



**Comisiynydd Heddlu a Throseddu
Dyfed-Powys
Police and Crime Commissioner**

Volunteer Policy

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Version	Date	Author	Reason for change
1.0	March 2016	Hannah Hyde	
2.0	February 2020	Caryl Bond	Policy reviewed – all Information is up to date.
3.0	November 2021	Caryl Bond	Policy reviewed. Further information included on the complaints procedure and Covid-19 guidance.
3.1	September 2023	Tom Walters, Quality of Service Caseworker	Anti-Racism policy added for QAF Report.
4.0	May 2024	Ellen Jones, Quality of Service Caseworker	Policy Review, Custody Independent Scrutiny Panel, complaints
4.1	September 2024	Ellen Jones, QoS Caseworker	Implementation of the Youth Ambassadors and Victim Engagement Forum
4.2	September 2024	Tom Walters QoS Caseworker	Addition of mobile phone use, standards (Code of Ethics), support and wellbeing
4.3	June 2025	Ellen Jones, QoS Caseworker	Policy review and changes to expenses
4.4	September 2025	Hassim Ganiyu, Student placement	Addition of volunteers complaint policy under section 17

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Commissioner’s Foreword

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

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

Thank you again,



1. Introduction

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

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

2. Summary of PCC's Volunteer Schemes

Independent Custody Visiting Scheme:

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

Animal Welfare Scheme:

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

Quality Assurance Panel:

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

Custody Independent Scrutiny Panel:

- The purpose of the Independent Custody Detention Scrutiny Panel is to ensure that the implementation of police detention and custody

procedures in Dyfed-Powys are proportionate, lawful, and necessary.

- Membership of the scrutiny panel consist of pre-existing (but not exclusive to) volunteers from:
 - Independent Custody Visitors (ICV)
 - Quality Assurance Panel (QAP)
- Each meeting will be thematic and each subject will be chosen in the previous meeting. The Panel shall meet on a bi-monthly basis, which will consist of six meetings a year.
- A report of the findings will be compiled by the OPCC Quality of Service Caseworker and shared with the Chair for its accuracy. The report will be shared with Head of Custody for consideration and a response to any recommendations made. The report will be shared at the Strategic Custody Detention Scrutiny Board.

Youth Ambassadors:

- Our Youth Ambassador scheme provides opportunities for young people to have their say on policing and crime in the communities they live in.
- It also enables young people to influence and challenge decision-making and helps us to better understand young people's views and experiences of crime and policing so that we can ensure we successfully safeguard children and young people and promote their wellbeing.
- Our Youth Ambassadors will:
 - Help us identify what are young people's priorities
 - Create exciting campaigns that will raise awareness of young people's priorities
 - Consult with young people on policing and crime issues locally and feedback to the Police and Crime Commissioner
 - Support the Police and Crime Commissioner with his scrutiny work by attending some meetings to challenge decisions, provide recommendations, and influence change for the benefit of young people in our area.

Victim Engagement Forum:

- The overarching purpose of this Forum is for this important collaborative project to support the delivery of an outstanding service for victims.
- Through the Victim Engagement Forum, your Police and Crime Commissioner works with Criminal Justice Partners to ensure that the voice of victims influences the scrutiny of service provision to victims.
- The forum is open to victims of all crime.
- The forum may be involved in:
 - completing surveys
 - providing feedback on specific processes, policies or documents
 - taking part in a group discussion.
- There is no expectation on the individuals to take part in each and every opportunity: they choose as and when to get involved.

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

3. Management of the Schemes

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

The volunteers schemes are managed within the PCC's Office, by the Assurance Team and Engagement Advisor.

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

4. Eligibility

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

- They must be over the age of 18 (apart from Youth Ambassadors age is 14-25);
- They must live, work or study within the Dyfed-Powys area;
- They must have been resident in the UK for at least 3 years before applying;
- They must be independent of the Police and the Criminal Justice System, i.e. the OPCC will not appoint serving police officers, police staff, serving members of the OPCC itself, special constables, or anybody with a direct involvement in the criminal justice system, such as solicitors or probation officers;

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

5. Recruitment and applications

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

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

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

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

6. Vetting

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

Vetting clearance is granted for a period up to three years. After which, vetting will be reconsidered by Dyfed-Powys Police's Vetting Officer. The OPCC will monitor the dates that vetting is due to be renewed and make every effort to ensure that vetting clearance remains valid. Should any issues arise the relevant staff from the OPCC will advise on the correct course of action with regards volunteering duties.

However, changes in circumstances may impact upon suitability to hold vetting clearance. It is therefore necessary to report and changes in circumstances as soon as possible.

7. Training

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

8. Probationary period and reviews

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

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

The key factors which will be considered in each review are the continuing ability and willingness of volunteers to carry out their role effectively, whilst

demonstrating impartiality and objectivity at all times.

9. Volunteer Roles, Responsibilities and Standards

Detailed information on specific volunteer roles can be found in the scheme Terms of Reference (ToR).

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

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

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

In line with the [Code of Ethics](#):

We will use the ethical policing principles to help us make and reflect on our professional decisions. As policing professionals, we commit to the following.

Courage – making, communicating and being accountable for decisions, and standing against anything that could bring our profession into disrepute.

Respect and empathy – encouraging, listening to and understanding the views of others, and seeking to recognise and respond to the physical, mental and emotional challenges that we and other people may face.

Public service – working in the public interest, fostering public trust and confidence, and taking pride in providing an excellent service to the public.

10. Expenses

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

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

Volunteers are also entitled to claim for a meal (up to the value of £12.70) when undertaking duties for an uninterrupted period of four hours or more; where refreshments have not been provided. This includes travelling time. Where meals are claimed for, volunteers must provide a valid VAT receipt.

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

Overnight Stay criteria:

- If overnight stay is required when attending training outside of Dyfed-Powys, volunteers should contact the OPCC for this to be arranged.
- Members are traveling a considerable distance to attend meetings. Overnight expenses will only be payable when deemed necessary to complete duties and following advance approval with the OPCC.

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

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

11. Insurance

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

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

The PCC will not be liable for individuals' insufficient level of motor insurance. Volunteers will be required to provide evidence of sufficient motor insurance at appointment and will be required to ensure it is up to date on an annual basis.

12. Health and Safety

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

their training.

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

13. Confidentiality

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

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

As part of their roles, the use of personal electronic equipment, i.e. mobile phones or smart watches, are strictly prohibited during volunteer activity.

14. Disposing of documentation

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

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

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

15. Publicity Guidelines

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

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

We request that all volunteers are not to post on any social media platforms under their remit as an OPCC volunteer unless previously agreed with the

Scheme Managers.

16. Welfare and Support

If members become involved in traumatic incidents through their work with the police, or suffer any psychological ill effects due to their involvement in their role, they can access the counselling or support services provided by Dyfed-Powys Police's Employment Assistance Programme -VIVUP. VIVUP resources include a telephone helpline, debt and financial advice, downloadable self-help workbooks, podcasts and blogs. This support is available for volunteer's mental health and wellbeing, or help and support with pressures at work or home and is available 24/7, 365 days a year on their free helpline.

Contact details for VIVUP will be provided by the scheme managers.

17. Settling differences/Complaints and Misconduct

Principles

The OPCC is committed to treating all volunteers fairly, objectively and consistently. We aim to resolve concerns promptly, transparently and in a way that safeguards both the interests of the complainant and the volunteer. All complaints and allegations will be taken seriously, dealt with proportionately, and recorded for monitoring purposes.

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

Should a volunteer wish to submit a grievance against the scheme administrator, they should advise the OPCC's Chief Executive.

Sources of Complaints

Complaints or concerns regarding volunteers may arise from:

- Members of the public, including detainees and victims,
- Other volunteers,
- Dyfed-Powys Police officers or staff, or
- OPCC staff.

Initial Handling

Where an issue is considered minor, it may be resolved informally by words of

advice, with a record placed on the volunteer's file.

If a complaint or allegation is serious or if there are repeated incidents, the matter will be referred to the Chief Executive (or delegated Scheme Manager/Assurance lead). The volunteer will be notified as soon as practicable.

Volunteer's Right to Respond

The volunteer will be informed in writing of the complaint or allegation and given the opportunity to respond, either in writing or orally, within 10 working days of notification.

The volunteer may be suspended from duties during this period where the seriousness of the matter warrants it, in order to protect the integrity of the scheme.

Investigation, Decision and Outcomes

The OPCC will make relevant enquiries to establish the facts. Depending on the nature of the complaint, this may include contacting:

- The complainant,
- Fellow volunteers,
- Relevant police officers/staff (e.g. Custody Inspector, Dog Section Sergeant),
- Any other person with relevant information.

All responses should be provided in writing within 10 working days of request. The Chief Executive (or delegated manager) will consider the information gathered and record the rationale for the decision. Possible outcomes include (but are not limited to):

- No further action,
- Words of advice regarding future conduct,
- Suspension until further training is completed,
- Temporary removal from the rota,
- Termination of appointment and removal from the scheme,
- Reinstatement with or without conditions.

The volunteer will be informed in writing of the decision and the reasons as soon as practicable.

Appeal

Volunteers have the right to appeal any formal decision within 28 working days of the decision letter. Appeals should be submitted in writing, setting out ~~full grounds of appeal, to the Police and Crime Commissioner if the Chief~~
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Executive made the original decision, or to the Chief Executive if delegated to a Scheme Manager. The Reviewer may request further information and may or may not meet with the volunteer.

The outcome of the appeal will be provided in writing as soon as practicable. The Reviewer's decision is final. If the appeal is upheld, the complaint will be removed from the volunteer's record, and reinstatement will take effect immediately if suspension or termination occurred.

18. Termination of appointment

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

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

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

19. Complaints against the Police

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

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

20. Anti-Racism

Racism and discrimination of any sort have no place in our society and no place at Dyfed Powys Police nor at the OPCC. We all have a personal and professional duty to know where inequality persists and to call it out if we see it. We must address these issues together, as colleagues and as citizens, to make society fairer and to support each other. The OPCC volunteer schemes have a unique position in terms of ensuring the equitable and respectful treatment in an often hidden, and high-pressure area of policing.

The OPCC is committed to complying with relevant equality legislation including the Equalities Act 2010 to create environments where:

- Unlawful discrimination, harassment or bullying is not tolerated.
- People are treated fairly, and according to their needs.
- There is equality of access to all opportunities.

The OPCC is committed to creating a culture whereby discriminatory language and attitudes are appropriately challenged and action taken where necessary in all our work. This will contribute to the continuous review of our volunteer scheme, to have representation of ethnic diversity in our volunteers and work toward a scheme which is representative of the local community. Additionally, the OPCC is committed towards the continued work towards effective monitoring of disproportionality of treatment in police custody, to train volunteers in anti-racism and equitable treatment for detainees, embed our commitment and understanding to anti-racism organisations; and to continue to educate ourselves about the barriers and challenges facing those from ethnic minority communities.