often the most cost and time effective method. Travel on public transport should be standard class unless the volunteer can provide evidence that an alternative is the cheapest reasonable option. Claims made for non-standard class travel without this additional information will not be reimbursed. Public transport includes journeys made by train, bus, tram and underground.

### 12.3. Taxi journeys

The PFCC does not reimburse for taxi journeys unless under exceptional circumstances, determined at the discretion of the relevant service manager.

### 12.4. Vehicle Hire

For round trips of over 70 miles, costs are likely to be cheaper using a hire car rather than claiming the force mileage rate. Hire vehicles may be considered when it is not possible to take public transport. The decision to hire a vehicle will be discussed and agreed under the service manager's discretion and the booking will be completed by the Essex Police Business Centre.

### 12.5. Overnight accommodation

In exceptional circumstances, volunteers can claim overnight stay where it is unreasonable to expect a return journey to be made on the same day.

Any requirements for overnight stays will be discussed with volunteers and approved by the service manager prior to the journey, and bookings will be made by the Essex Police Business Centre. The Essex Police Business Centre will arrange hotel booking and payment.

In addition to overnight accommodation, the PFCC will reimburse reasonable out of pocket subsistence expenses incurred by volunteers when it is necessary to stay away from home overnight to volunteer for the PFCC. This is capped at £12 for dinner, and cannot include alcohol. Receipts must accompany all claims.

## 12.6. Subsistence

When a volunteer's time of work exceeds 4 hours, they can claim expenses for food or drink purchased while volunteering up to a maximum of £5 per person. This isn't an allowance, and the volunteer will need to provide receipts.

The PFCC can only pay subsistence claims for costs that have been incurred directly and wholly as a result of volunteering. Subsistence may cover drinks and food such as sandwiches, salads or hot meals.

If it is deemed appropriate and reasonable to meet at a neutral venue such as a café or coffee shop, volunteers can purchase refreshments such as hot drinks for themselves and participants. Claims should be accompanied by a receipt and must not exceed £10 per meeting.

The PFCC will provide a light lunch/buffet dinner for any regular volunteers meetings including facilitator meetings and the annual meeting for all PFCC volunteers. The PFCC will not provide lunch/food for any internal or external training events.

## 12.7. Receipts

The PFCC will accept paper or electronic receipts and/or tickets for fuel, parking, travel or subsistence for claiming expenses. In exceptional circumstances where receipts cannot be obtained or provided, bank or credit card statements demonstrating costs incurred may be considered at the discretion of the Essex Police Business Centre and service manager.

## 12.8. Submitting the form

Volunteers are required to claim all expenses within 4 months.

Each claim form must be signed by the volunteer, authorising coordinator/manager and the PFCC Section 151 (lead financial) Officer.

If claim forms are received by the Essex Police Business Centre before the 2<sup>nd</sup> of each month, reimbursement should occur in the next payroll run (usually on the 23<sup>rd</sup> of that month). If the expense form is received by the Business Centre after 2<sup>nd</sup> of the month, payment will be settled on the next payment run, normally the 23<sup>rd</sup> of the following month.

Forms that are incorrectly completed or unsigned will be returned to the volunteer for amendment and resubmission.

# 13. Records of Time Volunteered

An expectation of the hours volunteered is outlined in either the Facilitators Agreement (for RJ volunteers) or Memorandum of Understanding (for ICV and Dogs Welfare volunteers). All volunteers should record the hours volunteered, either on a case management system (Restorative Justice Volunteers) or via written reports (ICV volunteers and Dog Welfare volunteers).

## 13.1. Volunteering whilst on Benefits

PFCC volunteers are welcome to volunteer their time while they are receiving benefits provided that they follow legal guidelines. Volunteers have the responsibility to notify the relevant authorities of their volunteering role.

## 14. Lone working

Given the nature of the role, **Independent Custody Visitors** are not allowed to work alone. In accordance with ICVA regulations, ICV volunteers are required to write up a report after each visit which should be a true and unbiased reflection from two visitors.

**Dog Welfare Scheme volunteers** are able to volunteer alone as they will be accompanied by a dog handler at all times.

**Essex Restorative and Mediation Service volunteer** facilitators must seek prior approval before working alone and must adhere to the ERMS lone working policy.

## 15. Absence from the role

### 15.1. Absence

The PFCC understands that other commitments and circumstances may require volunteers to take a temporary absence from the role. It is requested that volunteers inform the relevant service manager or coordinator of any planned absence and hand back their Essex Police property (ID badge, mobile phone, laptop and/or PAC tag) should the absence extend beyond 3 months. Where there is an expectation that the volunteer may return these items can be kept safe until the volunteer returns to their role.

Should the absence extend past 12 months the volunteer will be contacted by the relevant service manager to discuss. A planned return, which will include a required retraining programme to update them of any changes or identify support needs, will be put in place if they are ready to return to the role. If the volunteer is not ready to return to the role after a 12 month absence they would need to officially end their volunteering role and reapply at such a time as they are in a position to re-join the service

## 16. Complaints

The PFCC hopes each and every volunteer finds their volunteering experience rewarding and positive. However, if a volunteer feels that there is something that does not meet their expectations, there is a complaint procedure in place which volunteers can access via the appropriate service manager.

Should a member of the public make a complaint about a volunteer, the relevant service manager or coordinator will address the complaint using the PFCC complaint policy as a guide.

## 17. Termination of Agreement

The Volunteer Agreement or Memorandum of Understanding can be terminated at any time and by either party.

ERMS coordinators will offer an exit interview to any volunteer who decides to leave their role. This interview will be an opportunity to give feedback, and hand back any equipment given.

Should a termination be service-led, reasons for the termination will be discussed with the volunteer.

The relevant service manager will notify the Essex Police Vetting and IT department to update their records and close IT accounts (where applicable).

## 18. Equality, Diversity and Inclusion

The PFCC has a commitment to being an organisation that values equality and diversity. It is important that this commitment is upheld by everyone working and volunteering with the PFCC.

The PFCC aims to reach out to, represent, and value our diverse communities across Essex. This will be reflected in our recruitment and support of our volunteers, through means such as using a variety of channels for advertising vacancies, being mindful of volunteers' backgrounds and offering appropriate support and flexibility.

We will be mindful of reflecting our diverse community within our volunteers and will monitor and record self-reported diversity information.

For detailed information on the PFCC's policies on Equality and Diversity, please visit the PFCC website [www.essex.pfcc.police.uk/contact-us/equality-and-diversity-information/](http://www.essex.pfcc.police.uk/contact-us/equality-and-diversity-information/)

## 19. Insurance

All staff and volunteers are covered by the PFCC's public liability insurance.

As stated in section 12.1 of this policy, volunteers are responsible for ensuring that their car insurance policies include 'Business Use'. This will be verified as part of a volunteer's induction.

## 20. Confidentiality and data protection

The PFCC expects all volunteers to adhere to confidentiality guidelines which will be explained to volunteers during their induction training. This also includes during the use of social media and contact with the press.

## 21. Monitoring and Review

This policy will be subject to monitoring and review by the owner to ensure it remains accurate and compliant with both legislation and national/local drivers.

This policy will be subject to biennial review by the owner to ensure it remains fit for purpose.

**Policy Author:** Emma Goddard & Katarzyna Grabka

**Policy Owner:** Emma Goddard

**Policy Review undertaken by:** Greg Myddelton & Emma Goddard, August 2021

**Date of next review:** August 2023

## 22. Appendices

Appendix A – Essex Restorative and Mediation Service Facilitator Agreement

# Essex Restorative and Mediation Service Facilitator Agreement

This Facilitator Agreement describes the arrangement between

\_\_\_\_\_ and Essex Restorative and Mediation Service  
(insert your name)

**As a Restorative Facilitator, I agree to help meet the responsibilities of the Essex Restorative and Mediation Service as follows:**

1. Operate on restorative principles, by providing a constructive and supportive environment in which victims can relay the impact of offences committed against them and gain closure, offenders can take responsibility for their actions and make amends, and parties in a dispute can communicate effectively in order to agree a productive way forward.
2. Meet the commitment the role demands (as outlined on the next page), and ensure that reasonable notice is given of my inability to undertake the role for any period of time so that other arrangements can be made.
3. Follow the procedures and standards expected of Essex Restorative and Mediation Service as explained in both initial and ongoing training, and as outlined in this and other policy documents.
4. Maintain the confidentiality of information received in the course of my work as a Restorative Facilitator within safeguarding guidelines, and ensure that information relating to participants in the process is not disclosed to a third party without consent.
5. Ensure that any personal or professional conflicts of interest in a case are flagged to the Service and you recuse yourself if a conflict arises.
6. Treat all individuals participating in the process fairly and not discriminate on the basis of age, ethnic or racial origin, gender, sexual orientation, social background, religion, disability or any other irrelevant factor.
7. Attend supervision, training and support provided by the Essex Restorative and Mediation Service (as outlined on the next page).
8. Notify a Restorative Justice Manager or Restorative Justice Coordinator of any relevant change of circumstances (e.g. if arrested by the police or change your address).

**Essex Restorative and Mediation Service agrees to:**

1. Provide a thorough induction on the work of the Essex Restorative and Mediation Service, the role of the Restorative Justice Manager and Restorative Justice Coordinator and the training needed to meet the responsibilities of the role.

2. Explain the standards and procedures expected of Restorative Facilitators and provide encouragement and support to achieve and maintain them.
3. Ensure you have access to support from a member of the Restorative and Mediation Service team throughout your cases, and that you receive supervision, appraisal reviews and one-to-one support as required.
4. Reimburse expenses incurred by Restorative Justice Facilitators following standard procedures.
5. Treat all Facilitators in accordance with Essex PFCC's equal opportunities policy.
6. Address any problems, complaints and difficulties raised by Restorative Justice Facilitators.

## Commitment

As a team, we are responsible for providing a professional service to vulnerable clients, during what can be a particularly challenging and distressing period of their life.

As you might imagine, fulfilling the needs and expectations of our clients, referrers, and funders places a huge demand on the service. In order to reassure all concerned that Restorative Justice can respond to these demands in a timely and consistent manner, and in order that appropriate levels of support can be maintained at all times, we ask each of our Facilitators to typically spend up to 18-20 hours on a case. This time may be spread over several weeks, possibly amounting to around 6 hours per week. Hours required depend on the number of referrals received by the Service. Work will be carried out at times to suit the volunteer and participants, therefore some evening and weekend work will probably be required.

In order to maintain your status as a Restorative Justice Facilitator, it is expected that you will:

- Participate in a one-to-one review and support session with a Restorative Justice Development Manager/Restorative Justice Coordinator every 6 months, and attend refresher training every 12 months.
- Agree to facilitate at least four cases per year.
- Notify us (and clients where applicable) of any period of absence or inactivity. If you are unable to carry out your role for a period of a month or more, we'd be grateful if you could contact us and request a 'stand-down' to ensure that no new cases are allocated to you. If you request a stand-down, it would be helpful to know the reason it's required and the date you expect to be in a position to resume your normal commitment. With your permission, we will stay in touch throughout the stand-down period to check how you are and any support we might be able to offer you. If a stand-down period extends beyond three months, a meeting will be arranged with a coordinator on your return, to establish your readiness to resume full duties, and to discuss any training and development needs that may have arisen as a result of your absence.

We request that you notify us of your intentions should you wish to leave the scheme and surrender your ID badge, mobile phone and any other applicable materials upon leaving, or upon any stand-down period which is expected to exceed 3 months.

Finally, we request that you attend at least one team meeting per year and it is also hoped that you will participate in our social activities throughout the year, to build relationships with colleagues and maintain the team identity.

**Please confirm your acceptance of the Facilitator Agreement by signing below:**

*Print name:*

*Date of Birth:*

*Signature:*

*Date:*

*This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be terminated at any time at the discretion of either party. Neither of us intends any employment relationship to be assumed or created by virtue of this agreement, either now or at any time in the future.*



## **INDEPENDENT CUSTODY VISITING SCHEME MEMORANDUM OF UNDERSTANDING**

On appointment, or reappointment, all Independent Custody Visitors are required to sign the Memorandum of Understanding which summarises their agreed responsibilities and the Police, Fire and Crime Commissioner's expectations of what is expected of each Custody Visitor.

The Police, Fire and Crime Commissioner (PFCC) may revise the Memorandum of Understanding from time to time as required.

### **1. APPOINTMENTS**

Appointments are subject to a six month trial period (which may be extended if required). Subject to continuing satisfactory performance and suitability, the OPFCC will appoint the Independent Custody Visitor.

### **2. ANNUAL REVIEWS**

All Independent Custody Visitors are required to participate in the Annual Performance Review process undertaken by the Coordinator or Scheme Manager. The annual reviews are held to review the performance of each Independent Custody Visitor and to assess their willingness and ability to continue.

### **3. CHANGE OF CIRCUMSTANCES**

You are required to notify the Scheme Manager of any change in circumstances, which will affect your position as an Independent Custody Visitor e.g. if you are arrested and charged with a criminal offence, or become a magistrate, special constable, or police officer, or undertake any other work which may present you with a conflict of interest.

### **4. EXPENSES**

Your work as an Independent Custody Visitor is entirely voluntary but certain reasonably incurred expenses, including travel may be claimed. Expense claims made on the appropriate form should be submitted monthly with necessary supporting receipts.

### **5. MISCONDUCT**

By signing this Memorandum of Understanding, you are agreeing to have regard to and abide by the standards and policies of the PFCC's Independent Custody Visiting Scheme and to adhere to the Code of Practice and National Standards for the duration of your appointment(s) as an Independent Custody Visitor.

### **6. VISITING IN PAIRS**

You are required to make custody visits in pairs at all times. Police custody staff have been advised that they should not allow anyone who is unaccompanied to make a custody visit. You can only make a custody visit when accompanied by another accredited Independent Custody Visitor. No more than two people should make a custody visit together.

**8. NUMBER OF VISITS**

The scheme requires that ICVs attend three visits per month on average but this may change dependent on changes made by the PFCC, ICV availability, custody closures or if covering other team members.

**9. MEETINGS AND TRAINING**

The Independent Custody Visiting Panel meets an average of four times a year to which members are required to attend at least one per year. Training dates will also be offered in addition to which team members are encouraged to attend.

**10. IMPARTIALITY AND CONFIDENTIALITY**

You must not involve yourself in individual cases, or give advice to detainees. You must maintain the confidentiality and/or any personal details of both detainees and other Independent Custody Visitors.

**11. DOCUMENTATION**

You are required to complete a report form for every custody visit made (even when there is nobody in custody) and submit the top copy within 5 days of the visit to the Scheme Coordinator/Scheme Manager.

**12. PERSONAL DETAILS**

You are required to inform the Scheme Manager promptly of any change of address or telephone number.

**13. QUERIES**

Queries on any aspect of the scheme should be made initially to the Scheme Manager on 01245 291605

**UNDERTAKING**

In signing this Memorandum of Understanding I undertake to be bound by its terms and consent to be bound by the Police, Fire and Crime Commissioner’s Independent Custody Visiting Scheme Guidelines.

Name: \_\_\_\_\_ (Block Capitals)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **Dog Welfare Visitor Scheme Volunteer Agreement**

We appreciate your commitment to us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. To make sure you have the best possible experience we have created this agreement which sets out our commitment to you and what we hope you can contribute.

This Volunteer Agreement describes the arrangement between our Volunteer Dog Welfare Visitors and the Police, Fire and Crime Commissioner in relation to the Dog Welfare Visitor Scheme.

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### **The Police, Fire and Crime Commissioner is committed to:**

- Giving you a great experience
- Being responsive to your requirements
- Providing you with an induction
- Providing support throughout your volunteer experience and helping you develop your skills and your volunteering role with us
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments

- Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed
  - Providing training required to undertake the role including in accordance with our Health and Safety Policy
  - Reimbursing agreed out-of-pocket expenses
  - Providing adequate insurance to cover for volunteers whilst undertaking volunteering approved and authorised by us
  - Ensuring that all volunteers are treated fairly and in accordance with our Equality and Diversity Policy
  - Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies
  - Follow up on any feedback or questions you may have regarding your involvement as a volunteer.
- 

**I, \_\_\_\_\_ agree to volunteer with The Police, Fire and Crime Commissioner, and am committed to:**

- Performing my volunteering role to the best of my ability.
- Working as agreed in my volunteer role description.
- Following the organisation's policies and procedures.

- Familiarise myself and ask if I'm not sure about what to do to stay safe whilst volunteering.
  - Maintaining the confidential information of the organisation.
  - Meeting time and other commitments as agreed including attending agreed training but when unable to do so to give reasonable notice so that other arrangements can be made.
  - Providing references in accordance with vetting requirements, and advising of any change in my circumstances that might affect my vetting status, as and when required.
  - Return any loaned equipment when ending my volunteering.
- 

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party by written or verbal notification.

Signed: \_\_\_\_\_ [Volunteer Name]

Signed: \_\_\_\_\_ [Volunteer Manager Name]

Date:

Appendix D – Expenses Form (front and back page)



[NOT PROTECTIVELY MARKED]

**PFCC – Claim for Travel & Other Expenses**

Page of

<b>Full Name (Printed)</b>	<b>Role</b> <small>(circle below)</small>	<b>Month of Claim:</b>		<b>Year:</b>	
	Member ICV Animal Welfare RJ Facilitators	<b>Employee No.</b>	<b>Vehicle Registration</b>	<b>Vehicle C.C.</b>	<b>Class Code</b>

Day of month	Time	Reason for claim - include place and purpose and details of expense	Miles	Travelling £	Subsistence £	Other £
<b>Totals brought forward from continuation sheet</b>						
<b>Final Totals</b>						

**For Admin use only**  
[NOT PROTECTIVELY MARKED]

[NOT PROTECTIVELY MARKED]

Mileage Claims				Travel/Other Claims			
Cost Centre	Miles to be Paid	Cost Centre	Short Code Indicator	Amount Including VAT £	VAT Amount Only £		

**Please note:**  
 In 'Class Code' please enter 'F' if claiming mileage at Force rate.  
 Travelling column is in respect of public/other transport expense (Do not double entry miles to be paid and amount of mileage calculated)  
 All claims for reimbursement of mileage expenses must be accompanied by a fuel VAT receipt valid for the month of the claim.  
 All claims must be submitted within two months, claims over two months should be accompanied by a note explaining delay.  
 All claims must be supported by a receipt.  
 Any personal data contained on this form may be held on computer files.

**Claim Submitter** – I certify that this is a true and correct claim and that additional expenditure has actually been incurred by me in respect of meals for which subsistence allowances are claimed. With regard to claims for mileage, I certify that I have the appropriate business use insurance for my vehicle and that my vehicle is legally roadworthy. I can also confirm that I have attached a VAT receipt for all such claims.

Signature ..... Date .....

Certification for Payment – In respect of the claims on this form, I certify that the journeys and expenses claimed have been authorised and necessarily incurred.

Signature ..... Name (Printed) .....

Rank & Pin ..... Date .....

**Approved for Payment (Authorised Signatory Only)**

Signature ..... Name (Printed) .....

Rank & Pin ..... Date .....

[NOT PROTECTIVELY MARKED]