

Office of the Police and Crime Commissioner South Wales**Controlled Document**

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Agreed by Scrutiny & Equality

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Document Description

Volunteers are essential to the Office of the Police and Crime Commissioner (OPCC) South Wales in providing reassurance to the communities and oversight of South Wales Police. This document sets out the OPCC's values, what is expected of volunteers and how we will support them in their role.

Details regarding specific procedures for volunteers vary depending on the role. This policy should be read in conjunction with each Scheme's relevant Guidelines, Terms of Reference, and Person Specification.

Implementation & Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the Strategic Lead for Scrutiny, Assurance & Equality, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact volunteer@south-wales.police.uk.

Mae'r ddogfen hon ar gael yn Gymraeg ar ein gwefan, neu gallwch gysylltu â: comisiynydd@heddlu-de-cymru.pnn.police.uk

This document is available in Welsh on our website, or you can contact: commissioner@south-wales.police.uk

1. INTRODUCTION

1.1 The Office of the Police and Crime Commissioner (OPCC) South Wales places great value on the role of volunteers. The OPCC seeks to involve volunteers in:

- Providing independent oversight and scrutiny of South Wales Police.
- Providing new skills and perspectives.
- Providing an external perspective on policing issues in terms of their impact on public perceptions and the community.
- Providing public reassurance.

2. Summary of the OPCC's Volunteer Schemes

2.1 Independent Custody Visiting (ICV) Scheme

The OPCC is responsible for the statutory ICV Scheme. The OPCC appoints and trains volunteers from the local community to carry out unannounced visits to South Wales Custody Suites.

Volunteers check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.

2.2 Animal Welfare (AW) Scheme

The OPCC is responsible for the non-statutory AW Scheme.

The AW scheme involves volunteers reporting on the welfare of the police dogs and horses through visits to South Wales Police's dog and mounted site.

2.3 Police Legitimacy & Accountability Group (PALG)

PALG was established by the OPCC and enables external organisations and Independent Members to act as critical friends to South Wales Police, supporting the OPCC in their scrutiny role, and ensuring that South Wales Police is accountable and transparent.

3. Statement of Values and Principles

3.1 This Volunteering Policy is underpinned by the following principles:

- Volunteering is a legitimate and crucial activity that is supported and encouraged by the OPCC.
- The OPCC does not aim to introduce volunteers to replace paid staff.
- The OPCC recognises that volunteers require satisfying work and personal development and subject to paragraph 4.2 of this policy, will seek to help volunteers meet these needs.
- Volunteers bring additional skills and new perspectives to the OPCC, enabling us to be more responsive and flexible in our approach.

4. Roles and Responsibilities

4.1 The responsibilities for volunteers vary depending on their role. More information on this can be found in the role's respective Scheme Guidelines / Person Specification / Terms of Reference / Code of Conduct.

The volunteer schemes are managed within the OPCC, with one single point of contact for volunteers.

Volunteers will be provided with contact details of the single point of contact upon joining the volunteer scheme. Volunteers will be updated if there is a change to the single point of contact as soon as possible.

The specific point of contact will offer guidance, support, and supervision to volunteers.

4.2 The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend/undertake tasks or for the OPCC to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

The organisation expects volunteers:

- To be reliable and honest.
- To uphold the OPCC's values and comply with the 089's Privacy Notice and Confidentiality Policy.
- To make the most of opportunities given, such as training.
- To contribute positively to the aims of the OPCC and avoid bringing the OPCC into disrepute.
- To behave in a reputable manner.
- To respect confidentiality.
- To carry out the role within agreed guidelines.

Subject to the above, volunteers can expect:

- To have clear information about what is and is not expected of them.
- To receive adequate support and training.
- To be treated with respect and in a non-discriminatory manner.
- To receive expenses as outlined within this policy.
- To have opportunities for personal development.
- To be recognised and appreciated.
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable.
- To know what to do if something goes wrong.

5. Eligibility, Recruitment and Selection

5.1 Eligibility of volunteers may differ depending on the volunteer role. Details of eligibility will be provided to potential volunteers and are defined in supporting documentation such as Scheme Guidelines and Person Specification. For all volunteer roles, the volunteer must:

- Be over the age of 18.

- At the time of application, have been a resident in the UK for at least three years.
 - Reside, work or study in the South Wales Police area.
- 5.2 Principles of Equal Opportunity will be adhered to in the recruitment of volunteers. Opportunities will be widely promoted, to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate. Methods of application may vary upon discussion with the specific point of contact.
- 5.3 Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on volunteer roles if necessary, with consultation with South Wales Police Health & Safety team.
- 5.4 Recruitment will typically involve application, formal interview, vetting and reference checking.
- 5.5 Where applicants are not able to be placed in their preferred role, they may be provided with feedback and given the opportunity to discuss alternative volunteering roles.

6. Vetting

- 6.1 All appointments are subject to vetting or security clearing at an appropriate level as determined by the National Police Chief Council's Vetting Policy which will be at NPPV Level 2 Abbreviated.
- 6.2 Prior convictions are not an automatic barrier to acceptance. Each application will be considered individually in line with their respective Scheme Guidelines / Terms of Reference. Failure to disclose convictions will be treated very seriously and lead to termination of appointment.
- 6.3 Vetting renewal will be undertaken for all volunteers as part of the three-year reappointment process.
- 6.4 It is a requirement that volunteers inform their specific point of contact immediately if there are any changes in personal circumstances during their appointment. Changes to personal circumstances include the following:
- Any new persons residing in the same household.
 - Change of address.

- Arrest, police caution, civil or criminal proceedings brought against volunteers.
- Any new criminal associations through close relatives.
- 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.

7. Training

7.1 Volunteers may be given induction and training appropriate to the specific tasks to be undertaken.

8. Support and Supervision

8.1 Volunteers will be offered support and supervision as appropriate to their role and this is discussed during appointment / induction. Arrangements vary according to the volunteer and the role undertaken.

9. Data Protection Act 2018, General Data Protection Regulations (GDPR)

9.1 The OPCC has published a general privacy notice which is documented on the OPCC's website. The OPCC Privacy Notice is continuously reviewed, therefore, there may be changes from time to time. A copy of the Volunteer Privacy Notice is contained in Appendix 1. If there are changes that affect the way the Scheme handles personal data of volunteers, the specific point of contact will contact the volunteers directly.

10. Volunteer Confidentiality and Data Protection Obligations

10.1 Please refer to the Volunteer Confidentiality Policy contained in Appendix B.

11. Health and Safety

11.1 Risk assessments will be provided in respect of health and safety dependent on the volunteer scheme. The risk assessments of the respective schemes will be provided to all volunteers for consideration.

- 11.2 Dependent on the scheme, health and safety training shall be provided to volunteers as part of their induction.
- 11.3 Volunteers are required to take responsibility for their own health and safety and raise any concerns with their specific point of contact immediately.

12. Complaints Procedure

12.1 Complaints made against South Wales Police.

Where a volunteer makes a complaint against the police, whether in their role as a volunteer, or as a private individual, the specific point of contact must be informed. The full details will then be discussed with the Chief Executive for a decision to be made as to whether the duties of the volunteer should be suspended or curtailed in the interests of impartiality.

12.2 Complaints made against other Volunteers.

If a complaint or allegation is made against a volunteer, the specific point of contact, will request that the complaint/allegation be made in writing, if it has not already been done so. No further action will be taken unless the complaint/allegation is made in writing.

The specific point of contact, on receipt of the written complaint/allegation, will notify the volunteer concerned of its receipt and content.

Where a complaint or allegation originates from the OPCC, that individual will be required to put the complaint/allegation in writing in the first instance. The specific point of contact will then proceed with the further actions and enquiries as set out in this section. However, if the complaint originates from the specific point of contact, the further actions and enquiries will instead be undertaken by another member of the OPCC's staff team.

The volunteer will be given the opportunity of responding to the complaint/allegation to the specific point of contact either orally or in writing.

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

- The Complainant
- Fellow volunteers(s)
- South Wales Police
- Any other person who can provide relevant information.

12.3 Complaints made against the OPCC.

The OPCC is responsible for investigating complaints against members of his team. If you feel that you have been treated unfairly by a team member or consider that the team member has conducted themselves in a manner that falls below the standards that a reasonable person would expect, you have the right to make a complaint.

Please refer to our 'Making a Complaint' guidance and 'Complaints Policy' section on the OPCC website:

[Making a Complaint - South Wales Police and Crime Commissioner \(southwalescommissioner.org.uk\)](https://southwalescommissioner.org.uk/making-a-complaint)

[Complaints Policy - South Wales Police and Crime Commissioner \(southwalescommissioner.org.uk\)](https://southwalescommissioner.org.uk/complaints-policy)

13. Insurance

13.1 The OPCC will ensure that volunteers have appropriate insurance cover in terms of employers and public liability.

13.2 It is emphasised, however, that this does not extend to motor insurance cover for volunteers making use of their own private vehicles when travelling for their volunteer role. It is the responsibility of volunteers to check with their own Insurers that they are covered for this purpose.

13.3 It is emphasised that it is the volunteer's responsibility to ensure that their personal vehicles remain in roadworthy condition, MOTd (where applicable) and appropriately insured for carrying out their volunteer role.

14. Publicity

- 14.1 It is generally desirable that the role and aims of volunteers should be promoted to the public. Volunteers must, however, bear in mind that the purpose of publicity is to inform the public about the scheme and not draw attention to individual cases or to themselves. Volunteers are permitted to disclose their involvement with the volunteer schemes in general on their personal social media accounts but are not permitted to share any details of the Schemes. For example, volunteers should not share details of South Wales Police practices, details of detainees they speak with, but may inform friends and family that they are a volunteer for the OPCC.
- 14.2 Any invitation to speak to the press, or local groups or organisations, about any aspect of volunteering should be referred to the specific point of contact and should not be undertaken by individual volunteers except at the request of or with the consent of the OPCC. Volunteers should remember that they are accountable to the Commissioner, and not to the press or individual members of the public. Failure to adhere to this could result in disciplinary action, termination of appointment or legal action.

15. Expenses

- 15.1 The work is entirely voluntary, but travelling expenses can be claimed by volunteers where these are incurred for the specific purposes of the volunteer role. Only public transport fares or private car mileage at the agreed rate will be paid. The allowances are aligned to HM Revenue and Customs rates.
- 15.2 Reimbursement of taxi fares will not be paid, apart from in certain justifiable circumstances e.g., for disabled visitors requiring accessible transport. Expenses can also be claimed for attending training sessions. Expenses claims must be made on the appropriate form and should be claimed within 3 months. Any expense claim forms submitted after this will not be processed. All travel expense payments are at the discretion of the Chief Executive.

16. Equality and Diversity

- 16.1 The OPCC is committed to encouraging equality, diversity and inclusion and eliminating unlawful discrimination in all areas of its work. The OPCC Equality Plan is anticipated to be published in Summer 2024.

17. Leaving the Volunteer Scheme

17.1 Volunteers may leave their respective Scheme for several reasons including:

1. Termination of Appointment either by themselves or the OPCC.
2. Change in personal circumstances.
3. The task for which they are volunteering has ended.
4. Their tenure for their respective volunteering scheme has ended.

17.2 In any event that the volunteering appointment has come to an end, volunteers are reminded that their obligations about the Official Secrets Act 1989 and the Data Protection Act 2018 are ongoing.

17.3 All equipment issued by the OPCC, including identification cards if applicable, must be returned to the specific point of contact.

17.4 Volunteers may be offered the opportunity to complete an exit survey and/or interview when they leave the Scheme.

Appendix 1

Volunteer Privacy Policy

Last reviewed: October 2024.

Next review: October 2026

1. Introduction

1.1 The Office of the Police and Crime Commissioner (OPCC) South Wales provides support to the Police and Crime Commissioner (PCC) in carrying out her duties and responsibilities which include holding the Chief Constable for South Wales to account for the delivery of local policing, setting, and updating a police and crime plan, setting the budget and the precept and engaging with the public and communities within South Wales.

1.2 The OPCC is the data controller for the personal information we process, unless otherwise stated.

You can contact us in a few ways:

By email: COMMISSIONER@south-wales.police.uk

By telephone: 01656 869366

By post: Office of the Police and Crime Commissioner South Wales

Ty Morgannwg
Cowbridge Road
Bridgend
CF31 3SU

1.3 The Data Protection Officer (DPO) can be contacted via the details above. Please mark all correspondence for the attention of the DPO.

1.4 Our core data protection obligations and commitments are set out in our primary privacy notice located on the OPCC website.

2. Purpose of this privacy notice

2.1 This privacy notice is to advise you of how your personal information will be dealt with (processed) by the OPCC and your rights in relation to that processing.

2.2 It is important to note that South Wales Police undertake all payroll functions on behalf of the OPCC and as such, your personal data will be shared between both organisations. Your personal data will be processed on behalf of the OPCC, by South Wales Police, in order that any allowances and/or expenses you are entitled to claim can be paid to you.

What information do we collect?

3. What information do we collect?

3.1 We collect a range of information about you which will differ depending on which role you perform. This can include:

- Your name, address and contact details, including email address, telephone number, date of birth and gender.
- Details of your qualifications, skills, experience, and employment history.
- Information about your marital status, next of kin, dependants, and emergency contacts.
- Information about your nationality and entitlement to work in the UK.
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, gender, disability and religion or belief.
- Information about any remuneration you are entitled to receive.
- Details of your bank account and national insurance number.
- Information about your vetting and criminal record.
- photographs for your volunteer identification badge if applicable.
- Details discussions had with you about any concerns that may have been raised.

- Assessments of your performance, training you have participated in, performance improvement plans and related correspondence.
- Information about medical or health conditions, including whether you have a disability for which the organisation needs to make reasonable adjustments. This will also be shared with South Wales Police for health and safety purposes.
- Details of political affiliations.
- Welsh language (in line with Welsh Language Standards) and other language ability.
- Offences and alleged offences
- Complaints, incidents, civil litigation, and accident details.

3.2 We collect this information in a variety of ways. For example, data is collected through application forms, obtained from your passport or other identity documents such as your driving license; from forms completed by you at the start of or during your role with the OPCC; from correspondence with you; or through interviews, meetings, or other assessments. In some cases, we collect personal data about you from third parties, such as references supplied by your selected referees.

3.3 As part of your role for the OPCC, you will be required to undertake a vetting process. This requirement may be repeated periodically during your employment depending on your role. Any vetting checks we conduct will be in line with the College of Policing, Authorised Professional Practice on Vetting: [APP \(authorised professional practice\) | College of Policing](#)

4. What is the legal basis for processing your personal data?

4.1 We need to process your personal data to appoint you as a volunteer. Being appointed as a volunteer, you provide your consent for us to process your personal information to enable your participation on the relevant scheme with which you are involved.

4.2 Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to people with disabilities and for health and safety purposes).

4.3 Where we process other special categories of personal data, such as information about ethnic origin, sexual orientation, gender, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

5. Sharing your personal data

5.1 Your information will be shared internally within the OPCC, with relevant South Wales Police employees associated with the Schemes and with the South Wales Police Payroll department and with South Wales Police who administer the Fully Integrated Resource Management System (FIRMS) via which some roles have their expenses paid.

5.2 We share your data with third parties to obtain references from employers and obtain necessary criminal records checks from the Disclosure and Barring Service.

5.3 If your role requires wider government vetting, we may provide your email address and other personal information such as your name, date of birth and passport number to United Kingdom Security Vetting (UKSV) who will contact you to complete the appropriate vetting application, UKSV will be the data controller for any additional information you provide to them.

5.4 We will not share your information with any third parties for the purposes of direct marketing.

6. How long do we keep your personal data?

6.1 Personal Data is kept in line with our retention policy.

7. Your rights in relation to your personal data

7.1 Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information:

- Your right of access.
- Your right to rectification.
- Your right to erasure.
- Your right to restriction of processing.
- Your right to object to processing.
- Your right to data portability.

7.2 Further information in relation to these rights can be found in our general privacy notice located on the OPCC website.

8. Changes to this Privacy Notice

8.1 The Policy will be reviewed every two years, sooner if legislation, best practice, or other circumstances indicate this is necessary.

9. If you are not satisfied

9.1 The Information Commissioner's Office (**ICO**) regulates the processing of personal data. You can complain to the ICO if you are unhappy with how we have processed your personal data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: www.ico.org.uk

Updated October 2024.

Appendix 2

Confidentiality Policy for Volunteers

Last reviewed: October 2024.

Next review: October 2024.

This policy should be read in conjunction with the following documents:

- Volunteer Policy
- Volunteer Privacy Policy
- Scheme Guidelines
- Agreements
- Confidentiality Agreement
- Terms of Reference

Certain documents relate to specific Schemes. Please contact your specific point of contact for further information.

1. Introduction

- 1.1 The Office of the Police and Commissioner (OPCC) South Wales is committed to upholding confidentiality. For this policy, confidentiality relates to the transmission of personal, sensitive, or identifiable information about individuals, South Wales Police or the OPCC's work which comes into the possession of volunteers through their role.
- 1.2 The Police and Crime Commissioner holds personal data about its staff and volunteers which will only be used for the purposes for which it was gathered. Please see 'Volunteer Policy.'
- 1.3 All personal data will be dealt with sensitively and in the strictest confidence internally and externally.

2. Purpose

2.1 The purpose of the confidentiality policy is:

- To protect the interests of our staff, volunteers, stakeholders, South Wales Police, and detained persons.
- To ensure the public have trust and confidence in the Police and Crime Commissioner's Office.
- To comply with data protection law.
- To keep South Wales Safe by recognising the sensitivity of processed personal information.
- To uphold our legal obligations in respect of data held by the OPCC.
- To protect individuals from the threat of the use of erroneous information, or the misuse of correct information.

3. Information

- 3.1 All information held by volunteers concerning South Wales Police, the OPCC and stakeholders is deemed confidential whether held electronically or in hard copy.
- 3.2 All information will be treated as confidential. Information will only be provided to volunteers that is necessary and relevant to the work in hand. Volunteers should not have direct access to confidential information held by the OPCC unless authorised by their 'Specific Point of Contact'. This includes any information concerning an identifiable staff member or detainee.
- 3.3 If, during the volunteer's activities, the volunteer overhears or otherwise comes by confidential information, the facts will, as soon as is reasonably practicable, be referred to the specific point of contact or other authorised person within the OPCC and that information will not be disclosed to any other person.
- 3.4 At the point of being accepted as a prospective volunteer, the specific point of contact shall arrange Data Protection training relevant to their role and this Confidentiality Policy and of its paramount importance to the business of the PPCC, staff and volunteers alike.
- 3.5 The specific point of contact shall then ensure that the volunteer is committed to complying with this policy advised of the disciplinary consequence of failing to do so. Volunteers should be aware of their obligations under the Data Protection Act 2018

and the General Data Protection Regulation. Volunteers shall report any breaches / near misses of data as soon as the volunteer is aware.

3.6 During their role, volunteers will acquire confidential information about policing issues and detainees. 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.

4. Guidance for volunteers to keep information confidential.

4.1 General Volunteering:

- Discuss your activities with the SPOC and authorised volunteers on a “need to know” basis. Such discussions should be discreet and in private.
- Oral reporting of your activities should be conducted in private with your SPOC or authorised volunteers. If the discussion takes place at a meeting, you should have due regard for discretion and confidentiality.
- If you are accessing confidential information on your personal devices, ensure that the device has the appropriate and up-to-date anti-virus software. In addition, ensure that email accounts are monitored for potential hacking / spam messages. Use two-step authentication to further secure your account.
- Delete electronic confidential information once it has served its purpose.
- Dispose of paper confidential information by providing this to the specific point of contact or confidential waste bins located in South Wales Police premises.

4.2 Independent Custody Volunteers / Animal Welfare Volunteers:

- Keep all confidential information on South Wales Police premises. This includes report booklets, hand-written notes, and report forms.
- Dispose of any confidential information that is no longer required using the South Wales Police confidential waste in Custody Suites.
- Do not share contact details of other volunteers with any unauthorised persons.
- Only view confidential information on secure devices and secure email accounts.

- Delete electronic documentation / emails when they are no longer needed.
- Only disclose information to other volunteers when it is necessary and authorised by the OPCC.

4.3 Key things volunteers should **not** do include:

- Use confidential information for any personal benefit or profit.
- Disclose confidential information to anyone outside of the volunteer scheme.
- Copy confidential documents/files and/or store them on insecure devices.

4.4 When volunteers leave their respective scheme, they are obliged to return any confidential files and delete them from their personal devices.

4.5 Failure to adhere to this policy, the respective Scheme Guidelines / Terms of Reference / Agreements could make the volunteer liable to civil proceedings. The unauthorised disclosure of facts concerning police operations, or the security of police stations may also constitute an offence under Section 5 of the Official Secrets Act 1989.

Updated October 2024.

