



Volunteer Charter

Volunteering is where an individual or group freely gives their time to benefit another person, group or organisation for the good of society or the environment.

Our vision

"Every Volunteer, in every force will be engaged, effective, integrated and valued"

Our mission

"Citizens in Policing: thousands of people who volunteer their time to support the police service, through roles that are directly managed and supported by the forces or with organisations that closely align to the police, connecting communities to policing and policing to communities."



Our promise to you

- We will ensure that our organisation understands volunteer needs and that the volunteer nature is respected and understood
- We will offer an appropriate and approved volunteer role that has been developed to contribute to the core responsibilities of the force. Providing added value to the team and be meaningful for the volunteer.

- Volunteers will be given protection under Health and Safety policies, relevant insurances will be in place, and their role will be risk assessed appropriately to safeguard volunteers
- Volunteers will be given a clear understanding of their tasks and responsibilities and integrated into the Force

- Volunteers will be given the relevant training to equip them for the role they are undertaking and their skills and knowledge is recognised and where appropriate are developed
- Volunteers will be given the appropriate uniform, including force identification, and equipment required for their specific role

- All volunteers will have a named supervisor throughout their volunteering experience
- Volunteers will know how to raise concerns and how this will be handled by the force in accordance with the Problem Solving Guidance.
- Volunteers will receive no financial reward for their time however travel and out of pocket expenses will be paid

- Recruitment procedures will be fair, efficient and consistent and include vetting at the appropriate level.
- Volunteers will be given access to appropriate guidance, processes and policies in relation to their role



Volunteer responsibilities

- Volunteers will speak up if they feel their rights are not being respected and are confident to challenge colleagues irrespective of their rank, role or position
- Volunteers will treat information they have access to as a Volunteer in a confidential manner

- Volunteers will be reliable (attending on time and giving appropriate notice of a change of circumstance), carrying out their agreed role and tasks and attending relevant training.
- Volunteers will deliver an excellent customer service both internally and externally

- Volunteers will ask questions so seek clarification when needed
- Volunteers will recognise that they represent the police service therefore act appropriately at all times in line with the Policing Code of Ethics

- Volunteers will ensure their hours and activities are updated on DutySheet
- Volunteers will be aware of how to access appropriate guidance, processes and policies in relation to their role

- Volunteers will act within Health & Safety policies and will report any serious incidents or potential dangers
- Volunteers will be positive and committed in their role, and be confident to put forward ideas and suggestions to enhance the service we give



Volunteer charter

Chief Constable

Police and Crime Commissioner

