

GMPA VOLUNTEER POLICY

Policy for including volunteers in our work



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1. Introduction

GMPA are committed to public engagement, ensuring that the public are genuinely involved in decision-making processes that influence GMP and GMPA services. Volunteering is one way that people from the local community can become involved and contribute to the organisation.

Within GMPA's Strategic Plan 2008-11, is a specific strategic aim focusing on the theme of "Involving People". This, and the development of an Engagement and Volunteering Strategy, aims to support GMPA's work in this area.

GMPA's Volunteer Team will be responsible for the implementation of this policy.

2. Purpose of this Policy

- To provide a foundation on which the involvement of volunteers in the work of GMPA will be based.
- To offer staff a step-by-step guide about how to involve members of the local community in volunteer work for GMPA.
- To give a cohesive and consistent set of guidelines to ensure that volunteers are fully supported when carrying out their volunteer role.
- To help ensure fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad-hoc basis.

3. Definition of a Volunteer

A 'volunteer' is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of actual out of pocket expenses.

In GMPA, a volunteer is a person who makes a commitment to support the work of staff in order to enhance the provision of services.

4. Why Include Volunteers?

There are many reasons to involve volunteers. These include:

- Volunteers can bring a different perspective to the work within GMPA, often one that reflects the views of the local community
- They can bring credibility to an organisation – giving their time for free indicates that the work is of value
- Volunteers can help to extend the services GMPA currently offer

- Volunteers can bring a fresh approach which includes diversity of knowledge and experience

5. What are the benefits for volunteers?

- Volunteer opportunities can provide new challenges and enable people to learn new skills
- Volunteering can be a stepping stone into employment or training opportunities
- By donating their time, volunteers can provide support to the criminal justice system within Greater Manchester
- Volunteering can provide opportunities to meet like-minded people
- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding
- Volunteering can improve health and well being!

6. Values of GMPA Volunteer Schemes and Groups

GMPA are committed to the following:

- GMPA will **not** introduce volunteers to replace paid staff
- Volunteers will have a defined place in the structure of the organisation
- Volunteers will be integrated and treated equally as part of the team
- The individual skills each person brings to the organisation will be recognised
- Ensuring volunteers feel supported and valued in their role through the provision of a comprehensive induction package and via the Volunteer Schemes Co-ordinator as a point of contact
- Encouraging volunteers to develop and build on their existing skills and knowledge through training and sharing good practice within GMPA and training

7. Opportunities

A range of volunteering opportunities is available within GMPA. These include:

- Appropriate Adult Scheme
- Independent Custody Visiting Scheme
- Animal Welfare Visiting Scheme

Role Outlines

Appropriate Adult Scheme

Appropriate Adults are called to the police station as an important safeguard, providing independent support to detainees who are:

- Aged under 17
- Vulnerable adults

Their role is to assist the detainee to ensure that they understand what is happening at the police station during the interview and investigative stages. They are not there to provide the detainee with legal advice.

Independent Custody Visiting Scheme

Independent Custody Visitors (ICV) are members of the local community who visit police stations unannounced to check on the welfare of people in police custody. They come from a variety of backgrounds and sections of the community.

Animal Welfare Visiting Scheme

The aim of the Animal Welfare Scheme is to enable members of the local community to observe, and report upon the conditions under which both police dogs and horses are housed, trained, transported and deployed. The strategic aim of the scheme is to maintain public confidence and secure the welfare of police dogs and horses by ensuring the police animal training methods and the operational use of police dogs and horses are effective, humane, ethical and transparent.

PROCEDURES

8. Recruitment

Innovative, creative and appropriate approaches will be used to recruit volunteers from a wide range of different backgrounds.

GMPA will:

- Raise awareness of volunteering opportunities through Greater Manchester CVS, voluntary/community groups and organisations.
- Display posters and leaflets in community places such as healthcare and local authority premises throughout Greater Manchester.
- Display volunteer opportunities in 5 local shops, bingo halls, leisure

centres, job shops, lunch clubs, colleges, universities and any other appropriate outlets.

- Enter details onto the Help Yourself directory.
- Establish links with schools, colleges, local companies and places of worship.
- Use existing GMPA publications such as the Policing Plan, Annual Report and The Digest to raise the profile of GMPA volunteer schemes and volunteering opportunities.
- Use GMP publications such as Brief, to raise awareness of volunteer schemes and the contribution they make to policing amongst GMP staff and officers.
- Promote volunteering opportunities through pro-active press releases to local media.
- Arrange events targeted at specific communities in partnership with community groups and display information in faith group venues.
- Take opportunities to exhibit at community events and sites (e.g. community events and fayres, Community Forum meetings).
- Give talks and presentations to staff, voluntary organisations and local businesses.
- Actively encourage diversity by targeting those from excluded groups by using interpreters, including BSL signers; use established links for contacting groups such as teenage parents, refugees, homeless people, travellers and young people.
- Actively promote the schemes through formal and informal processes.

Event Angels Project

An Event Angel's role is to spread the word about GMPA's volunteer schemes at local events.

The purpose of this project is to raise awareness of the GMPA volunteer schemes and boost volunteer numbers so that the Authority doesn't have to rely on the same people giving up large portions of their spare time. This will enable GMPA to distribute volunteer duties as fairly as possible. Through Event Angels GMPA endeavours to give the volunteers more opportunity to get directly involved in the running of our volunteer schemes.

Please refer to guidelines to enable people to volunteer (Appendix A).

9. Selection

GMPA's selection of volunteers is a formal process based upon the level of importance and responsibility of the role that individuals are asked to undertake i.e. dealing with vulnerable people. The following process has, therefore, been adopted:

10. Screening

The purpose of screening volunteers is to ensure that the right volunteers are recruited for the appropriate scheme/groups.

GMPA's screening process is used to answer the following two questions:

1. Is the volunteer suitable for the scheme/group?
2. Is the scheme/group suitable for the volunteer and will it meet their expectations?

- **Criminal Convictions**

Appropriate adults who regularly come into contact with young and vulnerable people as part of their volunteer role will need to undergo a Criminal Records Bureau (CRB) check. This will be undertaken on a 3 yearly basis.

Under the provision of the Rehabilitation of Offenders (1974) Exemption Act, volunteers are required to declare all previous convictions. This includes unspent and spent convictions. This information will be treated in strict confidence and may not necessarily prejudice the prospective volunteer's application to become involved with GMPA's work.

GMPA doesn't allow volunteers to transfer checks between different organisations and different roles because the decision to place a volunteer in a new role should always be based on that actual role and on the information provided in an up to date CRB check.

- **GMP Vetting**

All prospective volunteers will be subject to the GMP vetting process and, if successful, they will be taken on as a GMPA volunteer. **It is important that a volunteer does not begin to undertake their role until vetting clearance has been confirmed by GMP.**

Vetting is renewed on an annual basis by GMP. This process is monitored by the GMPA Volunteer Schemes Assistant.

In the case of appropriate adults, they will be issued with a GMP identity card, which authorises them to visit any designated police station within Greater Manchester, unescorted. Please note that they will still need to report to the Public Enquiry Counter to gain access to the custody area and for health and safety reasons.

GMP identity cards should only be used for the purpose of the volunteer's role and if it is used for any other purpose, it may be withdrawn and their appointment as a volunteer with GMPA may be terminated.

- **Independent Safeguarding Authority (ISA)**

A new Independent Safeguarding Authority (ISA) is due to be introduced. The new scheme was a key recommendation of the Bichard inquiry into child protection procedures in the light of the conviction of Ian Huntley for the murder of Jessica Chapman and Holly Wells.

It will introduce a new vetting and barring scheme, which will run alongside the CRB and vetting system. This policy will be updated to reflect this change once the ISA comes into being.

11. Health Screening

A placement must not put the volunteer's health at risk. Health screening should take into account the role, what support GMPA can offer the prospective volunteer, whether that creates any risks and how these should be managed.

This should be offered in line with HR guidance (please liaise with GMPA's HR Consultant). The Volunteer Schemes Co-ordinator will explain this process to the prospective volunteer and why it is important.

12. Induction and Training

Appropriate training and support for volunteers is vital to ensure success in their volunteering role.

The Volunteer Schemes Co-ordinator will provide a mandatory induction during the initial training session. This will include:

- A brief overview of GMPA
- Introduction to volunteering – role, expectations of volunteers and GMPA
- A contact list of all staff members, Authority members and volunteers
- Copies of all the relevant policies
- Essential procedures i.e. timekeeping, rota, how to complete an expenses claim form etc.
- The importance of information governance – in particular confidentiality
- Equal opportunities
- Volunteer Agreement (Memorandum of Understanding) and Code of Conduct for signing
- Volunteers will be supplied with GMPA ID badges and will be expected to wear these whenever they are carrying out duties on behalf of GMPA. They should only be used for the purpose of the volunteer's role and if used for any other purpose, it may be withdrawn and their appointment as a volunteer with GMPA may be terminated

- GMPA satchel, with relevant stationery, branded products, contact details
- Other information as appropriate.

As part of the induction, the Volunteer Schemes Co-ordinator will clarify individual training needs.

Volunteers will be introduced to all members of the Volunteer Team.

Appropriate Adults will undertake initial 2 day induction training course. They will then take part in a mock interview session as part of GMP's Investigatory Interview Training where they will be observed by an officer from the Volunteer Team or a member of the Volunteer Recruitment Panel.

Independent Custody Visitors and Animal Welfare Visitors will undertake a 1 day induction training course with further awareness and training sessions as outlined in the Learning and Development Programme 2010-11.

The induction training for volunteers is mandatory, as this will also cover health and safety awareness and risk assessments. For appropriate adults and independent custody visitors, the courses on Safeguarding Vulnerable Adults, Child Protection, Equality and Diversity, Mental Health and Conflict Management are also mandatory, along with a visit to a GMP custody suite.

13. Welfare of a Vulnerable Person detained in custody

It is mandatory for Appropriate Adults and Independent Custody Visitors to receive training with regard to the above, in particular, child protection and safeguarding vulnerable adults. In the event that an Appropriate Adult or Independent Custody Visitor is concerned about the welfare or safety of a detained person because of an allegation of abuse, the procedure for reporting of such incidents is attached (Appendix B). As stated it is important that the Custody Sergeant on duty is informed as soon as possible of the situation and, in the event that the volunteer has any concerns about member/members of custody staff, the duty Inspector should be informed immediately. If the Volunteer Team has not been contacted i.e. due to the incident occurring out of hours, please contact them at the earliest opportunity to make the Police Authority aware of the allegation.

It is to be noted that the Appropriate Adult or Independent Custody Visitor may be called as a witness and any notes taken or recorded could be used as evidence in relation to the allegation. Please refer to the guidelines for GMPA Appropriate Adults and Independent Custody Visitors as Witnesses in Court Cases.

14. Buddy Networking Group

The aim of this group is to help new appropriate adults to settle into their role and the Authority as soon as possible and/or assist those who may not feel confident in certain situations.

The group is to be used as part of the induction of new volunteers to GMPA Appropriate Adult Scheme; it is proposed that the less experienced buddy learns more quickly from close and frequent contact with an experienced buddy than when operating alone.

New Appropriate Adults will also be given the opportunity to shadow their buddy who will complete an observation sheet on their performance. This will form part of the probationary period.

15. Car user car details

- If the volunteer role will involve the use of their own vehicle, the Volunteer Schemes Co-ordinator must ensure that the volunteer completes form number VCD01 that requests confirmation of full driving licence, V5 log book, insurance details and, where applicable MOT certificate. These supporting documents will be randomly dip sampled and the form completed on a 3 yearly basis.
- Licences should be full and not provisional and preferably without endorsements. Driving licences should be inspected when the volunteer is taken on and then on an annual basis, to check they are still valid and that the volunteer does not have any recent or serious driving convictions.

Volunteer driver's insurance

- Legally, only third party insurance is required, however it is good practice for the driver to have comprehensive insurance.
- It is not necessary to notify the insurer if a volunteer's own car is used only for journeys between the volunteer's home and the usual place of volunteering
- The insurer must be notified in writing if the car is used for the volunteering activity itself, otherwise the policy may be invalidated, which could result in the driver being personally liable for any damage or injuries sustained in an accident. The same requirements apply if a volunteer uses someone else's car.
- The volunteer should ask for volunteering activity to be included in their 'leisure use' premium and there shouldn't be any extra costs incurred with this. It is the volunteer's responsibility to be insured for their duties. The responsible officer should check that volunteers have told their insurance company about the new use of their vehicles, as not doing so could invalidate their cover in the event of an accident. The responsible officer should also check on an annual basis that the insurance cover is up to date.

- The responsible officer should issue to volunteers a standard form that can be sent to insurance companies informing them that the vehicle will be used in the course of voluntary work. Returned forms act as a confirmation that the volunteers are insured.
- If a driver has an accident whilst undertaking their voluntary work, GMPA could be held responsible if there is a problem with the insurance of the vehicle.

General advice for volunteer drivers

All volunteers on commencement of their role should be issued with the Royal Society for the Prevention of Accidents, Volunteers drivers' handbook (Appendix C).

All volunteers must always drive in accordance with current law/legislation.

Accidents

In the event of a volunteer having an accident whilst travelling to or undertaking their volunteering duties, GMPA and the Salford City Council's Emergency Services (if out of hours) should be informed immediately and details given. If on GMP premises, the accident must be recorded in GMP accident/injury assault book, form 700B and on GMPA form AWVS/AA/ICV 11.

Mobile phones

Drivers should be instructed not to use mobile phones whilst their engine is running.

N.B throughout the screening and induction training process, if the prospective volunteer proves to be unsuitable (ensuring that all evidence is recorded), at any time, the responsible officer can make an informed decision not to progress with the placement.

16. Record keeping

A file should be made up for each volunteer. The file should contain the Application Form, References, copies of signed Memorandum of Understanding and Code of Conduct, shadow observation sheets, 1-2-1 supervision and review forms, returned evaluation forms, any correspondence, emergency contact details, and exit questionnaires.

On leaving the scheme, details of notice to be placed on file and the file crossed through with date of leaving. These files should be retained for two years.

17. Responsibilities and Guidelines for Staff

All volunteers must be treated with dignity and respect and be regarded as a member of the GMPA family.

If a manager within GMPA is interested in developing a volunteering opportunity, they should contact the Volunteer Schemes Development Officer who will support them in putting together a volunteering role description and person specification and also throughout the recruitment process.

Once the recruitment process is complete, the following steps should be followed by the officer responsible for the volunteers who, before commencement, should:

- Read the current version of this policy for volunteers
- Contact the volunteer and discuss what the volunteering will entail. They should also ask what support will be required for the volunteer to contribute effectively e.g. interpreter, signer, a companion to accompany them, a fully accessible venue etc
- Ask in what format the volunteer would like relevant documents and information (i.e. via e-mail, hard copy)
- Provide relevant information e.g. a map, agendas, minutes, terms of reference at least a week prior to their initial involvement
- Provide appropriate equipment to enable the volunteer to carry out their role e.g. telephone, stationery
- Ask if the volunteer requires support with travelling to a venue. If a disabled parking space is required, the responsible officer should organise this via the venue. If all other options have been exhausted and a taxi is the only option, this should be booked 'on account' so the volunteer does not have to pay
- Request a cash float for that day if necessary

On the first day:

- Ensure a staff member greets the volunteer
- Volunteers should be offered tea, coffee, water etc
- Independent Custody Visitors should attend a visit with their Lead Visitor
- Where applicable, the Custody Sergeant introduces all members of the custody team

If the volunteer role involves attending meetings, they should be included in correspondence and feedback relating to their contribution e.g. minutes from meetings.

18. Retention and Ongoing Support

Volunteers must be made welcome and know that their contribution is recognised and valued.

- In addition to the Volunteer Schemes Co-ordinator, who will be the main point of contact at GMPA, the volunteer will also be able to discuss any issues relating to their voluntary role with any officer of the Volunteer Team
- Volunteers will undergo a 6 month probation review meeting with the responsible officer i.e. Volunteer Schemes Co-ordinator
- The volunteer will have supervision on a one to one basis every 9 months with the responsible officer. During these sessions, both parties will reflect on performance and experiences over the last few months and will have a discussion around training needs for the future. Notes from the meeting will be taken and signed and dated by both parties to show that it is an accurate record of what was discussed.
- In addition to the one to one supervision, the volunteer can contact the responsible officer at any time to arrange a meeting if they need additional support.
- A review will be undertaken with the responsible officer after 3 years of service to discuss their role.
- Appropriate Adults and Independent Custody Visitor Volunteers will be invited to attend support meetings to be held every 6 months to network with other volunteers, raise any issues/concerns and listen to guest speakers. Please refer to Appendix D for remit of support groups.
- Any member of the Volunteer Team can be contacted Monday to Friday within working hours (generally 8am-5pm) for support.
- Salford City Council's Emergency Services Unit can be contacted out of hours (5pm-8am) if a volunteer needs to speak to someone during this time or the relevant officer will be contacted.
- Volunteers can call in to the GMPA office to discuss any issues, but it is advisable to phone first to check the availability of staff.
- Volunteers are encouraged to bring any areas of concern to the attention of the Volunteer Schemes Co-ordinator.
- Volunteers have access to Salford City Council's counselling services. It is advised that first the volunteer should contact the Volunteer Schemes Co-ordinator who will then make the necessary referral arrangements.
- Volunteers will be offered a variety of training to meet the needs of the scheme or group they are volunteering for.
- GMPA will hold a yearly celebration event to thank all volunteers for their contribution.
- Volunteers have their own section within GMPA newsletter 'The Digest' where they are asked to contribute to any items. Also, the Volunteer Schemes Development Officer will provide input on any recent volunteering events etc
- If a volunteer decides to leave, an exit questionnaire will be forwarded

to the volunteer when leaving their volunteer role and an informal exit interview will be offered with the Volunteer Schemes Co-ordinator.

19. Payment of Expenses

It is essential that volunteers are not out-of-pocket because of their voluntary work with GMPA and all reasonable expenses will be paid.

Volunteers are required to choose the most cost effective means available to them, while still meeting their needs in terms of travel or support costs.

What expenses can be claimed

The following are legitimate expenses:

- Travel between home and the place of volunteering
- Travel undertaken in the course of volunteering
- Meals taken during the period of voluntary work
- Stationery and communication costs used for voluntary work
- Care of dependants during the period of voluntary work
- The cost of any necessary health and safety measures
- Costs to enable volunteering/involvement, for example, signer, carer, interpreter or translator
- Conference fees
- Overnight accommodation for conferences and training sessions

Please refer to the Volunteer Expenses Policy (Appendix E)

Key points

All volunteers should be encouraged to claim expenses on a monthly basis. This helps the Police Authority to measure the cost of the service.

If a volunteer is adamant that they do not wish to claim, they would still have to complete an expense claim form, whereupon finance would undertake an internal re-charge to the service. Alternatively the volunteer may wish to donate their expenses to charity and this must be undertaken as a 'gift aid' and the Financial Support Group must be informed accordingly. However, the expenses still need to be paid to the volunteer.

Volunteers are responsible for declaring any earnings to the tax and benefit offices as appropriate.

Receipts must accompany any expense claims submitted, other than mileage. Claims should ordinarily be made within one month.

Claims that are submitted after three months can only be authorised by the Head of Scrutiny and Engagement and only then if extenuating circumstances are satisfactorily presented e.g. long-term illness.

20. Mobile phones

If a volunteer is issued with a GMPA mobile phone, it is to be used only in conjunction with their role i.e. as appropriate adult. At the commencement of the role, the volunteer will be issued with the GMPA Mobile Phone Policy for signing to ensure that they have understood the terms and conditions of usage.

21. Risk Management

Every person has the right to work/undertake their role in a safe environment. To enable this to happen, volunteers are covered in the following ways:

- Risk assessments will be carried out by the responsible Manager during the planning phase of the volunteer role
- For each role, a risk assessment (Appendix F) will be undertaken by GMP/GMPA and a copy supplied to the volunteers on commencement of their role
- Volunteers are covered by the GMPA (Salford City Council) insurance policy (in the Public and Employees Liability Cover) for the role they have agreed to carry out
- Volunteers have the same responsibilities and guarantees as employees in terms of health and safety

22. Health and Safety

GMPA is committed to the health and safety of our volunteers. Risk assessments are undertaken and, where risks are identified, GMPA will act to eliminate/minimise those risks. Volunteers will be provided with all appropriate information, training or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them, and not act in a way that might endanger anyone.

If a volunteer will be working alone at any time, particularly in the role of appropriate adult, it is important that staff are aware what will happen if an emergency situation arises and who, from GMPA, can be contacted to support the situation.

It is important that the volunteers are made aware of the procedure for contacting GMPA Volunteer Team during office hours and Salford City Council's Emergency Services Unit out of hours with regard to their whereabouts whilst undertaking their duties and this is outlined in the Volunteer Location Protocol (Appendix G).

Health and Safety Policy currently under development in consultation with Salford City Council and GMP.

23. Data Protection

Volunteers can be reassured that GMPA only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so. Responsible officers and Managers should read the section on Salford City Council's intranet for further information.

24. Equal Opportunities and Diversity

GMPA is committed to equal opportunities and diversity. This commitment extends to our volunteers and GMPA welcomes everyone from our community as a volunteer. GMPA will not discriminate against volunteers on the grounds of gender, transgender, sexual orientation, disability, age, race, religion/belief, colour, nationality, ethnic or national origin, trade union activity, HIV or marital status, or similar bases.

Furthermore GMPA recognises and values the different backgrounds, skills, outlooks and experiences which volunteers bring to the organisation.

GMPA will not tolerate behaviour that contradicts the letter or spirit of this or our full equal opportunities policy.

25. Grievance Procedure

All grievances will be resolved openly, fairly and quickly to:

- Protect our volunteers
- Minimise any disruption to staff and other volunteers
- Demonstrate that our organisation respects volunteers
- Protect the reputation of GMPA

A volunteer has a right to complain if they feel they have been treated unfairly. If the grievance is with a member of staff, another volunteer or a representative from a partner agency, their first point of contact should be the Volunteer Schemes Development Officer.

If a volunteer has a grievance against the Volunteer Schemes Development Officer their first point of contact is with the Engagement Manager.

At the first stage the aim should be to resolve the issue through informal discussion. If this is not successful, the second stage involves the volunteer putting their concerns in writing. This will be acknowledged by GMPA within two working days of request and will be responded to within twenty working days. If the volunteer is not satisfied with the outcome, the third stage will be for them to appeal to the Executive Director. Their decision will be final.

If a complaint is received about a volunteer, they have the right to be told why they are being investigated, the right to state their case and the right to appeal. The person who made the complaint should be kept informed of progress.

The aim should be to resolve the complaint informally through discussion. Wherever possible options such as additional support, supervision and training should be offered where necessary and, where appropriate, clear objectives for improvement along with a review date, should be set. If the complaint can't be resolved through discussion, this will be referred to a GMPA Volunteer Review Panel, consisting of the Head of Scrutiny and Engagement, Engagement Manager, Volunteer Schemes Development Officer, Volunteer Schemes Co-ordinator and Human Resources Officer. The Panel can issue the volunteer with a written warning outlining the reason for the complaint along with clear objectives for improvement, where appropriate.

The decision to dismiss a volunteer should be a last resort. If the volunteer chooses to appeal, this should be made to the Executive Director. Their decision will be final.

If a volunteering relationship is agreed to be exhausted, or there has been a breakdown of trust, all efforts will be made to signpost the volunteer to other opportunities outside GMPA.

26. Confidentiality

Due to the nature of the volunteering roles within GMPA it is important that confidentiality is maintained and that all prospective volunteers are made aware of GMPA's confidentiality statement which forms part of the GMPA Memorandum of Understanding, as follows:

"You shall not either during your service as a Volunteer, nor at any time after its termination, use for your own purposes (or for any purposes other than those of GMPA) or divulge to any person, corporation, company, or other organisation whatsoever, any confidential information which may come to your knowledge during your voluntary service. You are required to give confidential and loyal service to the Police Authority. This includes a requirement to exercise care in the use of information which you may acquire in the course of your official duties and to protect information which is held in confidence. You are subject to the Official Secrets Acts, 1911-1989, Data Protection Act 1998 and Computer Misuse Act 1990.

Appendix A

Guidance to enable people to volunteer

Volunteers from overseas

There is no restriction on people from EU countries coming to the UK to volunteer. People from outside the EU who has a visa to work or study in the UK may volunteer, as long as they are still undertaking the activity that is stated on their visa. It is possible to get a visa to come to the UK to volunteer, but this must be arranged in advance and certain restrictions apply.

People on visitor visas are not permitted to volunteer.

More information on overseas volunteers can be obtained from Volunteering England.

Ex-offenders

Volunteer roles working with children may fall into the definition of regulated positions under the Criminal Justice and Court Services Act 2000. People with convictions for certain offences against children will have a disqualification order attached to their conviction. This makes it an offence for them to apply to work in a regulated position. The disqualification order will be revealed by a CRB disclosure check.

For other positions there are no guidelines other than inclusion in the Protections of Vulnerable Adults (POVA) and Protection of Children Act (POCA) lists of people considered unsuitable to work with those client groups. GMPA have a statutory requirement not to recruit an individual on the POVA and POCA list into a regulated position.

The Safeguarding Vulnerable Groups Bill (March 2006) will create a new vetting and barring scheme which will introduce a new centralised way of listing people who are prevented from working with children and vulnerable adults.

Further information can be obtained from www.everychildmatters.gov.uk/vettingandbarring/

If someone has a previous conviction or convictions, the following questions need to be considered:

What was the nature of the offence(s)?

Is it relevant to the role?

How long ago was it?

Is there a pattern of offending?

Were there personal circumstances associated with the offence that have now changed?

What is the person's attitude to their conviction?

What support is available to the individual, such as a social worker or probation officer?

Further information and guidance are available from the Criminal Records Bureau at www.crb.gov.uk/

Accepting a volunteer with a criminal record can greatly improve their quality of life when attempts to gain paid employment have failed. A substantial period of voluntary work that proves the commitment, capabilities and honesty of the volunteer can result in a reference that may be valued for future job applications.

Young people

Many young people want to volunteer in GMPA and this offers them a good opportunity to engage with the issues and provides invaluable experience for a future career within GMPA or GMP.

There is an enhanced duty of care when involving younger volunteers. Involving volunteers under the age of 18 raises a number of issues, both for public and the safety of the volunteer. It is important to remember that such volunteers should be regarded as vulnerable.

An individual risk assessment will enable a proper judgement to be made on whether placing a young person in a voluntary role would put them or the people they work with at risk. However, by adhering to the following basic principles, most organisations can involve young people in their work:

Young people should not be left unattended

Induction, training and supervision may have to be amended or increased for young volunteers.

Good practice requires that informed parental/guardian consent is obtained for volunteers under 16. This shows that the volunteer's parent/guardian understands the role the young person will be undertaking, what it involves, when and where they will be, and indicates that they consent to this.

Additional permission should be sought if the young person will be undertaking activities away from the premises where they normally volunteer.

Older people

There should be no upper age limit. Volunteers should be treated as individuals, with the only measure of suitability being their capability to carry out duties in a safe manner and in line with GMPA policies.

Where older volunteers are becoming too frail for their normal tasks, consider changing their roles. If this is not possible, retire volunteers with dignity.

Vulnerable people

Some adult volunteers may be vulnerable or require additional support, for example, if they have a substantial physical or learning disability, are very elderly, have mental health problems or are recovering from addictions.

It is important to remember GMPA's commitment to equal opportunities and diversity. By refusing to take on anyone who is vulnerable, GMPA could be losing out on good volunteers as well as preventing people who are often at risk of social exclusion from taking an active role in the community.

However, just as when working with young people, care is needed to make sure that vulnerable people are not at risk and are adequately supported to carry out their role. It is important to remember that different people have different support needs and that individuals are usually the best judges of what they can and cannot do, and of the types of help that they need.

Supporting volunteers with physical, mental and age-related difficulties can be a lifeline. Voluntary work produces a feel good factor which can enhance self-esteem and which can often renew someone's purpose in life.

Benefits information

Benefits rules should not prevent claimants from volunteering but responsible officers should keep themselves up to date to ensure that volunteer involvement is in line



with current benefits regulations. Up-to-date information can be obtained from Volunteering England.

Informing Jobcentre Plus

Volunteers in receipt of benefits should declare their voluntary activity. Responsible officers should make them aware of this requirement, although the decision to inform is a matter for the volunteer.

Appendix B



Welfare of a vulnerable person detained in custody

Procedure – Appropriate Adults and Independent Custody Visitors

What to do if you are concerned about the welfare or safety of a detained person

IN ALL CIRCUMSTANCES...

1. Speak to the custody sergeant on duty and outline the nature of your concerns.
 - The Custody Sergeant will contact the duty manager of the relevant agency who, if requested, will speak with the volunteer.
 - If the allegation is made against member/members of Custody Staff, please bring it to the attention of the Duty Inspector.
 - The concern would then be logged on the custody record with any actions/outcomes recorded.
2. Where appropriate, request the Custody Sergeant to call a doctor to examine the individual, ensure that this is recorded and that the relevant agency is also made aware of this request. N.B that the decision to contact a doctor is at the discretion of the Custody Sergeant.

Appropriate Adults – Please use Section 13, “General Comments”, of the AA2 form (Appendix A) to record information about the nature of your concerns (e.g. injuries, worries about the mental health of the individual, issues brought to your notice by the detained person themselves).

Please provide as much detail as you can within this Section. If you require more space, please complete a form AA8 “Issues and Concerns” (Appendix B), again providing as much detail as possible.

Custody Visitors - Please record the information on form ICV8 “Issues and Concerns” (Appendix C), and make reference on report form 708b, again providing details of the nature of your concerns.

3. If the detained person makes an allegation of abuse
 - a. Stay calm.
 - b. Find an appropriate early opportunity to explain that the information will need to be shared with others – do not promise to keep secrets.
 - c. Tell the individual that the matter will only be disclosed to those who need to know about it.
 - d. Allow the individual to continue communicating at his/her own pace.
 - e. Tell them that you will have to inform the Custody Sergeant. If you feel that this needs to be taken further or the allegation is about member/members of custody staff, then please approach the Duty Inspector.
 - f. As soon as possible, record in writing what was said on a form ICV8 or AA8 “Issues and Concerns”, using the individual’s own words - note the date, time, any names mentioned, to whom the information was given and ensure that you sign and date the record.
 - g. It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for a professional from a relevant agency following a referral. However, it is to be noted that you may be called as a witness and any notes taken or recorded could be used as evidence in relation to the allegation.
4. Contact the duty manager from the relevant agency by telephone to update them of the issues you have identified.
5. Please telephone the GMPA Volunteer Schemes Team on 0161 793 3163, 0161 793 3048 or 0161 793 2920 during office hours and outside of office hours, the Salford City Council Emergency Services Team on 0161 794 8888 or 0161 793 3074 (answerphone facility available) to inform them of the situation.
6. The relevant officer will then contact the duty manager informing him/her that they will email the relevant details to them and that copies of the completed forms will be forwarded upon receipt.

IN THESE CIRCUMSTANCES, PLEASE ENSURE THAT ALL FORMS ARE RETURNED TO GMPA, SALFORD CIVIC CENTRE, CHORLEY ROAD, SWINTON WITHIN 24 HOURS.

PLEASE REFER TO APPENDIX D FOR THE RELEVANT CONTACT NUMBERS (marked in bold)

Appendix D



Remit of the GMPA Volunteer Support Group meetings

- To network with other volunteers
- To share best practice
- To raise any reoccurring and/or persistent issues/concerns relating to the undertaking of their role
- To provide an update/insight on changes in legislation, procedures and guidelines
- To consult on new or revised volunteer policies
- To address issues with partner representatives
- To listen to guest speakers

Members

GMPA Volunteers
GMPA Volunteer Schemes Co-ordinator (other Manager as necessary)
GMPA Volunteer Schemes Assistant
GMP Custody Management

GMP Divisional Inspector (to be invited as necessary)
YOS or Social Services representative (AA only – to be invited as and when)

Guest Speakers

N.B Agenda items under Any Other Business to be raised and discussed with Volunteer Schemes staff prior to the meeting



VOLUNTEER EXPENSES POLICY

Statement of Policy

Greater Manchester Police Authority (GMPA) will reimburse all its volunteers for any appropriate out-of-pocket expenses they incur in the course of undertaking unpaid work for the organisation.

Rationale

Volunteers give their time and skills free of charge, so it is fair that they should be reimbursed for any expenses they incur whilst doing so. For equal opportunities reasons, the opportunity to volunteer should be available to all. The potential cost of volunteering should not be a factor that discourages anyone from becoming a volunteer for GMPA.

Scope of Policy

This document details which expenses can be reimbursed and lays out the procedure for claiming them.

Who Can Claim Expenses?

On behalf of GMPA, anyone who undertakes voluntary work in line with the relevant role description, unless requested by GMPA staff e.g. assistance at conferences, has their expenses reimbursed.

The Nature of Expenses That Can Be Claimed

In terms of travel or meeting support costs, volunteers are required to choose the most cost effective means available to them, while still meeting their needs.

The following are assessed as being legitimate expenses:

- Travel between home and the place of volunteering.
- Travel undertaken in the course of volunteering.

- Meals taken during the period of voluntary work (if for more than 4 hours).
- Stationery and communication costs used for voluntary work.
- Care of dependants whilst undertaking voluntary work.
- The cost of any necessary health and safety measures e.g. protective clothing.
- Costs to enable volunteering/involvement, for example, a signer, carer, interpreter or translator.
- Conference fees.
- Overnight accommodation for conferences and training sessions.

Volunteers are never remunerated; they are simply reimbursed for out-of-pocket expenditure. This is to prevent problems both for the organisation and the individuals themselves in respect of tax and income maintenance benefits.

Actual Expenses

Travel

An allowance in line with Salford City Council's casual car user allowance rates is payable to volunteers as follows:

Engine Size	451 cc – 999 cc	1000 cc – 1199 cc	1200 cc - & above
Per mile - first 8500	53.6p	46.9p	44.0p
Per mile - after 8500	16.6p	13.6p	11.9p

Current moped/motorcycle allowances rates are as follows:-

	Mopeds	Motorcycles				
Miles p.a.	Up to 50cc	50cc – 125cc	126cc 250cc	–	251cc – 500cc	Over 500 cc
First 1500	12.4	18.8	27		35.5	39.2
1501 – 5500	10.3	15.2	21		27.1	29.9
5501 – 11000	9.1	13.2	17.8		22.5	24.8
Thereafter	7.1	9.8	12.1		14.5	15.9
VAT on the petrol element per mile	0.507	0.621	0.761		0.930	1.015

A pedal cycle allowance is payable to volunteers who choose to use a pedal cycle to transport them in carrying out their duties, payable on a monthly basis. The current rate is £240 per annum (£20 per month).

N.B Claims will only be accepted for use of a private car or motorcycle:

- For the most direct route available.
- If the vehicle is covered by full third party insurance, including cover for business use, against risk of injury to, or death of, passengers, and damage to property, and that the policy is maintained at the date of the claim.
- If the vehicle is maintained at all times in a roadworthy condition by terms of the insurance policy covering the vehicle.

GMPA may request verification of any of the above at any time, for example by asking for a copy of an MOT certificate or valid certificate of insurance.

- Public transport costs, the actual cost of any second class fares (where applicable) will be reimbursed with receipts.
- Car parking fees to the value of the time required to complete the voluntary activity will be reimbursed with receipts.
- If travel necessitates the use of a taxi i.e. between the hours of 11.00pm and 7.00am if an individual is unable to travel by public transport due to a limited service and for health and safety reasons, the actual cost will be reimbursed with receipts.

Stationery and Communication

- Volunteers will be reimbursed at 10p per minute for landline phone calls made to GMPA staff and other volunteers, if in relation to volunteering activity. In addition to this, pre-arranged phone calls to external numbers relating to volunteering activity will also be reimbursed. Both will be reimbursed when accompanied by copies of itemised bills attached to the claim with relevant calls marked. Reimbursement of 30p per minute from a mobile will be made in exceptional circumstances when no other options are available and should be supported by an itemised bill. If an itemised bill cannot be produced a written note with numbers called, reason for the call and cost should be submitted.
- Interpretation services as required.
- The cost of any stationery, postage or other equipment not belonging to GMPA which is used by the volunteer will be reimbursed with receipts.

Refreshments

- Reimbursement of meal expenses up to a maximum of £4, if the volunteer has been undertaking their role for more than 4 hours. This will be reimbursed on production of receipts.

Support Costs

- Reimbursement of care costs for dependants (for example, children, and elderly parents). Only the actual cost of a childminder or babysitter up to a maximum of £6 per hour for childcare or £12 per hour for care for dependent adults will be reimbursed.
- Costs to enable volunteering/involvement, for example, as signer, carer, interpreter or translator. Only the actual cost will be reimbursed up to a maximum of £12 per hour.
- Costs and arrangements for dependent care must be agreed in advance with the Volunteer Schemes Co-ordinator.
- The payment for caring/personal assistant costs will be made directly to the agency (or individual) providing the care on production of an invoice, except for individuals who are in receipt of direct payments for care where the payment will be made direct to the individual.

Health and Safety

- If protective clothing is required to undertake the voluntary work, GMPA will reimburse the actual cost of this (after prior consultation with GMPA).

Any Other

- Any other reasonable and necessary expenses to be considered.

Procedure for Claiming Expenses

- The person responsible for coordinating the individual activity will be responsible for supplying claim forms for volunteering or involvement.
- The volunteer must agree any expenditure beforehand with a member of staff from the GMPA Volunteers Team.
- A provision of cash must be made where it has been identified that a volunteer does not have a bank account.
- Receipts must be produced for all₂₈ expenses claims, except the cycle

- mileage allowance and support costs where the production of an invoice is required.
- All expense forms must be signed by the volunteer, checked against attendance data and then signed by an authorised post holder before submission to the Financial Support Group (FSG).
 - GMPA will aim to make payment by the Bank Automated Clearing System (BACS), or by cheque within 30 days of receipt of a claim form. Only in exceptional circumstances will a payment in cash be made.
 - It is important that claims be submitted in a timely manner. Claims should ordinarily be made within one month. Claims that are submitted after three months can only be authorised by the Head of Scrutiny and Engagement and only then if extenuating circumstances are satisfactorily presented e.g. long-term illness.

All volunteers should be encouraged to claim expenses. This helps the Police Authority to accurately measure the cost of the service.

If a volunteer is adamant that they do not wish to claim, they would still have to complete an expense claim form, whereupon finance would undertake an internal re-charge to the budget.

Volunteers are responsible for declaring any earnings to the tax and benefit offices as appropriate.

Publicity of the Policy

Members of staff must ensure that all current and prospective volunteers are made aware of their right to claim expenses, and of the procedure for doing so.

Evaluation and Review

This policy and the way it operates will be reviewed on an annual basis by the staff in the Volunteers Team and Volunteer Steering Group.

LAST UPDATED: 05.11.08
REVIEWED: 12.07.10

GREATER MANCHESTER POLICE

Appendix F

Risk assessment

BRANCH / DIVISION: X Department TDU (Tactical Dog Training Unit) & TMU (Tactical Mounted Unit).	REF. No.: Burton 25504
DATE OF ASSESSMENT: November 2009	ACTIVITY BEING ASSESSED: AWV (Animal welfare visits) carried out by GMPA (Greater Manchester Police Authority) lay persons to GMP (Greater Manchester Police) controlled sites and external sites within Greater Manchester by prior arrangement with supervisory authority and animal handler.
REVIEW DATE:* November 2010	OTHER RELEVANT ASSESSMENTS / POLICIES: Greater Manchester Police Authority Independent custody visits.

* Risk assessments should be reviewed in the event of an accident/incident or near miss (as part of the accident investigation process) or if there is a reason to suspect the risk assessment is no longer valid, for example the introduction of new equipment or people, change in work process or procedures. Risk assessments should be reviewed on a regular basis, for example annually or more frequently, as determined by the work activity and nature and degree of risk.

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required By when / Responsible person
Ref. no. / Description						
01	AWV-accessing GMP controlled sites.	<p>AWV not accessing property through appropriate main entrance and bypassing security measures, staff unaware of their presence on site.</p> <p>Major incident occurring on site during AWV presence, AMV left unattended.</p> <p>AWV welfare arrangements not catered for whilst on GMP site, an example may be building evacuation, toilet facilities or no smoking policy etc.</p> <p>AWV parking their personal mode of transport in an inappropriate manner / blocking fire exits or exit points for emergency vehicles.</p> <p>AWV not aware of</p>	L/M	<p>All AWV to report to site reception and make their presence known / sign in.</p> <p>AWV to wear / display identification badges at all times and at times expect to be challenged as to their presence on site.</p> <p>AWV to be escorted around GMP premises at all times.</p> <p>AWV to be escorted to reception area and requested to wait for update by supervision or to be asked to remove themselves from the GMP site and appraised of the situation at a later date to arrange another visit.</p> <p>AWV to be fully briefed on site arrangements by site point of contact during induction training.</p> <p>AWV to park their vehicles in appropriate manner and in designated parking areas.</p> <p>AWV to be aware at all times of</p>		
	AWV walking around GMP		H			

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required By when / Responsible person
Ref. no. / Description						
01 Continued	<p>sites whilst carrying out visiting duties.</p> <p>Risk of vehicle strike from GMP reversing commercial vehicles (horseboxes) in confined space yards with limited manoeuvrability.</p> <p>Slip, trip, fall or any accident to AWV whilst on GMP site or other place whilst carrying out duties for GMPA.</p>	<p>surroundings / site transport with possible vehicle strike.</p> <p>Risk of vehicle strike from GMP reversing commercial vehicles (horseboxes) in confined space yards with limited manoeuvrability.</p> <p>Slip, trip, fall or any accident to AWV whilst on GMP site or other place whilst carrying out duties for GMPA.</p>	<p>H</p> <p>M</p>	<p>emergency response vehicles leaving site.</p> <p>AWV to whenever possible to stay on pedestrian walkways.</p> <p>Whenever possible GMP to provide banksman to aid with reversing commercial vehicles (horseboxes).</p> <p>Drivers to be aware at all times if pedestrians in vicinity of vehicles and to immediately stop if they are unsure of their location.</p> <p>AWV to be aware at all times of reversing vehicles and <u>must not walk behind reversing vehicles</u>, escorts to ensure AWV safety at all times on site.</p> <p>AWV to report all accidents to escort officer and GMP accident form 700B to be completed and forwarded to GMP H&S (Health & Safety) Unit. Accidents to be investigated at inspector level and investigation to be forwarded to H&S unit.</p> <p>AWV to complete AWV501 form and submit to GMPA volunteer team.</p> <p>Any site specific areas which may present unusual terrain / obstacles are to be briefed to the AWV on</p>		

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required By when / Responsible person
Ref. no. /	Description					
01	Continued	AWV subject to respiratory response / allergic reaction to animal hair or other animal substances.	M	<p>induction training. Site escort to ensure AWV are aware at all times of the areas that they may be visiting.</p> <p>AWV to wear stout flat foot wear with good tread / sole (not high heels) to prevent slips and to consider working environment and terrain to be encountered.</p> <p>GMPA to consider suitability of AWV if allergic response may be induced by site visits and to consider suitable alternative substitute person.</p>		
02	AWV carrying out duties either within GMP properties or by prior arrangements visits with animal handlers off or on sites, (Equine).	AWV unaccompanied attempting to enter horseboxes / stables containing animals, risk of being seriously injured in various manners.	H	<p>AWV <u>must not</u></p> <ul style="list-style-type: none"> • Enter any equine area without escort. • Walk behind animal. • Pet / stroke without permission. • Place hands near horse's mouth. • Attempt to feed, (mints etc). • Place themselves in a confined space with the animals. • Or be in such a position where the horse may accidentally stand on their feet. 		

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required By when / Responsible person
Ref. no. /	Description					
02	Continued	<p>Risk of transmitted illness from contact with horses mouth or faecal material.</p> <p>Risk of transmitted illness from contact with horses on external yards under quarantine and visited by AWW prior to GMP visit. An example may be an outbreak of strangles.</p>	M	<p>Site escort to ensure AWW is located in a place of safety for observation purposes.</p> <p>Site escort to reinforce personal hygiene and ensure AWW is able to wash hands with hot water and soap.</p> <p>AWV carrying off site visits to pre arranged locations, GMPA to provide personal hand gel disinfectant to AWW.</p> <p>AWV <u>must not</u> enter any GMP equine yard and must immediately contact GMP for further instructions.</p>		
03	AWV carrying out duties either within GMP properties or by prior arrangements visits with animal handlers off or on sites, (Canine).	AWV unaccompanied entering kennel areas or rear of dog vans, risk of serious injury from dog bite / attack.	H	<p>AWV <u>must not</u></p> <ul style="list-style-type: none"> • Enter kennel area without escort. • Place hands through mesh fencing or other guarding materials. • Open doors of kennel or rear doors of vehicles carrying dogs. • Pet / stroke dog without permission. • Attempt to feed the dogs. • Move into any space in which the handler has expressly 		

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required	
Ref. no. /	Description					By when /	Responsible person
		Risk of transmitted illness from contact with dog's mouth or faecal material.	M	<p>Site escort to ensure AWV is located in a place of safety for observation purposes.</p> <p>Site escort to reinforce personal hygiene and ensure AWV is able to wash hands with hot water and soap.</p> <p>AWV carrying of site visits to pre arranged locations, GMPA to provide personal hand gel disinfectant to AWV.</p>			
04	Off site visits by AWV.	AWV carrying out inspection during a Policing operation, (Equine / Canine), unacceptable risk to safety of AWV.	H	<p>AWV not to carry out a visit during a Policing operation but to make alternative arrangements and seek guidance from officer to a suitable safe / secure meeting point – <u>Post Operation</u>.</p> <p>Supervisory officer to be made aware of attendance of AWV and to decide if situation is a safe and secure environment e.g. football matches. The supervisor has the discretion at all times to postpone the visit and re arrange for a more suitable time as the safety of the AWV is paramount at all times. The above applies to the dog handlers, as individual officers have the ability to make the individual judgement call based on their dynamic assessment of the situation.</p>			

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required	
Ref. no. /	Description					By when /	Responsible person
				Any such actions to be recorded with an explanation for postponement.			
05	AWV using personal transport to travel between venues.	AWV vehicle not complying with road traffic legislation or RTC (Road Traffic Collision) caused by reckless driving of AWV. Loss of business, reputation and financial loss to GMP / GMPA.	H	<p>GMPA to ensure AWV driving authorities are – annually.</p> <ul style="list-style-type: none"> • License, full, not provisional. • Preferably without endorsements. • Vehicle has current MOT certificate. • Proof of insurance / business use, AWV to check with own insurance company. 			
06	AWV using public transport to convey themselves to venues.	Accident to AWV whilst using public transport.	L	<p>Leaflet to be circulated by GMPA to AWV on the use of public transport.</p> <p>Accident cover to AWV by GMPA Public and Employer Liability insurance with AIG Europe.</p>			
07	Lone-working activities carried out by AWV.	Sudden incapacity, illness or injury, AWV unable to summon assistance.	M	<p>AWV to be issued with GMPs lone worker policy and line managers to implement control measures.</p> <p>AWV to contact GMPA volunteer team between the hours of 08.00hr to 16.59hr and Salford City Council emergency services between the hours of 17.00hr and 07.59hr. AWV to inform them of their whereabouts.</p> <p>To be issued with the volunteer location protocol.</p>			

Work activity		Hazard	Risk (H / M / L)	Control measures required	In place	Further action required By when / Responsible person
Ref. no. /	Description					
		Personal attack or verbal abuse.	M	AWV to be issued with personal panic alarm. Any threats or verbal abuse to be noted using the accident reporting form 700B. Counselling to be provided if required through Salford City Council, Counselling services.		

NAME OF ASSESSOR:
25504 Burton

SIGNATURE OF DIVISION / BRANCH COMMANDER / DIRECTOR:
.....

LOCAL HEALTH AND SAFETY REPRESENTATIVE CONSULTATION:



Volunteer Location Protocol

GMPA is committed to the health and safety of all our volunteers. Risk assessments are undertaken and, where risks are identified, GMPA will act to eliminate or minimise the risk. Volunteers will be provided with all of the appropriate information, training or equipment that they may need to remain safe.

If a volunteer will be working alone at any time, particularly in the role of appropriate adult, it is important that volunteers are aware what will happen if an emergency situation occurs and who, from GMPA and Salford City Council, can be contacted to support the situation. This protocol is for volunteers undertaking GMPA duties, as follows:

Appropriate Adults

- Callouts to police stations, prisons (as appropriate), 'drive rounds', Manchester Airports – Customs, Piccadilly & Victoria Railway Stations. Any other PACE requirements as agreed with GMPA Officers, meetings (not at GMPA premises)

Independent Custody Visitors

- Visits to police stations and meetings (not at GMPA premises)

The procedure for undertaking these duties is as follows:-

- On commencement of their role, volunteers will contact one of the following teams (depending on the day & time): -

During office hours (8.30am until 5.00pm) GMPA Volunteer Team on 0161 793 2920, selecting option 2 (voicemail facility)

Out of office hours (5.00pm until 8.30am) & weekends, Salford Out of Hours Team on 0161 793 3161 (voicemail), 0161 793 3074 (voicemail) or 0161 794 8888

Providing the following details:-

- Name of Volunteer
 - Date
 - Role (AA/ICV)
 - Where they are attending/returning from
 - Time of Call
 - Estimated Time of Arrival
- Volunteers must contact the relevant team when they have arrived back home.
 - If a volunteer is delayed on a visit, or believes they may be longer than 4 hours, the volunteer must, at their earliest convenience, contact the appropriate team to inform them of this.

- If NO reply is received from the volunteer within 4 hours to state that they have arrived back home, the relevant team will contact the volunteer themselves and if there is no answer they will leave a message asking the volunteer to contact them as soon as possible.
- All details will be recorded on the 'GMPA Volunteer Callout Calendar' which is shared between the GMPA Volunteer Team and the Salford Out of Hours Team.

Further Information

- Volunteers should always carry ID badges when on duty.
- Care should be taken when parking cars e.g. in a well lit area and do not leave valuables on show.
- Check the back seat area in your car before getting in.
- Take care when using public transport and ensure when you are waiting for transport you are in well lit, public areas.
- If volunteers find themselves in any serious situations whilst they are out on a duty on behalf of GMPA, please dial 999 immediately.
- There are various useful websites available which you can view and download further information to make you aware of the risks and how to manage them. These are:-

The Suzy Lamplugh Trust – www.suzylamplugh.org

Health & Safety Executive – www.hse.gov.uk

GREATER MANCHESTER POLICE AUTHORITY
VOLUNTEER POLICY

ACRONYMS

ACRONYMS	WHAT IT STANDS FOR
GMPA	Greater Manchester Police Authority
GMP	Greater Manchester Police
AA	Appropriate Adult
ICV	Independent Custody Visitor
IAG	Independent Advisory Group
CVS	Community Voluntary Service
BSL	British Sign Language
CRB	Criminal Record Bureau
ISA	Independent Safeguarding Authority
HR	Human Resources
OCN	Open College Network
PACE	Police and Criminal Evidence Act
MOT	Motor Ordinance Test
FSG	Financial Support Group

G/Data/Volunteer Schemes/Volunteer Policies/Acronym Table