



**Cheshire  
Police & Crime  
Commissioner**

# **Call Management Audit Scheme**

## **Guidance on duties and responsibilities of the scheme**



## Objectives of the scheme

1. The Police and Crime Commissioner (the Commissioner) has established the Scheme to monitor the quality assurance process to ensure that the public's needs and expectations are being met through the application of call handling and incident response standards.
2. The Scheme comprises of volunteers from the local community recruited as Call Management Auditors (volunteers) to visit the Constabulary's Control Centre and undertake a quality assurance audit of the process for dealing with non-emergency calls.

## Appointment of Quality Assurance Volunteers

3. Any person over 16 residing in Cheshire can be appointed as a volunteer, with the exception of serving Magistrates, police officers (including Special Constables), police staff (including Police Community Support Officers (PCSOs)), and staff who work for the Cheshire Police and Crime Commissioner. Special consideration will be given prior to the appointment of solicitors and employees of the probation service and persons closely working within the Criminal Justice System.
4. The Commissioner is responsible for establishing the Scheme. The Chief Executive and the Scheme Administrator have been authorised by the Commissioner to:
  - monitor the Scheme
  - appoint or re-appoint the volunteers
  - and terminate appointments if considered necessary
5. The Constabulary's Communities Unit will provide support in relation to the recruitment and selection of volunteers and the Control Centre will facilitate visits and provide relevant training to volunteers to help them understand the call management environment and relevant standards.
6. The term of office for a volunteer is initially for a probationary period of six months. Appointments will be confirmed for a maximum period of nine years (including the probation period) with a possible extension.
7. Whilst it is acknowledged that effective and committed volunteers are a precious resource and experience is valuable, this is balanced against the need to avoid over familiarity and introduce fresh perspectives.
8. On appointment each volunteer is required to sign a Memorandum of Understanding, which details the expectations of them (copy attached as Appendix 1).
9. Before appointment, applicants must declare any conviction for a criminal offence, and if they have ever served a term of imprisonment or detention (other than those which are spent by reasons of Rehabilitation of Offenders Act 1974). All applicants will be subject to a security vetting process prior to appointment.

## Termination of appointment

10. Although the work is voluntary, there may be occasions when the appointment of a Volunteer has to be terminated due to misconduct or poor performance.

Misconduct encompasses matters such as misuse of the identity card, inappropriate behaviour or comments made during an audit or towards a fellow volunteer, police officer or police staff, conviction of a criminal offence, or abusing the position of a Volunteer by disclosing confidential information obtained during an audit.

11. Volunteers **must** notify the Chief Executive if they are arrested, cautioned or charged with a criminal offence as soon as practicably possible. (A criminal offence may include motoring convictions e.g. driving whilst under the influence of alcohol or drugs which may result in disqualification or the loss of a licence). In such circumstances, the Chief Executive will suspend the appointment of that volunteer until the outcome of any criminal proceedings is known. If the volunteer is subsequently found to be not guilty, they may be reinstated. In the case of a caution, the Chief Executive will review the appointment of the volunteer with regard to the nature of the offence. If the volunteer is found guilty of a criminal offence, the Chief Executive will consider whether to terminate their appointment.

12. Where a volunteer fails to make a **minimum of 4 visits or attend the induction or additional training** during the year and no explanation has been given, the Chief Executive will consult with the Scheme Administrator and consider whether their appointment should be terminated.

13. An Appointment, Terminations, Complaints and Appeals procedure is attached as Appendix 2.

## Visiting programme

14. Each volunteer will undertake six bi-monthly visits per annum.

15. Volunteers will be canvassed for their availability and a programme of agreed dates detailing when volunteers will undertake the audits will be drafted by the Scheme Administrator and circulated to the volunteers and the Chief Inspector of the Control Centre.

16. The Control Centre is staffed 24 hours a day, however it is preferable that the majority of visits will be undertaken between 9.00am and 5.00pm on dates agreed with the volunteers, the Chief Inspector of the Control Centre and the Commissioner's Scheme Administrator. A short delay in commencing an audit may be experienced if the Control Centre is busy.

17. In advance of the audit being undertaken the Scheme Administrator will liaise with the Force Control Centre Coach (responsible for the facilitation of call audits) and select 10 non-emergency and emergency calls for volunteers to audit.

## Conduct of visits

18. Volunteers must carry their identity card, at all times when in the HQ building. The identity card must be shown on arrival at the reception and on request within the HQ building.

## Undertaking the audit

19. The following paragraphs detail the procedure for volunteers undertaking audits in the Control Centre:

- On arrival at HQ reception volunteers should introduce themselves by advising of their names and role - this information will be relayed to the Chief Inspector of the Control Centre. The volunteers will be collected and escorted to the Control Centre or other room at HQ.
- The Chief Inspector or a representative will play the audio for the randomly selected calls and present electronically the NSPIS Command and Control incident log.
- Volunteers will review the response to the caller against the national call handling standards and national standards for incident recording.
- Any queries regarding the way in which the call was dealt with can be discussed with the Control Centre representative in attendance during the audit.
- Following the audit, volunteers will be required to complete a report form for each call audited. The completed reports will be handed to the Chief Inspector of the Control Centre at the end of the visit, for distribution to the Commissioner's Office.

20. Volunteers are warned that whilst the majority of the calls audited are non-emergency, the callers may be upset and the calls may contain inappropriate language, comments and views. Whilst calls will be randomly selected, the Chief Inspector of the Control Centre will filter out any calls which volunteers may find to be of a highly distressing and traumatic nature. The Control Centre will notify the Scheme Administrator of the reason for filtering out a call and request that another call be randomly selected.

## Completion of report form

21. Recording the contents of each call audited is one of the most important aspects of the scheme. Volunteers may wish to make notes in the course of the audit, but these should be destroyed at the end of the audit. Volunteers should complete a report for each call audited and record all aspects of the call. The report should be completed in a private area, not in the presence of staff from the Control Centre. The completed form should be given to the Control Centre representative who will forward to the Commissioner's office.

22. The Control Centre representative will be given the opportunity to comment on the report forms in response to any issues raised within **5 working days** of the audit being undertaken. The volunteers will be advised of the responses by the Control Centre representative.

## Confidentiality

23. During the course of undertaking audits, a volunteer may acquire considerable personal information about victims of crime and persons connected with police enquiries. That information must be protected against improper or unnecessary disclosure and you will therefore be asked to sign an undertaking of confidentiality.

That undertaking will be signed at the time of a volunteer's appointment. Improper disclosure extends to discussion of individual cases and identities with other volunteers and to the system of written reporting to the Commissioner of the results of audits. Additionally, unauthorised disclosure of facts concerning police operations may constitute an offence under the Official Secrets Act 1989. Unlawful obtaining / disclosure of personal data also constitutes an offence under Section 55 of the Data Protection Act 1998, and improper disclosure of personal information may attract criminal proceedings.

## Complaints procedures

24. The procedure the Scheme Administrator will follow if a complaint is received about the misconduct of a volunteer is attached as Appendix 2.

## Expenses and allowances

25. Travelling expenses are payable to all volunteers at the Inland Revenue approved rates and therefore payment is exempt from income tax.

26. A volunteer who is required to pay a carer in order to undertake an audit may claim a carers' allowance. This allowance shall be paid upon the production of a valid signed receipt, and shall be for actual expenditure incurred at the national minimum wage rate per hour. The allowance may be claimed for the time taken for a volunteer from leaving home, undertaking an audit and returning home. The allowance shall not be payable in respect of care provided by a member of the claimant's family. Payments may be claimed in respect of children aged 16 or under and in respect of other dependents where there is medical or social work evidence that care is required.

## Health and safety

27. Volunteers are responsible for their own personal safety whilst undertaking audits and if they feel unwell or have a contagious illness prior to or during an audit they should cancel the visit.

## Insurance

28. All volunteers are covered by the Police and Crime Commissioners' insurance against personal injury whilst undertaking volunteering roles on police premises. Volunteers are responsible for advising their motor vehicle insurers that they undertake volunteer work and make certain that their vehicle is insured for such use.

## Publicity

28. It is helpful to use opportunities to raise public awareness about the Call Management Audit Scheme; however, volunteers should ensure that all purpose of the publicity is to inform about the scheme and not to draw attention to individuals.

In any article or presentation, volunteers **must not** discuss individual cases or specific events except in general anonymous terms. The advice of the Scheme Administrator must be sought not only prior to an interview / presentation being given, but before any articles are submitted for publication.

## For further information

For further information contact:

**Karolina Kardas - Research and Volunteer Support Officer**

**Email:** [Karolina.Kardas@cheshire-pcc.gov.uk](mailto:Karolina.Kardas@cheshire-pcc.gov.uk)

**Address:** Cheshire Police and Crime Commissioner, Runcorn Town Hall, Heath Road, Runcorn, WA7 5TD



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## **Call Management Audit Scheme Memorandum of Understanding**

You will be issued with a copy of the full guidance for the Scheme, but you should particularly note the following points, which highlight the Police and Crime Commissioner's expectations of a volunteer.

### **1. Role and responsibilities**

The purpose of your role is to undertake an audit of a number of non-emergency and emergency calls to the police to ensure that the demands and expectations of the public are met through call handling and incident response standards.

### **2. Appointment**

Your appointment is initially for a probationary period of six months. Appointments will be confirmed for a period of one year (including the probationary period). You will be eligible for re-appointment every year subject to a maximum of nine years (including the probation period) with a possibility of an extension.

### **3. Conduct**

You must act professionally and responsibly with honesty and integrity when undertaking the role and to the highest professional standards. You are expected to carry out duties in such a way as to never discriminate against, harass, behave offensively or bully any individual. You must not be under the influence of alcohol or drugs and ensure that appropriate dress is worn. Mobile phones and any other electronic devices must be switched off or in the silent mode.

### **4. Identity Cards**

Your identity card will be valid for the period that you are appointed as a volunteer. The identity card should **only** be used for the purposes of undertaking visits. If it is used for any other purpose, it will be withdrawn and your appointment as a volunteer may be terminated. The Scheme Administrator must be advised immediately if the above card is lost or stolen. Identity cards must be returned on resignation / termination of appointment as a volunteer.



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## **Call Management Audit Scheme Memorandum of Understanding**

### **5. Undertaking visits**

You are required to make programmed audits only when accompanied by at least one other volunteer.

### **6. Minimum requirements**

You are expected to undertake a **minimum of four audits per year**; if there are exceptional circumstances, which prevent you from fulfilling this requirement, you should ensure that the Scheme Administrator is aware of these. If you have not undertaken an audit within a six-month period, the Scheme Administrator will contact you to ascertain the reason and seek an explanation. You will be expected to attend the Induction and any training seminars arranged by the Cheshire Police and Crime Commissioner.

### **7. Documentation**

You are required to complete a report form for every call that is audited and submit it to the Chief Inspector for Call Management of Call Management representative at the end of the audit. The Chief Inspector for Call Management will include the Constabulary's response to any issues raised and then send to the Cheshire Police and Crime Commissioner. A copy of the response will be sent to the volunteers.

### **8. Change in circumstances**

You are expected to notify the Scheme Administrator of any change in circumstances which may affect your position as a volunteer, e.g. if you are arrested, charged with, convicted of, or cautioned for an offence subsequent to the original application and vetting process; appointed as a Magistrate, Special Constable, Police Officer or undertake any other work which may present you with a conflict of interest.

### **9. Impartiality and confidentiality**

During the course of your duties, you may require considerable personal information about person connected with police enquiries. That information must be protected against improper or unnecessary disclosure.



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## **Call Management Audit Scheme Memorandum of Understanding**

### **10. Queries**

Queries on any aspect of the scheme should be addressed to:

Karolina Kardas, Research and Volunteer Support Officer  
Cheshire Police and Crime Commissioner  
Runcorn Town Hall  
Heath Road  
Runcorn  
WA7 5TD

or email: [Karolina.Kardas@cheshire-pcc.gov.uk](mailto:Karolina.Kardas@cheshire-pcc.gov.uk)

You must sign below to indicate your agreement to be bound by the Call Management Audit Scheme and this Memorandum of Understanding.

A copy of this agreement will be returned to you, for your future reference.

Damon Taylor  
Chief Executive  
Cheshire Police and Crime Commissioner

Please fill your name in BLOCK CAPITALS

**Name:**.....

**Signed:**.....

**Date:**.....



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## **Call Management Audit Scheme Appointment, Termination, Complaints and Appeals procedure**

The Cheshire Police and Crime Commissioner operates a transparent and open system for appointments, re-appointments, managing conduct and complaints matters and appeal procedures. Managing these procedures quickly and effectively is vital in ensuring an efficient Call Management Audit Scheme.

### **Section 1: Confirmation of appointment / re-appointment**

1. On appointment each Volunteer is required to sign a Memorandum of Understanding which sets out the Police and Crime Commissioner's (the Commissioner) expectations of volunteers and what levels of support and training will be provided.
2. All appointments are subject to a probationary period and appointments will only be confirmed on successful completion of this period.
3. Following a satisfactory probationary period, a Volunteer will be notified in writing by the Chief Executive of their appointment for a nine-year period (with a possibility of extension) during which they will carry out their duties in accordance with the terms of the Memorandum of Understanding.
4. If, however, a Volunteer's appointment is not confirmed, the Chief Executive will notify the individual in writing of the decision. The individual has a right of appeal against the decision of the Chief Executive to the Commissioner. The appeals procedure is set out in Section 3 below.

### **Section 2: Conduct and complaints matters**

1. This section sets out the method by which conduct and complaints matters will be considered and the stages of resolution. Complaints may be made by volunteers, police officers and staff or others who may come into contact with you in the course of their duties.

#### Conduct

2. A Volunteer's appointment may be terminated due to misconduct or poor performance. Examples of misconduct and poor performance are detailed in paragraphs 10-12 of the Scheme Guidance
3. In the event of a Volunteer being arrested, cautioned or charged with a criminal offence, the Chief Executive will write to the Volunteer to suspend their appointment until the outcome of any criminal proceedings is known.



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## Call Management Audit Scheme Appointment, Termination, Complaints and Appeals procedure

4. If the Volunteer is subsequently found to be not guilty, they may be reinstated. In the case of a caution, the Chief Executive will review the appointment of the Volunteer taking into account the nature of the offence. If the Volunteer is found guilty of a criminal offence, the Chief Executive will consider the termination of their appointment.

5. The appeals procedure against termination is set out in Section 3 below.

### Complaints

6. If the complaint involves allegations against a police officer or police staff, the matter will be referred to the Constabulary's Professional Standards Department for determination under the appropriate Police Regulations and force policies.

7. All complaints concerning the Call Management Audit Scheme including complaints against individual volunteers should be made to the Chief Executive.

8. The complainant must provide in writing:

- the names of any volunteers concerned;
- details about the nature of the complaint and the date when the events occurred that have led to the complaint being made;
- their own name, address and contact details.

9. The Volunteer will be advised of the nature of the complaint and will be offered the opportunity to provide any relevant information **in writing within seven working days**.

10. The Chief Executive may contact any or all of the following to see their views on a complaint:

- the complainant
- fellow volunteers
- any other person who is able to provide the relevant information.

Once the Chief Executive has received any submission from the Volunteer, he will consider the matter and determine how to proceed.



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## **Call Management Audit Scheme Appointment, Termination, Complaints and Appeals procedure**

11. Wherever possible, the Chief Executive will seek to resolve the complaint quickly and informally to the satisfaction of all parties concerned. The aim is to resolve complaints wherever possible within two months. Dependent upon the nature of the complaint, during the investigation, the volunteer subject to the complaint may be suspended from undertaking visits.

12. Where informal resolution is not possible, or where the Chief Executive, after initial consideration, deems it to be appropriate, the complaint will be investigated and a report prepared. The Chief Executive and the Scheme Administrator will consider the report and determine the complaint.

13. The Chief Executive may reach any **one or more** of the following conclusions and the decision will be **final**:

- dismiss the complaint (in whole or in part)
- uphold the complaint (in whole or in part)

14. If the complaint is upheld (or upheld in part), the Chief Executive will determine the level of sanction dependent on the seriousness / nature of the complaint. The sanctions will range from:

- words of advice about a Volunteer's future conduct
- specific training / re-training
- requirement to resign or immediate dismissal from the Scheme

15. The Chief Executive will notify the complainant parties of the decision **within five working days**.

### **Section 3: Appeals procedure**

1. The appeals procedure in relation to all matters regarding the confirmation, extension and termination of a Volunteer's appointment will be carried out as follows:

- The Volunteer will be advised in writing of any matters of concern regarding the confirmation of appointment / re-appointment or termination as determined by the Chief Executive. A Volunteer has a right to appeal to the Commissioner against the Chief Executive's decision to appoint or re-appoint or to terminate an appointment.
- A Volunteer must submit any grounds of appeal to the Commissioner in **writing within 15 working days** of the Chief Executive's letter



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## **Call Management Audit Scheme Appointment, Termination, Complaints and Appeals procedure**

- The Chief Executive will meet with the Commissioner to consider the report, including any written responses, or supportive documents from the Volunteer. The Volunteer will be invited to attend the meeting and listen to the discussion and answer any questions, which the Commissioner may ask.
  - The Volunteer and the Chief Executive will be excluded from the decision-making process which will be held immediately after the discussion.
  - The Chief Executive will notify the Volunteer **within five working days** of the Commissioner's final decision.
  - If the appeal is upheld, the Volunteer will be appointed or reinstated immediately.
  - If the appeal is dismissed, the Volunteer will be advised and no further action will be taken. The Police and Crime Commissioner's office **will not enter** into any further discussion or correspondence concerning termination of employment.
2. The appeals procedure in relation to the determination of complaints comprises:
- Within 10 working days, on notification of the outcome of the complaint the Volunteer must advise the Chief Executive in writing if they wish to appeal against the determination of the complaint. The Volunteer must set out the reasons for the appeal and submit any supporting documents they wish to be considered as part of the appeal.
  - The Chief Executive will submit the appeal letter and any supporting documents provided by the Volunteer to the Commissioner. The Commissioner will also receive the complaint decision letter and any report produced by the Chief Executive on the determination.
  - The Volunteer will be invited to attend and listen to the discussions and answer any questions, which the Commissioner may ask.
  - The Volunteer and the Chief Executive will be excluded from the decision-making process which will be held immediately after the discussion.
  - The Chief Executive will notify the volunteer **within five working days** of the final decision of the Commissioner.



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