



POLICE SUPPORT VOLUNTEER (PSV) POLICY

Executive Summary

This policy document sets out the approach taken by West Midlands Police (WMP) regarding the use of volunteers within the organisation and the framework for those volunteers undertaking such a role.

WMP recognises the importance of the work carried out by Police Support Volunteers (PSV), including Cadet Leaders. This policy is aimed at providing them with all the necessary training and support within the PSV Programme.

WMP accepts and encourages the participation of suitable volunteers at all levels in the organisation and within all appropriate activities.

Authorised Professional Practice (APP)

This policy has been checked against APP and there is none in relation to the subject matter of this policy.

Scope

The Chief Constable has overall direction and control of WMP and is accountable for all policies and supporting documents of the organisation and its actions. Adherence to this force policy will be expected from:

- All employees and representatives of WMP.
- All police staff including police staff employed by the Police and Crime Commissioner (PCC).
- A member of the public who volunteers with WMP.

Objectives

This policy aims to provide the necessary guidance regarding:

- The role of management and supervisors within the organisation.
- Police Support Volunteer Programme i.e. recruitment, training, dress, security etc.
- Development of the role and the value and recognition afforded to the volunteer role.
- Support mechanisms as to any concerns, complaints or misconduct procedures.
- Code of conduct required by volunteers to the organisation and the community they serve.



Definitions/Acronyms

BACS	Bankers Automated Clearing System
CIP	Citizens in Policing
IAG	Independent Advisory Group
ICO	Information Commissioners Office
LPA	Local Policing Area
PCC	Police and Crime Commissioner
PPE	Personal Protective Equipment
PSD	Professional Standards Department
PSV	Police Support Volunteer
SPOC	Single Point of Contact
VAT	Value Added Tax
YIAG	Young Independent Advisory Group
WMP	West Midlands Police

Policy Statements

1. OVERVIEW

- 1.1 WMP are involved in partnership with members of the public who volunteer in a number of distinct programmes with their own terms of reference.
- 1.2 These programmes are not covered by this policy:
- Special Constables
 - Neighbourhood Watch
 - Young Independent Advisory Group (YIAG)
 - Independent Advisory Group (IAG)
 - Community Speed-Watch

2. POLICE SUPPORT VOLUNTEERS (PSV)

- 2.1 Police Support Volunteers (PSVs) are individuals who generously contribute their time, skills, and experience to support policing activities. Their involvement enhances the delivery of policing services and increases community confidence by providing additional capacity and specialist expertise.
- 2.2 PSVs may undertake a wide range of supporting roles, aligned to the needs of individual forces.
- 2.3 The vetting of PSVs will be assessed on an individual basis, according to the specific volunteer role.
- 2.4 PSV roles that require access to police premises, systems, or sensitive information will be subject to appropriate vetting to mitigate associated risks. The relevant police force retains responsibility



for determining the necessary level of vetting and for overseeing the activities undertaken by these volunteers.

- 2.5 PSVs are not WMP staff and have no employment status. WMP staff can volunteer but would have no employment status for their volunteer role.
- 2.6 WMP does not enter any form of legally binding agreement or contract with a PSV that suggests the presence of an employment relationship.
- 2.7 WMP is not legally obliged to offer PSVs any work and PSVs are not legally obliged to undertake any work.
- 2.8 PSVs will receive no payment for their role except for pre-authorised out-of-pocket expenses. The expenses policy can be found on the Duty Sheet.
- 2.9 PSVs are asked to sign and are expected to work within the PSV Agreement.
- 2.10 WMP has a duty of care for all volunteers and will provide a safe working environment.
- 2.11 The principle of PSV programme is to enhance our service provision in a way that is additional and supplementary to work currently undertaken by police staff and police officers.
- 2.12 WMP will not introduce PSVs:
 - To replace any roles of paid staff or employees
 - To provide cover for vacancies, annual leave, absences or training
 - To undertake duties of any paid staff during industrial or other local disputes
 - To prevent the employment of a new staff member
- 2.13 This policy applies to all new volunteers and those previously recruited as volunteers to WMP.

3. DEVELOPING PSV ROLES

- 3.1 When designing a PSV role, the following points must be considered:
 - PSV roles should enhance, complement, support and add value to those of paid staff
 - PSVs must not be used to replace staff
 - PSVs must not be used to fill a new role where there is justification for a staff position, whatever the circumstances
 - Roles should improve/enhance the service received by the public
 - Establish a clear link between the PSV role and local policing priorities so that the role has meaning and purpose



- 3.2 Departments interested in involving PSVs in their work should contact the Citizen in Policing (CIP) Team or CiP Manager for further help and support.
- 3.3 All new PSV roles will be risk assessed and referred to the trade unions to ensure everyone is happy with the scope of the role.
- 3.4 A PSV role description must be completed for all roles and a copy given to the volunteer when they first start with the organisation.

4. PSV CONDUCT

- 4.1 The [Police Support Volunteer Handbook](#) clearly states the conduct that is expected from our PSVs. All PSVs are representatives of WMP and conduct of the highest standard is expected at all times.
- 4.2 Everyone within, working alongside or delivering service on behalf of the police service must maintain high ethical and professional standards. All volunteers must follow the standards of professional behaviour outlined in the Professional Standards Department (PSD) Passport found on the Duty Sheet Portal.
- 4.3 PSVs must ensure that activities undertaken in their private lives do not affect the integrity of WMP or compromise the PSV.
- 4.4 It is the PSVs responsibility to inform the CiP Team when their personal circumstances have changed including relationship status, home address or job.
- 4.5 If anything occurs which may compromise their position, the PSV must advise their Single Point of Contact (SPOC) immediately.
- 4.6 Whilst volunteering with WMP, PSVs will be expected to comply with all [relevant policies and procedures](#).
- 4.7 PSVs have a duty to take reasonable care of themselves, and others affected by their work and to adhere to the [Health & Safety](#) policies of the force.
- 4.8 During the period of volunteering, each PSV will record on Duty Sheet their volunteering hours and will undertake the duties in their role description.
- 4.9 PSVs are obliged to comply with all reasonable instructions given to them by their task supervisor or CiP Team.



5. DRESS CODE

- 5.1 PSVs who require building and system access must wear their [REDACTED] Associate staff ID card and lanyard at all times whilst they are on police premises or volunteering to clearly identify them as a PSV with WMP. This will not stop them from wearing other lanyards whilst volunteering.
- 5.2 Dependant on the role undertaken by the PSV, uniform may be issued.
- 5.3 When uniform is issued to the PSV, it should clearly denote their role within WMP.
- 5.4 PSVs must not wear clothes with logos, branding or slogans that may cause offence to other members of the force and/or community as per the [Uniform & Equipment Policy](#).
- 5.5 PSVs are expected to dress in clothing appropriate to the role they are performing, respecting the diversity of the volunteer team and WMP colleagues.
- 5.6 If the PSV role requires Personal Protection Equipment (PPE) or safety equipment, this will be issued by WMP and must be worn. If a PSV role requires PPE, it will be discussed at the local induction.
- 5.7 Any articles of clothing and/or equipment issued to a PSV, including all ID, will remain the property of WMP and must be returned on demand.

6. WELLBEING

- 6.1 All PSVs will be offered an annual review conversation to ensure they are happy with their role.
- 6.2 PSVs who experience difficulties or problems with their physical or mental health as a direct result of their PSV activity will be able to access services provided by the [Occupational Health & Support Services](#).
- 6.3 PSVs must report any potential issues or concerns about their volunteer role to their SPOC.
- 6.4 If the PSV believes their concern requires additional consideration they should contact the CiP Team.
- 6.5 PSVs must report any accidents or near misses to their SPOC so force procedures can be complied with. Accidents and near misses should be reported on the [eSAFETY Portal](#).



7. BREAKS IN VOLUNTEERING / LEAVE OF ABSENCE

- 7.1 At times, PSVs may need short periods away from their role for personal reasons or due to personal circumstances e.g. a student going home for the summer break may need a short leave of absence. This will be recorded on Duty Sheet.
- 7.2 If a volunteer has a short period of absence of up to 3 months the SPOC will agree a contact plan to support the PSV.
- 7.3 Absences over 3 months may be required due to personal circumstances, in this instance the CiP Team should be contacted, so the appropriate advice can be provided in relation to current re-vetting requirements.

8. ASSOCIATIONS

- 8.1 PSVs can join WMP Sports and Social Club as associate members. The PSV will meet the cost of membership.

9. PERSONAL DATA & PRIVACY

9.1 Privacy Notice

- 9.1.1 WMP has a [Privacy Notice](#) which PSVs must be aware of.

- 9.1.2 We use personal data for the following purposes:

- We collect personal and medical information so we can look after and support PSVs
- We collect religious information to respect a person's beliefs with regards to activities, food and holidays
- To provide voluntary services for the benefit of the public
- To administer membership records
- To promote the interests of the PSV groups
- To maintain our own accounts and records
- To inform volunteers about related news, events, activities and services.

9.2 Legal basis to collect personal data

- 9.2.1 The legal bases are in the main privacy notice on the intranet. In particular for volunteers these bases are likely to be:

- Legal obligations: WMP must make sure that PSVs are safe and have the right equipment and information available to them.



- Legitimate Interests: WMP needs to know where PSVs live and how to contact them via text or email.

9.3 PSV Records

- 9.3.1 WMP ask all PSVs to use Duty Sheet to support their volunteering with WMP.
- 9.3.2 WMP must look after the personal information of a PSV carefully. The security arrangements are described in the main privacy notice.
- 9.3.3 WMP will keep a PSVs personal information for the whole time they volunteer with us.
- 9.3.4 WMP will keep a PSVs personal information for one year after they have stopped volunteering with WMP.
- 9.3.5 WMP will keep a smaller set of information (name, badge and attendance records) for a further period of 5 years to make sure we can meet our legal obligations for insurance and legal claims.
- 9.3.6 Some personal data of a PSV may need to be retained where the organisation has a legal obligation to keep it. In these cases, the right to have the data deleted may not apply.
- 9.3.7 PSVs have rights to know what personal information WMP keeps about them and to correct information if there is a mistake.

9.4 Information Sharing

- 9.4.1 Sometimes WMP will need to share limited information with other organisations and will only share the required information needed for that particular situation.
- 9.4.2 For example: Information sharing may be needed for attendance at a large event. If the event is providing food to the PSV, then WMP may share dietary/faith-based needs or emergency contact details to make sure the event organisers can support the PSV appropriately.

9.5 Rights

- 9.5.1 PSVs have the right to make a complaint to the Information Commissioner's Office (ICO).
- 9.5.2 If a PSV requires further information about how we process their personal data they can [email the Data Protection Office](#).
- 9.5.3 Further advice and guidance from the ICO on this issue can be [For the public | ICO](#)



10. RECORDING OF HOURS

- 10.1 PSVs are not required to complete a minimum or maximum number of hours. However, some roles will require a regular commitment to the allocated task.
- 10.2 All PSVs are required to keep a record of completed hours on the Duty Sheet.

11. PSV EXPENSES

- 11.1 PSVs should not be financially disadvantaged by their volunteering experience. PSVs are entitled to claim for pre-agreed out of pocket expenses which are incurred whilst performing their PSV role. This will be agreed by your manager (SPOC) or CIP Team.
- 11.2 PSVs who are Cadet Leaders may need to purchase resources for a cadet activity. These expenses must be approved in advance by the Cadet Youth Engagement Officer.
- 11.3 The claiming of these expenses is the responsibility of the PSV and expenses must be claimed within 6 months of the expense.
- 11.4 PSVs can claim the following expenses:
- Travel to and from their place of volunteering. PSVs can claim mileage when using their own car. Mileage will be reimbursed in line with the force policy and guidance.
 - For those who live outside of the force area we will cover mileage from the border of the force to their place of volunteering.
 - If a PSV will be using their private vehicle to travel to and from the location of their volunteer role, they should contact their vehicle insurers to check policy requirements.
 - In some cases, they may require business insurance. Any rise in insurance cannot be claimed through expenses, any additional rise in premium is factored into the rate of mileage expenses.
 - Public transport costs can be claimed. For those who live outside of the force area we will cover from the border of the force to their place of volunteering.
 - PSVs are eligible to claim £5.00 towards their lunch if they volunteer over 4 hours on any given day.
 - Volunteers are encouraged to be green and use public transport where possible for this reason they are not able to claim the clean air zone charge as an expense.
- 11.5 Any parking fines incurred whilst volunteering with WMP will not be paid by WMP.
- 11.6 No additional expenses can be claimed unless agreement is given in advance by the SPOC or CIP department.
- 11.7 PSVs are able to claim expenses through Duty Sheet.



11.8 Payment of expenses will be by Bankers Automated Clearing System (BACS) to the PSVs bank account. Details of this account will be provided by the PSV on appointment.

11.9 In all cases, receipts (e.g. bus tickets) or itemised bills must be provided with the claim form to ensure an accurate audit trail is maintained. All Value Added Tax (VAT) receipts for fuel must also be submitted with the form to their SPOC.

12. INSURANCE

12.1 All PSVs aged 16-75 who are engaged in work for the PSV programme whilst acting under the direction and control of the Chief Constable are covered by personal accident insurance, providing capital benefits only.

12.2 There is no cover for loss of earnings.

12.3 The vicarious liability of the Chief Constable will extend to these activities:

- Where a claim is made by a third-party alleging negligence of the PSV (PSVs are responsible for their own decisions and actions).
- Where the PSV may be injured in the course of carrying out their voluntary duties and where the injury is caused by negligence of the Force in like manner the Chief Constable is liable to his officers and police staff.

13. RECOGNITION

13.1 Informal thanks should be ongoing and regular so that PSVs know they are a valued and appreciated part of the team.

13.2 WMP CiP Team will hold PSV awards ceremonies.

13.3 All PSVs and Cadet Leaders, who are actively undertaking volunteering work and have no disciplinary proceeding outstanding are eligible to be recognised with the below awards:

- Certificate - 1 year's volunteering.
- Bronze level pin badge - 2 years volunteering.
- Silver level pin badge - 3 years volunteering.
- Gold level pin badge - 5 years volunteering.
- Platinum pin badge - 10 year plus volunteering.

13.4 In order to receive an award, it is not essential that the service is continuous.

13.5 The awards will be presented for total time spent actively volunteering and will not include any breaks.



- 13.6 The awards process will be administered by the CiP Team and the Force Awards Coordinator.
- 13.7 Any PSV or team of volunteers who meets the criteria for any external awards and the annual WMP volunteer of the year award will be nominated by the CiP Team.
- 13.8 LPA Commanders are encouraged to use their award scheme to recognise PSVs.

14. LEAVING THE PSV PROGRAMME

- 14.1 PSVs are free to leave at any time and can request an exit interview.
- 14.2 The PSV will make sure all clothing and/or equipment issued by the Force, including the ID card, is returned to their SPOC before the PSV leaves.

15. INTERNAL WMP JOB VACANCIES

- 15.1 PSVs are not eligible to apply for internally advertised positions.

16. ROLES AND RESPONSIBILITIES

- 16.1 The Head of Citizens in Policing is responsible for the PSV management programme.
- 16.2 The Head of CiP will champion and support volunteering across WMP.
- 16.3 The CiP team will work with WMP staff and Police Officers to ensure they work alongside and support volunteers with each volunteer having a SPOC.
- 16.4 The CiP team will hold the budget relating to PSVs. The expenditure will be reviewed at the CiP Governance Board.
- 16.5 The SPOC will be responsible for day-to-day supervision and support of the PSV.

Relevant Legislation / Policies / Procedural Guidance

- [eSafety Portal](#)
- [Health and Safety Policy](#)
- [Information Commissioners Office](#)
- [Police Support Volunteers](#)
- [Police Support Volunteer Procedural Guidance](#)
- [Uniform and Equipment Policy](#)
- [WMP Policy Portal](#)



Equality Impact Assessment

WMP places trust in their employees to comply with force policies and to work in accordance with and in support of:

- [WMP Vision and Values](#)
- [Code of Ethics | College of Policing](#)
- [Voice of the Child](#)

Full Equality Impact Assessment can be found within the Police Support Volunteer supporting documents.

Publication Instructions

Suitable for publication to public.

Document Control

Strategic Lead: <i>[role and name]</i>	Chief Superintendent [REDACTED] Local Policing Community Engagement Lead
Policy Author(s): <i>[role and name]</i>	[REDACTED] Citizens in Policing Manager
Effective Date:	27.04.2026
FET Lead: <i>[role and name]</i>	ACC Andy Parsons Assistant Chief Constable Local Policing
Version Number:	v3.0
Review Date:	27.04.2029

Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
V1.0	11.10.2011	New policy	Insp [REDACTED]
V1.1	24.04.2012		Mr [REDACTED]
V2.0	15.01.2024	Minor changes and inclusion of LOA details	CH Supt [REDACTED]
V3.0	27.04 2026	Full review with minor amends to policy, additional section within the PG for under 18's and moved to new template	[REDACTED]