



Police Scotland
Youth Volunteers
Volunteering for our communities

Police Scotland Youth Volunteers

Operating Manual

Volunteer Coordination Unit
Scottish Police College, Tulliallan,
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This document is available externally at: www.psyv.org and internally within the PSYV SharePoint site.



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Chapter 1 – Youth Volunteers

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Glossary of terms

NVCU – National Voluntary Coordination Unit

PSYV – Police Scotland Youth Volunteers

YV – Youth Volunteer

GC – Group Coordinator

AV – Adult Volunteer

NC – National Coordinator

RC – Regional Coordinator

DGC – Deputy Group Coordinator

Please note, access to Appendices linked to this document are only available from a Police Computer. If you require access to an Appendix, please contact your Group Coordinator who can send you an up to date copy.

Eligibility

Age

Young people can join the PSYV on or after their 13th birthday. Youth volunteers can remain in the programme until their 18th Birthday, at which point they are encouraged to apply to become adult volunteers. Young people are not eligible to join the PSYV after their 16th birthday.

The associated investment would not justify that benefit and the opportunity would be much better offered to younger people. Consideration should also be given to the time required to complete the PSYV Award.

The justification for the lower age limit is based around health and safety, supervision levels required, benefits for the young person and suitability of activities in which we engage.

Anyone who is unable to join due to age should be signposted to alternative youth volunteering organisations such as the Boys Brigade/Girls Brigade, Scouts and Various Military Cadet groups.

Additional Support Needs

Young people with additional support needs should be encouraged to enrol as YV. AV are encouraged to alter and adapt YV activities and events to allow inclusion of any YV with special requirements, within reason.

PSYV Group Coordinators should always consider making adjustments where it is reasonable to do so in order to support someone with additional needs to attend PSYV.

Convictions

PSYV may, where appropriate recruit young people who have previous convictions. Due to this there will often be cases where young people who have convictions for minor offences may wish to join the programme. These people should be judged on a case by case basis and their involvement risk assessed and balanced against the benefit for the young person and the safety of others in the programme. If there is any doubt regarding a young person's suitability to join PSYV, the GC should discuss this with the RC.

Under no circumstances are GC's permitted to search Police Systems to ascertain a young person's eligibility to join. Only in extenuating circumstances may a RC authorise such checks.

GCs may also wish to implement trial periods or "Acceptable Behaviour Contracts" (ABCs) in order to set out clear boundaries for these YV ([Appendix 1M](#)).

Other Engagement

Where possible, the PSYV should aim to engage with those young people who are not already engaged in other programmes i.e. Army Cadets/Boys Brigade etc.

This will ensure that others who are not engaging elsewhere have more opportunity to join.

Recruitment

Selection Process

The following should be adopted when recruiting Youth Volunteers (see [Appendix 1C](#) for the YV Recruitment process Flowchart)

1. Advertising – Consider the following methods:
 - a. Posters in:
 - i. Schools
 - ii. Police Offices
 - iii. Shops
 - iv. Community Centres
 - b. Recruitment event (in school or community)
 - c. Online:
 - i. PSYV Social Media
 - ii. Divisional Social Media
 - iii. Police Scotland website
 - iv. Local Authority website
2. Submit Application form ([Appendix 1A](#)) along with Diversity Monitoring form ([Appendix 1B](#))
3. Submit Diversity Monitoring form to NVCU irrespective of outcome (preferably by email to volunteercoordination@scotland.pnn.police.uk)
4. Application Sift. Consider:
 - a. Liaison with school to ascertain any additional info
 - b. NO ACCESS TO POLICE SYSTEMS
5. Interview applicant. At least one of the following should take place:
 - a. Home interview with parents/carers (Good to ascertain social circumstances)
 - b. School interviews (Arrange room/time with school)
 - i. Use venue and arrange suitable time
 - ii. GC's should also speak with school staff/ SWD or carers where appropriate
6. Final sift to recruit required numbers
7. Issue Successful Letter ([Appendix 1E](#)) or Unsuccessful Letter ([Appendix 1F](#))
8. Youth Volunteer to attend first session, preferably with parent/carer to sign all required documentation.
9. Personal File started on PSYV Database on SharePoint

All PSYV Groups must have a fair and transparent application process. When recruiting for YV's the home address of the applicant should be assessed on a case by case basis and consideration should be given to the distance a YV resides from the venue and their ability to attend weekly meetings. Please liaise with your Regional Coordinator for more information.

Vetting

At the time of writing, the PSYV will not carry out any police vetting checks on youth volunteers. This policy will remain under yearly review. Potential applicants and their parents/carers are required to complete the section with the YV Application Form to declare any information, which may impede that young person from becoming a YV.

Group Coordinators must not under any circumstances perform any checks of police systems that directly relates to the PSYV application process. If in doubt, GC's should speak to their RC.

Vulnerability

One of the aims of PSYV is to recruit 25% of its members from a vulnerable background. **This equates to no more than 6 YV's per group.**

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GC are not permitted to 'key stroke' any YV as part of the recruitment process i.e. they are not permitted to access any Police System to ascertain their suitability to join unless authorised by a RC.

To ascertain whether a YV meets one or more of the 'Vulnerable' criteria, a GC will require to liaise with parents and colleagues in schools who may be able to provide information about any potential candidate. Often, GC's are within roles where they will already have a knowledge of their local community.

The following criteria, agreed by Scottish Government and PSYV should be considered when identifying vulnerable YV's within a group:

- Their parents/carers are out of work
- The young person has been excluded from school
- They have difficulty in reading/writing or talking
- English is their second language
- They have previously been a victim of crime (not including minor crime such as theft of a mobile phone etc. unless there are extenuating circumstances)
- They have a long-term illness or disability
- They are looked after (foster care/residential or adopted)
- They are known to truant from school
- They have misused drugs or alcohol (i.e. not just tried it but are known for having misused substances)
- They have been involved in criminal activity (not just a one off, this is relevant to those who have gone through a period of regular police involvement)
- They receive free school meals
- They have been known to self-harm

Group Numbers

All new groups must recruit 24 youth volunteers. This is the maximum agreed number. **Only with the agreement of the National Coordinator can a group exceed this figure.**

Existing groups should aim to re-recruit with a view to starting a new training programme in September of each year.

Recruitment should be restricted to this period, however, in the event that group numbers fall below 18 prior to the normal recruitment period, GC's are encouraged to carry out an early recruitment process to ensure numbers are maintained.

GC's should avoid recruiting on a one in, one out basis as this will cause difficulty when training new YV's.

Moving Groups

The decision to move a YV between groups should be made by agreement between the GC for the original group and the GC for the group the YV wishes to go to. Once a move has been agreed the GC for the old group must update the YV's database record to show the new group. All attached documentation will automatically move to the new group. Please note that there is no guarantee of any promoted position being carried over. Promoted positions are relevant within the group in which they were promoted only.

Documentation

PSYV Database

Upon acceptance of a YV into the PSYV a Personal record will be started within the PSYV Database. This will hold all personal information and will also form a location to upload any documents pertinent to the individual. This should include either scanned in or electronically signed documents such as

- PSYV Application form
- Emergency Contact Details/Medical Details/General Consent
- Code of Conduct
- Certificate of Health/Declaration of fitness

The PSYV Database can be found [here](#).

The database is a national system which has been agreed as the only place that personal information relevant to PSYV members is stored as per our [Privacy Notice](#). See Data Protection section.

Application Form

The Application form will remain within their database record for the duration of time they are involved with PSYV. The form asks for all relevant information to allow a fair recruitment process to take place. ([Appendix 1A](#))

In addition, an anonymous Diversity Monitoring form should be submitted. This will not be retained within the personal file. ([Appendix 1B](#)). Diversity Monitoring forms should be sent to the VCU (preferably by email to volunteercoordination@scotland.pnn.police.uk)

General Consent & Emergency Contact Details etc.

The General Consent & Emergency Contact/Medical Details form holds a number of pieces of information.

The General Consent element allows parents/carers to consent to all local events on the understanding that the GC will provide information about the nature/location of the event using BAND. This consent should remain valid for one year prior to renewal.

The Emergency Contact Details should be completed as soon as possible. This will allow contact with one or more emergency contact in the event of an incident involving the Youth Volunteer.

The Medical Details element is particularly important for any YY who takes any for medication or has a medical condition which may impact on their involvement with PSYV. This should be updated on a yearly basis. ([Appendix 1G](#)). The completed form will be uploaded to the individual YV record on the PSYV Database.

Code of Conduct

The Code of Conduct form ensures both YV's and their parents/carers are aware of what PSYV expects in relation to behaviour and standards. ([Appendix 1H](#)). The completed form will be uploaded to the individual YV record on the PSYV Database.

Certificate of Health/Declaration of fitness

The Certificate of Health/Declaration of fitness should be updated on a yearly basis however Parents/Carers should be made aware that if they have any concerns about a specific event and feel it may impact their child's ability, it is their responsibility keep you informed. ([Appendix 1G](#)). The completed form will be uploaded to the individual YV record on the PSYV Database.

Post Recruitment Data Gathering

On successful appointment as a YV, the GC will issue them [Appendix 1J](#) (Post Recruitment Diversity & Vulnerability Form) which the YV is required to complete and submit back to the GC asap. This form is not anonymous and the data captured is required to be entered into their personal record on the PSYV Database and the original signed document uploaded to their record. This information allows for statistical returns to the force executive and the Scottish Government.

This process is an agreed process and should be adhered to. YV's are required to return a completed [Appendix 1J](#) within 14 days of appointment.

Notebooks

YV will be issued with notebooks. This can then be used as a record all uniform issued, training, awards, qualifications, specialist affiliations, aid, and competition participation. PSYV notebooks are only to be used for official PSYV purposes when attending PSYV events/weekly sessions.

Data Protection/GDPR

PSYV requires to be GDPR compliant. The above information is in line with the PSYV Privacy Notice which can be found at <http://www.scotland.police.uk/access-to-information/data-protection/privacy-notices>

Paper copies of all documents as outlined above should be retained for no longer than one month, following which they should be scanned and saved within the individuals record on the PSYV Database on SharePoint. Paper copies should be destroyed. Unless a member has left following a conduct issue, personal records should be deleted when the volunteer leaves. A record of service will be retained as per [\(Appendix 1N\)](#) which will contain basic 'non personal' information about a members service with PSYV. This record of service will be saved within the groups 'Record of Service' folder on SharePoint.

Training

Initial Training Programme

All new Youth Volunteers are required to complete the PSYV Initial Training Programme. This is mandatory. ([see Chapter 3, Weekly Sessions](#)). This programme will equip them with the knowledge and skills required to volunteer in their communities.

GC's should complete [Appendix 1K](#) 'ITP YV Completion Record' to record when YV's completed each element of the ITP.

UNDER NO CIRCUMSTANCES ARE YOUTH VOLUNTEERS WHO HAVE NOT COMPLETED THEIR INITIAL TRAINING PERMITTED TO ATTEND ANY VOLUNTEERING EVENTS. THEY ARE ONLY PERMITTED TO ATTEND LOCAL WEEKLY SESSIONS

Additional Training

Youth Volunteers will be expected to complete additional training from time to time. Information on this training will be provided by the Group Coordinator.

Uniform

New Youth Volunteers

New Youth Volunteers will not be issued uniform until they are near the completion of their ITP. This will allow the GC to be satisfied that the YV will remain part of the group without an unnecessary expense.

During their ITP where existing YV's are required to wear uniform, new YV's should wear a plain t-shirt or polo shirt with plain black trousers and plain black shoes or boots.

Standard Issue

Youth Volunteers should wear the following items of uniform:

- 1x Grey PSYV Cap
- 1x Grey PSYV Polo Shirt
- 1x PSYV Grey Waterproof Jacket
- 1x Grey PSYV Hooded Top
- 1x Pair of Standard Unisex PSYV Black Trousers including belt
- 1x Black PSYV Drawstring Bag

Group Issue

Groups should hold a stock of yellow hi-vis vests. These are not for personal issue to YV's.

Radios are also available to the group however are also not for personal issue.

Footwear

YV's are required to wear plain black leather/leathers style shoes or boots. Black trainers or fashion style footwear are not permitted.

Footwear is not provided as part of the funding for PSYV.

The NVCU can provide contact details for suitable suppliers should the group seek funding for a bulk buy.

Should any individual YV struggle to fund footwear, the GC should seek funding locally.

FURTHER INFO ON UNIFORM STANDARDS ETC. CAN BE FOUND WITHIN [CHAPTER 5](#), UNIFORM STANDARDS & APPEARANCE

In addition, see [Appendix 5L](#) for a guide on Uniform and Standards.

Conduct

Code of Conduct

As explained above, the Code of Conduct ([Appendix 1H](#)) should be agreed by all YV's who join PSYV.

It is good practice for YV's to create their own additional 'rules' and review these on a yearly basis.

GC's should consider making contact with colleagues from other parts of the country to discuss which rules their groups have set.

Recording Incidents

Any known incident involving the conduct of an Adult Volunteer should be reported to the RC by completing a General Incident form [Appendix 5](#). This includes any incident where the AV has had involvement with Police out-with PSYV. This form should be submitted ASAP, where possible, prior to the end of the GC's shift on the day they are made aware of the incident. **Please note that this information should be reported to the GC by another officer who has had involvement with the incident or a supervisor. No GC should perform any search of local systems without prior approval to prevent any conflict with their role as the GC of the person involved.**

Misconduct Procedures

External:

Should an incident occur out with the PSYV involving a YV then as per the Application Form, the YV or their Parent/Carer should inform the GC who will assess whether this has any impact on their status within the programme.

This could range from any negative interaction with Police or an incident in school which has resulted in exclusion etc. It is understood that this is a grey area however if the YV or their parent are in any doubt, they are encouraged to discuss with the GC.

A YV may compromise their position within PSYV should they fail to inform the GC about an incident as described.

Should a YV be charged with a criminal offence or be subject to an investigation/have adverse contact with the Police, they may be suspended from the group pending the outcome of the investigation. The GC should inform the RC in any case.

Following any outcome, the GC will present the circumstances to the RC who will call for a review panel consisting of the RC and GC, the Youth Volunteer and their parent/carer will be also be invited. This panel will decide on the future position of the YV. The YV may appeal the decision by writing to the NC. The NC reserves the right to make the final decision.

Internal:

An internal misconduct incident is where the YV has breached the Code of Conduct whilst attending a PSYV session or volunteering event.

The level of misconduct will have an impact on the required procedure and penalty as per the following table.

Level of misconduct

Level	Procedure	Penalty
Minor infraction	Words of Advice	A (3xA within 6-month period =B)
Breach of Code of Conduct / Misconduct	Written Warning	B, C, D, E
Persistent Breach of Code of Conduct / Misconduct (3 or more)	Conduct Review Panel	D, E
Serious Breach of Code of Conduct	Emergency Conduct Review Panel	D, E

Outcome

- A = Words of advice
- B = Written Warning
- C = Final Written Warning
- D = Suspension

E = Dismissal

At any and all stages of managing conduct and misconduct, a restorative approach should be considered (if trained to deliver). A note of all disciplinary actions must be made in the relevant page of the YV's notebook and full details recorded in YV's personal files.

Parents/Guardians must be informed of any discipline procedures B, C, D, E. and of the rationale supporting the decision reached.

Written warnings

A written warning will consist of a description of the breach of conduct, the date of the event, the name of the AV dealing, any mitigation, and an action plan for the YV. The warning and any action plans should be signed by the AV, YV and their parents accepting the incident occurred and the terms of the action plan.

A YV may refuse to sign the written warning and request a conduct panel if they feel that they have not been dealt with fairly.

Written warnings may also include an acceptable behaviour contract ([Appendix 1M](#)), which should be agreed and signed by the YV and their parents then kept on their personal file. These should be written in conjunction with the YV so they can express their understanding of how their behaviour affects others and their own ability to participate.

Suspension

YV may be suspended for a minimum of one week. There is no upper limit for suspension, as in the case of those YV charged with a criminal offence; court cases may go on for many months. However, the YV and their parents must be informed of when the suspension will end if possible, even if there is no date attached to this (i.e. "when the case against you is not proven, not guilty or no further action is taken"). A record (copy of letter sent to YV) of the suspension including the reasons, the names of the AV making the decision, the period of suspension and any action plans formulated for the return of the YV must be uploaded into the YV's record on the PSYV Database.

Dismissal procedure

The dismissal of a YV should never be taken lightly. However, failing to dismiss YV who no longer deserve a place in the organisation can prove counter-productive. Anecdotal evidence makes it clear that those GCs who rigidly adhere to a code of conduct have fewer discipline issues and have better attendance levels. If a YV is made aware of the potential outcome of disciplinary action that never materialises then other YV may believe that the behaviour that led to the threat is acceptable.

Dismissal will be recorded in the same way as suspension within the YV record on the PSYV Database (see above). Notification of the dismissal will be sent to the RC. There is anecdotal evidence of YV being dismissed from one group and attempting to join another group. This should be guarded against by inter-group communication of the fact of the dismissal, but not the details.

A letter which explains the reason for dismissal should be handed to the YV at the point of dismissal. Wherever possible, this should be done in the presence of a parent/carer. If not an additional letter must be addressed and delivered to the parent/carer.

Dismissed YV must surrender their entire uniform as soon as practicable. Refusal to surrender a uniform may be considered a theft and dealt with as such. All necessary legal and appropriate steps will be taken to reclaim the uniform, where all other attempts have failed.

In all cases of serious misconduct, including formal warnings, suspensions and dismissals for both YV and AV, the GC must inform the RC and keep them updated with all discipline panels.

As with any external factors resulting in dismissal, any reason for dismissal following an matter internal to PSYV may be appealed by the YV and or their parent/carer by writing to the NC.

If a YV has left following conduct procedures or has been dismissed, all documentation relevant to the misconduct procedures should be retained for up to SIX months in a separate folder within the group SharePoint folder. Their record on the PSYV Database should only be removed once the relevant documents have been saved.

In any case, the NC reserves the right to remove any PSYV member from the programme without prior warning or suspension.

Promoted Positions

Process

Youth Volunteers are eligible to apply for promotion when the GC decides to make positions available. No promoted positions should take place until the group has completed the ITP and has completed a minimum of 6 months volunteering.

Each group can have ONE Head Youth Volunteer and up to THREE Senior Youth Volunteers.

Any YV who is applying for promotion should complete the YV Promotion Application Form ([Appendix 1L](#)) and submit to their GC. This should be followed by an interview which should consist of the GC, DGC/SYV and one other AV.

Promotions should not take place on favouritism or by simply picking those who the GC thinks are suitable.

Promoted positions cannot be carried to any other group in the event of a YV transferring unless there is a position needing filled at the new group and this has been agreed and supported by both GC's.

Tenure

YV's in promoted positions require to re-apply for their position on a yearly basis however during this period, other eligible YV's are permitted to apply also. Following the process, existing Senior/Head YV's can be replaced or positions rotated. GC's reserve the right to re-open the process where they have a concern over an individual's ability to fulfil their role.

Head Youth Volunteer

A head YV is responsible for overseeing organisation, instruction, rewards, drill, point of contact for YV with issues, being a role model, organising and delivering lessons/training. Maintaining a log of voluntary hours completed by the Group and supply this to the GC on a regular basis, ensure the group is obtaining materials for social media.

Senior Youth Volunteer

A senior YV should organise, report/work with the Head Youth Volunteer, rewards, organise and deliver lessons/training, support the Head Youth Volunteer in their role. Fill in for the Head Youth Volunteer in their absence. Responsibility for leadership of teams assigned to them.

Disclosures

The Child Protection Manual outlines all relevant procedures when dealing with any disclosure made by a YV. There are specific appendices within this document to report such instances.

See [Appendix 5G](#) for more information.

Moving on

Exit Interviews

Should a YV choose to resign from PSYV or reach their 18th birthday and are not applying for an AV position, they are to be encouraged to complete an exit interview using the following SurveyMonkey link

<https://www.surveymonkey.co.uk/r/PSYVFeedback>

This link will be included the Record of Service document. ([Appendix 1N](#))

GC's are responsible for sending a completed Record of Service via email to each member who leaves PSYV. On sending, a copy should also be sent to volunteercoordination@scotland.pnn.police.uk . The name and group of the member should be included in the subject of the email. The GC should now delete all other records relevant to the individual. Only the record of service should be retained within a named folder on SharePoint will serve as proof of the YV's service.

This should allow any constructive feedback to be obtained to allow improvements to be made to the group locally or PSYV as a whole.

If a YV has left following conduct procedures or has been dismissed, all documentation relevant to the misconduct procedures should be retained for up to SIX months in a separate folder within the group SharePoint folder. Their record on the PSYV Database should only be removed once the relevant documents have been saved.

References

Police Officers are not permitted to provide references, as such the above-mentioned Record of Service ([Appendix 1N](#)) should be treated as a reference should anyone request one.



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Chapter 2 – Adult Volunteers

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Glossary of terms

PSYV – Police Scotland Youth Volunteers

YV – Youth Volunteer

GC – Group Coordinator

AV – Adult Volunteer

NC – National Coordinator

RC – Regional Coordinator

DGC – Deputy Group Coordinator

SAV – Senior Adult Volunteer

CPO – Child Protection Officer

NVCU – National Volunteer Coordination Unit

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Eligibility

Age

Anyone who is 18 years of age or above may apply to become an AV.

Additional Support Needs

Should anyone with additional support needs be interested in applying to become an AV, they should complete an application form ([Appendix 2A](#)) and submit this to the GC along with a Diversity Monitoring Form ([Appendix 2B](#)). Every effort to make reasonable adjustments to accommodate the applicant should be considered, however care should be taken to assess which suitable roles are available within the group and whether the applicant is in a position to carry out that role. The safety of the YV is paramount.

Every application should be assessed on a case by case basis. Additional Support Needs should not be seen as a barrier to application.

Convictions

This will be covered in the Section titled '[PVG](#)'.

Other Engagement

Where possible, the PSYV should aim to engage with those people who are not already engaged in other volunteering programmes.

This will ensure that others who are not engaging elsewhere have more opportunity to join.

See the named section for information about Special Constables.

Recruitment

Selection Process

The following should be adopted when recruiting Adult Volunteers (See [Appendix 2C](#) for the AV Recruitment process flow chart).

1. Advertising – Consider the following methods:
 - a. Posters in:
 - i. Schools
 - ii. Police Offices
 - iii. Shops
 - iv. Community Centres
 - b. Recruitment event
 - c. Online:
 - i. PSYV Social Media
 - ii. Divisional Social Media
 - iii. Police Scotland website (Online Note of Interest)

OFFICIAL

- iv. Local Authority website
- v. Volunteer Scotland online form
- vi. VPC online form
2. Submit Application form ([Appendix 2A](#)) along with Diversity Monitoring form ([Appendix 2B](#))
3. Submit ([Appendix 2B](#)) to NVCU irrespective of outcome (preferably by email to volunteercoordination@scotland.pnn.police.uk)
4. Start AV Recruitment & Induction Checklist ([Appendix 2D](#))
5. Offer Taster session (visit to weekly session to ascertain interest)
6. Application Sift. Consider:
 - a. Current employment and shifts
 - b. NO ACCESS TO POLICE SYSTEMS
7. Interview applicant. Arrange one of the following:
 - a. Use venue and arrange suitable time
 - b. Arrange to meet at their home address
8. Final sift to recruit required numbers
9. Send Successful Letter ([Appendix 2E](#)) or Unsuccessful Letter ([Appendix 2F](#))
10. Completion of PVG form (see relevant section)
11. Adult Volunteer to attend first session once PVG form submitted. No unsupervised access to YV's until PVG certificate received.
12. AV Record added to PSYV Database.

When recruiting for AV's the home address of the applicant should be assessed on a case by case basis and consideration should be given to the distance an AV resides from the venue and their ability to attend weekly meetings. Please liaise with your Regional Coordinator for more information.

RC's will dip sample notes of interest forms submitted via Police Scotland, Volunteer Scotland and the VPC to ensure interested persons are being contacted by GC's. This will form part of the group inspection process.

Vetting

Police Scotland no longer carry out vetting of Adult Volunteers as the PVG process provides all relevant information for an Adult to Volunteer within the programme. See PVG section for more info.

Group Numbers

The GC should aim to have up to 10 AV's. In any case, a minimum of FOUR AV's are required to start or continue to run a safe PSYV group.

Anecdotal evidence has proven that where a group has recruited a healthy quota of AV's that they are in the best position to function without applying pressure to the same AV's week in, week out as well as the additional pressure it places on a GC. Having a trusted team of AV's should not be underestimated. Trying to run a group within minimal AV's will not provide a quality programme for the YV's or AV's involved.

Moving Groups

Should an AV move from one part of the country to another where a PSYV group exists then unless there are specific reasons, there should be no barrier to preventing the AV transferring to their new local group. Should the group already have a high number of AV's, the circumstances should be discussed with the RC.

In any case, their personal record should be transferred to the new group on the PSYV Database.

Any AV with a promoted position that intends to transfer to another group must be willing to give that position up should there be no requirement for said position in the new group. Any transfer of a promoted position is at the discretion and support of the two GC's.

Former Youth Volunteers

On turning 18 years of age, YV's should resign from PSYV. YV's are encouraged to apply to become AV's by completing the standard AV application form ([Appendix 2A](#)) GC's should take into account the knowledge and experience a former YV may bring to the group. It should however be taken into account that whilst now 18, these people are still young and likely good friends with the remaining YV's.

Where possible, transitioning YV's to AV should transfer to another group to allow them to provide support to a different group of YV's. It is understood that due to travel constraints this will not always be an option.

Another consideration is that over time, a group may inherit a large number of 'young' AV's. Whilst this may prove beneficial for certain elements of the role, having too many 'young' AV's may have a detrimental impact on the group.

Special Constables

Special Constables bring great experience to the PSYV. Most YV's join due to an interest in the work the Police do, so having Police Officers who volunteer helping them through their PSYV journey is extremely beneficial. Whilst SPC's should be considered equal to any other application to become an AV, it should be recognised that SPC's bring additional benefits including (in most cases) being Police drivers for insurance purposes, having access to Airwave when required for larger events and the option of having access to Police ICT to support admin functions.

It should be noted that to ensure SPC's continue to provide operational support, they are only entitled to claim a maximum of 15 hours per quarter for duties carried out with PSYV towards the Priority Payment. This has been agreed at ACC level and there is no room for negotiation.

The only exemption over and above the 15 hours is where an SPC is attending an operational event with PSYV in Police Uniform but specified to support PSYV so long as there are additional AV's in attendance wearing PSYV uniform. In such an instance, this can be recorded as a normal duty.

Police Officers

Police Officers are welcome to support the PSYV as volunteers however, any Police Officer in addition to the GC is considered by PSYV as a volunteer. Any officer in addition to the GC who is given any working time to carry out PSYV duties is done so at the discretion of their Divisional management and this time is not recognised as national practice.

Police Staff

As with Police Officers, members of Police Staff are welcome to support the PSYV as volunteers however should be seen as Volunteers. Any staff member who is given any working time to carry out PSYV duties is done so at the discretion of their Divisional management and at this time is not recognised as national practice.

Expectations

Anyone who applies to become an AV should be provided with a copy of the AV Statement of Expectation and Code of Conduct ([Appendix 2G](#)). This document outlines what is expected of AV's when they choose to join PSYV. Whilst it may seem unfair to suggest a minimum time expectation on volunteers, Volunteer Scotland supports the idea that volunteers make a commitment to support the organisation of their choice. For the purpose of PSYV, the minimum expectation of an AV is to commit 3 hours a month towards volunteering activities. This does not include weekly sessions.

Groups are encouraged to organise their future events and opportunities by implementing an AV rota. This will assist the GC to organise future deployments and cover at weekly sessions. AV's should ensure the

GC is updated with any future commitments to ensure the GC knows how many AV's are likely to be available should any volunteering opportunity arise.

Expenses

For details relating to Expenses, please see the PSYV Expenses Policy within [Appendix 2K](#) along with the Expenses Claim form in [Appendix 2L](#).

PVG Scheme

New Members

Every Adult who will support the PSYV will be required to join the Protecting Vulnerable Groups Scheme (PVG). This includes serving Police Officers/Staff and Special Constables.

For full details about the PVG Scheme, please see [Appendix 2V](#).

No AV can carry out any unsupervised work with YV's until they receive their PVG certificate.

Existing Members

Those who are already part of the PVG through another organisation i.e. teachers, youth workers etc. are required to complete an 'Existing Member' application to have PSYV added to their membership.

GC's must ensure that this is done and not overlooked following the production of an existing certificate.

The PVG scheme is a membership scheme. If the individual is convicted of an offence, only the organisations that the individual is a member of through PVG will be notified hence why existing members must register their involvement with PSYV.

Please see [Appendix 2Y](#) for the PVG Process flow chart.

Roles & Responsibilities

Full details of each role are available within the signposted appendices. See [Appendix 2J](#) for further details on the following role profiles.

Constitution

Each PSYV group should be constituted ([Appendix 2Z](#)) to ensure it is properly governed. This involves the appointment of various roles and responsibilities. The following roles are required. One person may fulfil more than one role.

Chair

The chair should, in all cases be the Group Coordinator. The GC must be the person with overall responsibility for the group.

Vice-Chair

The vice-chair should be the Deputy Group Coordinator. They are responsible for supporting the chair and covering for them in their absence.

Secretary

The secretary is responsible for the internal admin functions i.e. preparing communications to parents such as permission slips etc. Ensuring that updates to documentation are collated and passed to the GC for safe storage. They should also be responsible for management of the secret Facebook group used to communicate with YV's.

Treasurer

The treasurer cannot be a Police officer, Special Constable or member of Police staff. They are required to manage the cash flow of the group. They should have control of the money tin and oversee the collection of weekly subscriptions. Any physical handling of cash on weekly sessions or transactions with the bank should be done by the treasurer with the support of a secondary signatory non-police AV (where applicable).

Child Protection Officer

The CPO should in all cases be the GC who has overall responsibility for wellbeing of each YV within the group. The CPO should be informed of any child protection issues. Whilst a YV may confide in an AV to report an issue, the CPO must always be informed.

Events Officer

This role is responsible for liaising with external partners and organisations to arrange any potential deployments/volunteering opportunities. They should also be responsible for seeking out social events to award the YV's for their hard work.

Fundraising

This role should work alongside or be the treasurer due to the link to finances. They are responsible for seeking out any fundraising opportunity as well as any potential sponsorship. Their main focus is to seek ways to ensure the group becomes self-sustainable.

Assessors

As part of the introduction of the PSYV Award, each group is required to identify at least three AV's who are willing to take on the role of an 'Assessor/Verifier/Mentor'. This will involve having oversight of the work carried out by YV's as they progress through the PSYV Award.

Deputy Group Coordinator

In addition to the constituted roles, each group should aim to appoint a Deputy Group Coordinator. There is no expectation to appoint this role prior to the first passing out parade to allow the GC to identify the most suitable AV for the role. In any case, a DGC should have been present throughout the completion of the initial training programme and have completed at least six months service with PSYV.

The appointment of the DGC is at the discretion of the GC however AV's may put themselves forward for the role should they feel they hold the appropriate skills.

The DGC is responsible for coordinating the group in the GC's absence as well as providing support to them as part of the general running of the group.

Senior Adult Volunteer

Each group should aim to appoint a Senior Adult Volunteer. There is no expectation to appoint this role prior to the first passing out parade to allow the GC to identify the most suitable AV for the role.

The appointment of the SAV is at the discretion of the GC however AV's may put themselves forward for the role should they feel they hold the appropriate skills. In any case, a SAV should have been present throughout the completion of the initial training programme and have completed at least six months service with PSYV.

The SAV is responsible for providing support to the group and as well as being a lead for the other AV's as part of the general running of the group.

Documentation

PSYV Database

Upon acceptance of an AV into the PSYV a Personal record will be started within the PSYV Database. This will hold all personal information and will also form a location to upload any documents pertinent to the individual. This should include either scanned in or electronically signed documents such as

Each AV should be sent or be issued with a compiled hard copy (or electronic) version of the PSYV Operating Manual which will include the PSYV Child Protection Manual. Each AV will be required to sign to confirm they have been issued with and read this and each of the following documents outlined below by completion of the AV Declaration. The GC can find this form within [Appendix 2T](#).

The PSYV Database can be found [here](#).

The database is a national system which has been agreed as the only place that personal information relevant to PSYV members is stored as per our Privacy Notice. See Data Protection section.

Application Form

The Application form will remain within their file for the duration of time they are involved with PSYV and retained for no more than three years after leaving. The form asks for all relevant information to allow a fair recruitment process to take place. ([Appendix 2A](#))

In addition, an anonymous Diversity Monitoring form should be submitted. This will not be retained within the personal file). ([Appendix 2B](#)) All Diversity Monitoring Form results should be collated and shared with the Regional Coordinator for National PSYV statistical returns.

Emergency Contact Details and Certificate of Health & Declaration of Fitness

The Emergency Contact details, Certificate of Health and Declaration of Fitness form hold a number of pieces of information.

The Emergency Contact Details should be completed as soon as possible. This will allow contact with one or more emergency contact in the event of an incident involving the AV.

The Certificate of Health/Declaration of fitness should be updated on a yearly basis however AV's should be made aware that if they have any concerns about a specific event and feel it may impact on their ability to assist, it is their responsibility keep the GC informed. ([Appendix 2H](#)). The completed form will be uploaded to the individual YV record on the PSYV Database.

AV Statement of Expectation & Code of Conduct

The AV Statement of Expectation & Code of Conduct form ensures AV's are aware of what PSYV expects in relation to behaviour and standards as well as outlining what they can expect from the PSYV. This should remain within their file for the duration they are involved with PSYV. This will only require updating should a new version of the document be made available. ([Appendix 2G](#)). The completed form will be uploaded to the individual YV record on the PSYV Database.

Post Recruitment Data Gathering

On successful appointment as an AV, the GC will issue them [Appendix 2I](#) (Post Recruitment Diversity Form) which the AV is required to complete and submit back to the GC asap. This form is not anonymous and the data captured is required to be entered into their personal record on the PSYV Database and the original signed document uploaded to their record. This information allows for statistical returns to the force executive and the Scottish Government.

This process is an agreed process and should be adhered to. AV's are required to return a completed [Appendix 2I](#) within 14 days of appointment.

Notebooks

All AV's will be issued with notebooks. This can then be used as a record all uniform issued, training, awards, qualifications, specialist affiliations, aid, and event participation. PSYV notebooks are only to be used for official PSYV purposes when attending PSYV events/weekly sessions.

No ID cards will be issued.

Volunteer Policy

The PSYV holds a Volunteer Policy within [Appendix 2X](#). A copy of this should be made available to all AV's on joining.

Data Protection/GDPR

PSYV requires to be GDPR compliant. The above information is in line with the PSYV Privacy Notice which can be found at <http://www.scotland.police.uk/access-to-information/data-protection/privacy-notices>

Paper copies of all documents as outlined above should be retained for no longer than one month, following which they should be scanned and saved within the individuals record on the PSYV Database on SharePoint. Paper copies should be destroyed. Unless a member has left following a conduct issue, personal records should be deleted when the volunteer leaves. A record of service will be retained as per ([Appendix 2W](#)) which will contain basic 'non personal' information about a members service with PSYV. This record of service will be saved within the groups 'Record of Service' folder on SharePoint.

Training

Adult Volunteer Training

All Adult Volunteers (Inc. Police/Specials/Staff) **must** complete the PSYV Adult Volunteer training course. This course is a one-day input supported by staff by YouthLink Scotland, the National Agency for Youth Work in Scotland. In most cases, the training is delivered on a Saturday at the Scottish Police College, Tulliallan however, bespoke local training can be arranged where numbers permit. Please contact NVCU Office for more info.

The training will include the following:

- Aims and principles of the PSYV
- Group Structure
- Youth leadership skills
- Child Protection
- Disclosures/Dilemmas
- Risk Assessment

The Adult Volunteer training is in the process of being evolved into a toolkit which will be delivered locally by Group Coordinators and experienced Adult Volunteers. An update will be provided once this process is live.

Child Protection

The safety and wellbeing of the YV is paramount, as such, all AV's will be provided specific training in relation to Child Protection. Whilst the GC has the overall responsibility for CP matters, every AV has a responsibility to ensure each and every YV is protected and provided a safe and nurturing environment as part of PSYV. See [Appendix 5G](#) for a copy of the Child Protection Manual. All AV's must sign [Appendix 2T](#) (AV Declaration) to confirm the Child Protection Manual has been made available to them and that they have read and understood its contents.

PSYV Initial Training Programme

Whilst AV's are not required to formally complete the PSYV Initial Training Programme for YV's, having a knowledge of what the YV's learn is essential to being able to supervise them at events. This will provide them an overview of what is expected of a YV in relation to the following:

- Rank Structures
- Phonetic Alphabet
- Radio Procedures
- Notebook usage

Not only is it beneficial for an AV to have a knowledge when supervising YV's at an event, it will also allow them to support the GC by delivering future training to new YV's. See [Chapter 3](#) for further details relating to the PSYV ITP.

Additional Training

Additional training may be made available through the PSYV Moodle platform. GC's will be kept updated on any future training requirements.

Any additional training requirements should be directed to the NVCU.

Uniform

Standard Issue

All Adult Volunteers should wear the following items of uniform:

- 1x Navy PSYV Cap
- 1x Navy PSYV Polo Shirt
- 1x Navy PSYV Waterproof Jacket
- 1x Pair of Standard Unisex PSYV Black Trousers including belt
- 1x Black PSYV Drawstring Bag

Further guidance can be found within Chapter 5 Uniform & Appearance Standards and within [Appendix 5L](#).

Group Issue

Groups should hold a stock of yellow hi-vis vests. These are not for personal issue to AV's.

Radios are also available to the group however are also not for personal issue.

Footwear

AV's are required to wear plain black leather/leathers style shoes or boots. Black trainers or fashion style footwear is not permitted.

Footwear is not provided.

The NVCU Team can provide contact details for suitable suppliers should the group seek funding for a bulk buy.

Should any individual AV experience difficulty funding footwear, the AV should contact the GC for support/assistance.

Conduct

Code of Conduct

As explained above, the Code of Conduct ([Appendix 2G](#)) is held within the AV Statement of Expectation & Code of Conduct Document. All AV's must sign [Appendix 2T](#) (AV Declaration) to confirm the Code of Conduct has been made available to them and that they have read and understood its contents.

Nothing within the Code of Conduct supersedes any Police Officer from Police Scotland Regulations.

The code of conduct within this manual applies to all non-police AV. All Police Officers, Special Constables and members of Police Scotland staff are bound by the discipline regulations as outlined by Police Scotland.

Professional conduct - Role Models

AV are expected to conduct themselves in a professional manner at all times, projecting an image of fairness, honesty, efficiency, smartness and cleanliness. They should display high standards in the use of language, manner, punctuality, preparation and presentation. This encourages YV to display the same qualities and maintains a healthy, professional working relationship.

For further details, please see the Child Protection Manual ([Appendix 5G](#)).

Pro-Social Modelling

It is vital that AV demonstrate the behaviour that we wish our YV to mirror. By setting standards and expectations of YV we must set them for ourselves equally, or to a higher standard.

It is important that a code of conduct is set out for AV as well as YV and that sanctions are in place and seen to be implemented when this code is breached.

Youth Volunteer/Adult Volunteers Relationships

It is accepted that relationships will form between AV and their YV. However, it must be understood by all that this relationship is professional at all times and boundaries need to be established and adhered to from an early stage. **AV are expected to be friendly towards but not be friends with YV.** Personal phone

numbers and social media account details /usernames must not be exchanged between AV and YV. Social interaction outside of PSYV events between AV and YV is prohibited (except of course in the circumstances where YV and AV are related). Under no circumstances will any AV be involved in a personal relationship with a YV.

AV should under no circumstances be 'friends' with YV on Social Media, unless related. No Social Media interaction should take place between AV and YV unless it is by the GC or DGC, via visible group discussion groups or PSYV/Police Scotland issued mobile phones.

Unwarranted physical contact should be avoided as it may be misconstrued on either part or by outside observers.

YV should refer to AV as "Staff [Family name]". AV should not allow YV to address them by their first names, as this type of familiarity will make the application of discipline difficult when necessary.

YV will address their GC by rank, i.e. PC NAME. They will also address all Police Officers whether they meet either at training or as visitors by rank. All visitors that are not Police Officers should be addressed as either Sir or Ma'am.

When at a Police Scotland College, or in local groups, and the visitor is of the rank of Sergeant or above then as a mark of respect, the room should stand when the Officer enters the room on the command of either ROOM or COURSE. This is also in the case of ALL visitors who are coming to speak to a group or training course.

AV are expected to follow similar lines in that when addressing each other or a Police Officer in the presence of a YV, however more informal addressing is acceptable out with the presence of YVs.

Recording Incidents

Any incident involving the conduct of a Youth Volunteer should be reported to the RC by completing a General Incident form [Appendix 5I](#). This includes any incident where the YV has had involvement with Police out-with PSYV. This form should be submitted ASAP, where possible, prior to the end of the GC's shift on the day they are made aware of the incident.

Please note that this information should be reported to the GC by another officer who has had involvement with the incident or a supervisor. No GC should perform any search of local systems without prior approval to prevent any conflict with their role as the GC of the person involved.

Verbal Review of incident

The first stage of any breach of AV conduct should be approached by speaking with the AV involved and verbally reviewing the circumstances. This should be recorded and kept on file by the GC.

Written warnings

A written warning will consist of a description of the breach of conduct, the date of the event, the name of the PSYV GC or AV dealing, any mitigation, and an action plan for the AV. The warning and any action plans should be signed by the GC and the AV, accepting the incident occurred and the terms of the action plan.

An AV may refuse to sign the written warning and request a Local Conduct Board if they feel that they have not been dealt with fairly.

Suspension

Should a GC/RC/NC become aware of any conduct on the part of an AV that raises immediate concern as to the suitability, then the NC should be made aware immediately.

RC's/NC may suspend any AV in these circumstances until a local conduct panel can be convened. The AV will be made aware personally of this decision and the reason behind this.

Careful consideration should be given at all times to ensure any action taken does not prejudice any employer of court proceedings.

Conduct Review Panel

For AV, Conduct Boards will be made up of the NC (if appropriate), the RC and at least one independent member of at least the rank of Sergeant.

In the case of GCs being the subject of complaint which falls outside Police Scotland Complaints against the Police policy, the RC may deal with the situation personally. The RC may also request assistance from up to two other supervisors from within Police Scotland. These officers should hold at least the rank no less than Sergeant and this panel may be chaired by the NC.

Dismissal of Adult Volunteers

In the event of an AV being suspended or dismissed, a record of the circumstances must be made and entered on the AV record. A copy of this justification should also be supplied to both the Regional and National Coordinator (through the RC), for recording.

Dismissed AV will be required to surrender their PSYV Uniform at the earliest opportunity. Refusal to do so will be treated as a theft.

Should the conduct of an AV be deemed to be gross misconduct in nature then the GC must contact the relevant RC immediately. After a review of the circumstances the RC may dismiss any AV whose behaviour was deemed to have been gross misconduct, without first following the more lenient sanctions (verbal/written etc). Care should be taken when moving directly to a formal dismissal of this type. The AV will have a right of appeal to the NC whose decision is final.

Due to the very nature of AV being volunteers it can prove difficult to force an AV to end their involvement with the PSYV. If a situation arises in which an AV who has been dismissed continues to/makes attempts to attend then consideration should be given to seeking the assistance of the RC to resolve the matter. In any case, where an AV has been dismissed then Disclosure Scotland should be informed to remove them from the PVG scheme for the PSYV.

Moving on

Exit Interviews

Should an AV choose to resign from PSYV, they are to be encouraged to complete an exit interview using the following SurveyMonkey link

<https://www.surveymonkey.co.uk/r/PSYVFeedback>

This link will be included the Record of Service document. ([Appendix 2W](#))

GC's are responsible for sending a completed Record of Service via email to each member who leaves PSYV. On sending, a copy should also be sent to volunteercoordination@scotland.pnn.police.uk. The name and group of the member should be included in the subject of the email.

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This email will also serve as notice to remove the AV from the PVG scheme.

The GC should now delete all other records relevant to the individual. Only the record of service should be retained within a named folder on SharePoint will serve as proof of the AV's service.

This should allow any constructive feedback to be obtained to allow improvements to be made to the group locally or PSYV as a whole.

If an AV has left following conduct procedures or has been dismissed, all documentation relevant to the misconduct procedures should be retained for up to SIX months in a separate folder within the group SharePoint folder. Their record on the PSYV Database should only be removed once the relevant documents have been saved.

References

Police Officers are not permitted to provide references, as such the above-mentioned Record of Service (Appendix 1N) should be treated as a reference should anyone request one.



Police Scotland
Youth Volunteers
Volunteering for our communities

Police Scotland Youth Volunteers

Operating Manual

Chapter 3 – Local Group Info / Weekly Sessions

Volunteer Coordination Unit
Scottish Police College, Tulliallan,
Kincardine
Fife
FK10 4BE
volunteercoordination@scotland.pnn.police.uk

This document is available externally at: www.psyv.org and internally within the PSYV SharePoint site.

Last Updated February 2019.

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Glossary of terms

PSYV – Police Scotland Youth Volunteers
YV – Youth Volunteer
GC – Group Coordinator
AV – Adult Volunteer
NC – National Coordinator
RC – Regional Coordinator
DGC – Deputy Group Coordinator
SAV – Senior Adult Volunteer
CPO – Child Protection Officer
ITP – Initial Training Programme
GQM – National Governance & Quality Control Manager
GQO – National Governance Quality Officer
TDO – National Training & Development Officer
NVCU – National Volunteer Coordination Unit

Please note, access to Appendices linked to this document are only available from a Police Computer. If you require access to an Appendix, please contact your Group Coordinator who can send you an up to date copy

Venue

Location

Session venues are at the discretion of the GC. However, consideration must be given to the following:

- IT and internet access (required to access online PSYV lesson materials)
- Health and safety
- Size
- Geographical location/access to transport links
- Facilities and equipment available for use
- Out of hours' access (During School Holidays)
- Value for money
- Storage available

The venue must have adequate facilities to allow the full range of YV activities and be large enough to accommodate a reasonable number of YV.

Police buildings are not recognised as suitable venues due to the vetting requirements and sensitive material which may be present.

To date, no PSYV group has had to pay for their venue following successful negotiation with their agreed venue and the benefits the PSYV brings to their local community.

Health & Safety

All venues used by PSYV MUST have a fire risk assessment in place. The GC should also ensure that the venue Public Liability Insurance covers their use of the premises. Copies of both documents should be obtained and uploaded to the Group Directory record on SharePoint. In addition, the GC should arrange a specific Risk Assessment for their use of the venue. **A standard Risk Assessment Template can be found within [Appendix 5F](#).**

Travel

Where Parents collect their YV's, the GC/AV's should remain with the YV until collected. PSYV do not hand over the supervision of such YV's until the parent/carer has attended and collected their child.

Where parents allow their child to travel to/from the venue themselves either by walking/cycling or using public transport, the parent is responsible until the YV arrives at the venue *and* from the moment the YV leaves at the end of the session.

Youths who have turned 17 are permitted to drive to their local venue however permission must be sought from parents/carers for that YV to convey any other YV home.

When?

Groups should consider which evening they decide to meet. Monday's can prove difficult due to bank holidays whilst Fridays are too close to the weekend and attendance may be affected.

Best practice is to meet on a Tuesday-Thursday for two hours in the evening. To ensure best availability of AV's consider meeting at 1830-2030 or 1900-2100.

As each GC should be afforded a minimum of two days per week to carry out PSYV duties, it is expected that groups meet on a weekly basis however it is understood that AV availability may impact on this.

It is recommended that groups meet on a weekly basis.

It is expected that a Group Coordinator who has full time oversight of PSYV duties runs their group(s) on a weekly basis. Whilst part time GC's may justify meeting fortnightly, as they only coordinate one group, with the support of their AV's, the group should still aim to meet weekly.

Holidays

It should be noted that holiday periods are when the YV are most in need of activities, so it is desirable that PSYV sessions and activities should continue during school holidays, supervision and venue access allows.

It is understood that many factors, including YV/AV family holidays can make the running of sessions during sometimes of the year impractical or impossible. However, if there are YV wishing to attend a meeting and AV available to run a session then one should be held where possible.

If the usual venue is not available then the session may be held elsewhere, as long as the GC and YV parents are aware and the appropriate risk assessments, permission forms have been completed.

Supervision

Ratios

Ratios for indoor events and external volunteering opportunities are clarified within the Child Protection Manual. See [Appendix 5G](#).

For weekly sessions at venues, there should be a minimum of two AV's. It is recommended that more attend where possible to ensure proper supervision and to mitigate the risk of anyone falling ill and requiring leaving early etc.

Parental Responsibility

Parents should be advised that YV's are not the responsibility of PSYV AV's (inc GC) until they arrive within the venue and the register taken.

Should any YV leave early in unexpected circumstances, an AV should make efforts to remain with the YV whilst another contacts the YV's parents. Under no circumstances should a YV be left to leave early unless prior agreement has been made with the parent/carer.

Only those AV's with a PVG certificate specific to PSYV can supervise YV's. Those waiting on their certificate must not have unsupervised access to YV's.

Weekly Requirements

Registration/Parade

At the start of each session, the GC or an AV should take a register. Older, experienced YV's may also be given this task. This register should be updated on a master copy held on SharePoint to allow the National Team to oversee the groups attendance levels.

The register should only hold basic information such as name, date, hours volunteers. You may also wish to record what subscriptions were paid.

Each group should 'parade' to instil an early sense of teamwork, structure and discipline in the group. The group should form a 'parade box' (see Drill Manual, [Appendix 3A](#)) and await their name be called whilst standing to attention.

Attendance

YV will attend every session unless they have a valid reason. The validity of any reason given will be for the GC to assess.

YV/ Parents must inform an GC/AV at the earliest opportunity either via BAND or by email if they are unable to attend a session.

Failure to attend three consecutive sessions without a valid reason will be considered "persistent non-attendance" and result in a review of the YV's membership and may lead to a review of their position within the group.

Similarly, failure to achieve an average of 80% attendance over a year will result in a review of the YV's membership. However, this should be balanced with any extenuating circumstances such as long-term illness, exams etc.

Religious and Cultural Occasions

Some YV and AV may require exemption from attendance for observance of certain religious or cultural occasions. These may vary from year to year and so it is for the YV or AV to provide early notice of these events so that the abstractions can be planned for. Such instances should not be classified as an absence from the group.

Subscriptions

Each group should aim to become self-sustainable. Collection of subscriptions has been an extremely effective and welcome method of doing so in most groups across Scotland.

Good practice is to ask for a nominal £1 or £2 per session.

The GC should outline to parents/carers why subscriptions are important. Some points to consider are:

- Transport Costs
- Replacement uniform (when national funding ends)
- Subsidises any trips/excursions
- Covers the cost of juice/biscuits
- All money goes back to YV's

Groups who have chosen not to take subscriptions have subsequently found it difficult to arrange basic functions of the group.

Whilst it is understood that some of the more deprived areas of Scotland may appear to struggle to pay, anecdotal evidence suggests that very few people will not pay. Where a family or individual YV does struggle, there is no requirement to make an issue of it. Contact with the parents/carers will clarify their position.

An alternative is to charge an annual subscription. Taking holidays into account, asking for a nominal £25-£50 per year depending on whether the group meets weekly or fortnightly is an option worth considering.

Further advice on finance and fundraising can be found within [Chapter 5](#).

Lessons

Resources and Lesson plans are available for the Initial Training Programme on the PSYV.org website. As these lessons are IT based, it is important to ensure the group has access to a classroom style venue to deliver these sessions. These lesson plans and resources can be found at www.psyv.org

In addition to the ITP lessons, there are numerous other resources available to deliver as part of weekly PSYV sessions.

Initial Training Programme

The ITP has been designed to provide all YV's with the basic knowledge required to volunteer in their communities. The lesson plans are available at PSYV.org. Contact the National Team for the password.

The lessons are not in any particular order on the website however it is recommended that the ITP be delivered as follows:

Lesson 1: About PSYV

During this lesson, the YV's will learn about the background, aims and principles of PSYV.

Lesson 2: Introduction to Police Scotland

This lesson provides a basic overview of the function of Police Scotland, police priorities and specialist departments.

Lesson 3: About Volunteering in PSYV

This will explain what is expected of YV's when deploying at volunteering events. It explains what volunteering is and where this differs to the work they will do within PSYV.

Lesson 4: About the PSYV Learning Journey

This lesson provides an introduction to what is expected of YV's to achieve the credit rated PSYV Award. This introduces the PSYV Moodle platform and the work required to evidence their volunteering skills.

Lesson 5: PSYV Code of Conduct

This lesson is the opportunity to introduce the national standards expected of all YV's at both their local venue and when volunteering in their communities. It allows groups the opportunity to discuss any additional rules they may wish to set.

Lesson 6: Uniform, Presentation & Punctuality

Here, the standards expected on YV's when wearing the PSYV uniform are introduced as well as how to present themselves in relation to their appearance and the importance of good time keeping.

Lesson 7: Communication Guidelines

Here, YV's are introduced to the standards expected of them when using social media and to avoid identifying themselves as being a YV on their personal profile. They are also advised of the boundaries in relation to communication between them and AV's.

Lesson 8: Ranks & Structure

This lesson explains the rank structure of Police Scotland as well as the specific positions and structure within a PSYV group.

Lesson 9: Pocket Notebooks

This lesson introduces YV's to the PSYV notebook and the standards expected when completing them each time they attend any PSYV event/activity.

Lesson 10: Phonetic Alphabet

YV's are given the opportunity to learn and understand the importance of the phonetic alphabet through various activities.

Lesson 11: Radio Procedures

In this lesson, YV's are introduced to the standard PSYV personal radio, its use and radio terminology and standards ahead of using them at any volunteering event.

On completion of all of these inputs, YV's are authorised to attend local and national volunteering events.

Physical Activity

There is an expectation that groups are afforded the opportunity to carry out some form of physical activity. An example of this may be to make use of the gym hall at the venue and play a game which everyone can take part. Alternatively, if the venue has a playing field, consider a game of softball etc.

Any physical activity should be separately Risk Assessed prior to the first time it is carried out. So long as no obvious changes are made, this Risk Assessment can be re-used.

For advice on hosting any physical activity, please speak to the NVCU.

Drill

Most YV's join PSYV for their interest in the Police. Anecdotal evidence suggests that YV's enjoy the structure and discipline that comes with practicing drill. It should be a regular part of weekly sessions for groups to practice drill. Over time, a suitable and competent YV should be given the responsibility of being the drill instructor. YV's will never be expected to perform drill at events however will assist in ensuring they work together as a team. See [Appendix 3A](#).

External Speakers

There is no requirement to deliver the ITP lessons back to back. It is worthwhile considering inviting an external speaker to break up the sessions. Good practice is to ascertain what kinds of inputs the YV's are interested in. Each time an external speaker is invited, it can be one selected by the YV's themselves.

It is also good practice to keep the local senior management involved by inviting them to attend to meet the group and explain their role.

It has been noted that it can be detrimental to how engaging a group is if external speakers are over used. Ensure that the use of external speakers is not a default option over planning a thoroughly engaging session,

Passing Out Parade

Following the completion of the ITP, GC's should arrange a passing out parade for Youth Volunteers to mark the completion of their training. The following is seen as good practice when hosting a passing out parade.

When: Consider hosting the parade approximately 1-2 months following completion of the ITP. This allows new YV's to gather some volunteering experience so photos etc. can be shown to demonstrate some of the work they have done. Consider hosting at the usual weekly meeting date/time. An alternative would be to host the parade at a weekend to allow for more time/day light.

Where: Generally, most parades are held at the usual venue however it has been known for local authorities who are supportive of PSYV to allow use of town halls/city chambers etc.

Who: The following people should be considered when sending invitations:

- Parents
- Local Police Senior Management
- Line manager
- Regional/National Coordinator
- ACC for region
- Local elected members
- Councillors
- Representatives from local schools
- Local Media
- Community Councils

How: A PowerPoint template is available in [Appendix 3C](#) to use when hosting a passing out parade. This is merely a template however provides a guide within the slides notes.

The following is based on the template and is a suggested timetable.

1. Show Police Scotland National Beat video
2. GC to do short welcome and housekeeping
3. YV's to march in, dress off in open dressings and be inspected by Senior Officer
4. YV's march to seats
5. RC or NC to explain history of PSYV
6. Video (PSYV Aims?)
7. GC to explain work carried out by group inc hours etc....
8. Video (Competition?)
9. Senior Officer to say a few words
10. Awards – Certificates to all new Volunteers (inc AV's)
11. GC to close
12. Final video created by YV's themselves?

What: You should consider making use of PSYV pull up banners, arranging certificates (See [Appendix 3B](#)) Arrange for tea/coffee and biscuits to be served by AV's.

Passing out parades can also be a great opportunity to make an open day style event so parents can find out a bit more about the Police. Consideration could be given to inviting specialist departments to attend and demonstrate their capabilities. i.e. Roads Policing, Dog Unit, Operational Support Unit?

A video of an example passing out parade is available from the NCVU to show to groups.



Police Scotland
Youth Volunteers
Volunteering for our communities

Police Scotland Youth Volunteers

Operating Manual

Chapter 4 – Volunteering Events

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This document is available externally at: www.psyv.org and internally within the PSYV SharePoint site.

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Glossary of terms

PSYV – Police Scotland Youth Volunteers

YV – Youth Volunteer

GC – Group Coordinator

AV – Adult Volunteer

NC – National Coordinator

RC – Regional Coordinator

DGC – Deputy Group Coordinator

SAV – Senior Adult Volunteer

CPO – Child Protection Officer

ITP – Initial Training Programme

GQM – National Governance & Quality Control Manager

GQO – National Governance Quality Officer

TDO – National Training & Development Officer

NVCU – National Volunteer Coordination Unit

Please note, access to Appendices linked to this document are only available from a Police Computer. If you require access to an Appendix, please contact your Group Coordinator who can send you an up to date copy.

Identifying Events

Who is responsible?

Identifying events is the responsibility of the GC and/or the Events Officer however any AV or YV may suggest an event where the PSYV may be able to assist. The GC should always be consulted.

Generally, there are three types of volunteering event:

1. Local Events
2. National Events
3. Police Events

These are defined later within this document however in most cases, the GC will be responsible for arranging any deployment where the group will be supporting a Police Initiative or Local Police Priority.

A flow chart is available highlighting the process for identifying and establishing authorisation to deploy at [Appendix 4B](#).

Suitability

The GC should ensure all events are suitable for attendance and that the role for YV's has been properly risk assessed. If in doubt, GC's should consult their RC.

YV's and AV's should never be asked to perform a role which would normally be performed by a Police Officer, Special Constable or member of staff. The only exemption to this would be the delivery of crime prevention leaflets/police literature.

Considerations should also be given to the following:

- Time/Hours
- Location
- Travel requirements
- Nature of the event

See below for Deployment Authorisation.

School Time Events

PSYV has established itself in many areas which has led to organisations looking for assistance from groups during school hours.

Great consideration should be taken by GC's in relation to what benefit and experience a YV would gain from assisting at an event during school hours prior to seeking authorisation to remove a YV from lessons. For example, an event of national significance with a large media interest is likely to be something a school may agree as this may provide YV's with a very unique opportunity to represent their school and community. On the other hand, assisting at a local event which has little value by way of experience for YV's should not be considered over their education.

Where an opportunity arises that is considered to be valuable experience for YV's, only their parent/carer should seek authorisation from the school once provided with all relevant details including the GC contact details to allow the school to make contact where necessary.

Police Scotland cannot be seen to be abstracting young people from school without both the authorisation from parents AND the school themselves.

Annual Permission slips are not acceptable for such events and specific permission MUST be sought from both parents and school prior to any YV attending.

Police Tasking/Requests

Should any officer out with PSYV wish for a group to assist with an event or initiative, they should email the GC for consideration. The GC must follow normal deployment authorisation procedures.

Public/Community Requests

Members of the public/community groups and organisations may wish for PSYV to attend at their event. In most cases they will already have the contact details for the GC. The following link on the Police Scotland website provides such persons the opportunity to request PSYV at their event. An email will be sent to the divisional mailbox and the GC for the group will be responsible for responding to the request.

<https://www.scotland.police.uk/secureforms/psyv-events/>

Deployment Authorisation

Risk Assessment

Prior to requesting approval, the event should be properly Risk Assessed. GC's should complete [Appendix 5F](#) and save it within their H&S Risk Assessment folder on SharePoint.

For more information on completing Risk Assessments. Please see [Chapter 5, Health & Safety](#).

Requesting Approval

Any event which takes place out with a groups regular meeting venue should be considered as an event including visits to partner organisations such as Fire Stations etc. and as such should be Risk Assessed and approval sought.

Any planned events should be added to the relevant regional calendar on SharePoint. The Risk Assessment should be attached using the option at the top of the form. Adding an event will notify the RC automatically who will read both the details of the deployment and the Risk Assessment before either approving, rejecting or requesting more information.

A guide to using the SharePoint calendar for adding new events is available [here](#).

Any intention to deploy at an event must be approved with at least 7 days noticed prior to the event taking place.

No Group should ever deploy at a volunteering event without RC authorisation.

All events should be confirmed on BAND with parents and a clear final list of names added to the event post. This will allow NVCU staff to identify who is in attendance should any incident take place.

Event Categories

Local Events

The main function of PSYV is to support local events through volunteering. These events are generally organised by an external organisation such as:

- Local Authority
- Community Council
- Schools
- Local Business
- Charities

PSYV's involvement may come following a request or on the group approaching the organiser to offer assistance.

PSYV should be considered as added value to any event and not merely to carry out a task that nobody else wanted to do.

Examples of activities PSYV have assisted with include:

- Car parking attendants at local fetes
- Local remembrance services
- Allotment clearing
- Social visits to Care Homes
- Charity events
- Fundraising (see section within [Chapter 5, Finance](#))

PSYV should not be used at events where the Police are in attendance due to the risk of violence such as football matches or marches.

Where PSYV attend a local event in which Police are present, notification must be made to the officer in charge to ensure they are in agreement with PSYV's attendance. It must however be clear that PSYV are attending to support the organiser and not be a resource for the police. For example, if PSYV are attending to assist at a half marathon where Police will be present, their role should be to assist with marshalling, handing out medals, water etc. and not to help close roads or direct traffic away from the route.

Whilst PSYV can be a fantastic resource to assist with the clean-up of local parks it is not considered appropriate for a group to attend an event purely to be the onsite refuge team. A common-sense approach is required when any YV is asked to assist with litter and in any case, the organiser must inform the GC in advance to allow it to be included in any Risk Assessment as well as provide bags, gloves and litter pickers.

National Events

PSYV have and continue to assist at larger national events following invitation from the organisers. These events generally require additional planning and the need to liaise with multiple people.

Events PSYV have attended include:

- The Royal Edinburgh Military Tattoo
- The Royal Highland Show
- Rewind Festival
- T in the Park
- The Scottish International Air show
- The Glasgow 2014 Commonwealth Games
- The Open at St Andrews
- The Scottish Open at Dundonald

As these events are generally over multiple days, it is customary to seek mutual aid from other PSYV groups from across Scotland however this is dependent on the requirements of the organiser.

As with local events, approval from the officer in charge should be sought as in most cases, the Police will be in attendance.

Police Events

Police events generally consist of supporting local police priorities by performing a specific role. Areas which PSYV have assisted with include:

- Crime prevention leaflet drops
- Bike/Property security coding
- Crime prevention stalls/stands
- Police premises events (Tulliallan etc....)
- Public Consultation Surveys

There are numerous ways in which PSYV can support local police priorities. Liaison with local senior management is advised to allow a working relationship to develop and PSYV to be recognised for their contribution in making local communities a safer place to live.

Please remember, PSYV should never perform the roles of Police Officers/Staff unless stated above i.e. leaflets and bike coding etc. In NO circumstances should PSYV assist with door to door enquiries. Their assistance should always be seen as proactive in preventing crime and NOT reactive to assist in detecting crime.

Any request for PSYV to assist should be done so through the GC with local management approval.

Test Purchasing/Ditch the Dealer

Test purchasing and Ditch the Dealer Flyer Drops and operations of a similar nature are NOT to be performed by PSYV. This has been discussed on numerous occasions with the Deputy Chief Constable. This decision is final.

Supervision

Group Coordinator

The GC has overall responsibility for any volunteering event. Whilst the event may be planned by the AV Events Officer and the GC may not actually attend, they are responsible for ensuring all planning is signed off and should be satisfied (especially when not attending the event) that everything needed is in place.

The GC should ensure that they are present at any Police Event to act as the link between Police and PSYV. They should ensure that their Airwave terminal is carried and that the event control is updated to advise when and where PSYV are deploying and prior to standing down.

When attending an event, the GC is responsible for the YV's and AV's. If there is an expectation from local management for the GC to perform the duties of an operational constable then the PSYV should not be in attendance. See [Appendix 5L](#) - Uniform and Appearance Standards.

Adult Volunteers

The GC must satisfy themselves that those AV's attending are suitably skilled and experienced to carry out their duties effectively. i.e. The GC should consider using whether it is suitable to deploy two 18-year-old

ex-Youth Volunteers to supervise the group at a local event where the GC cannot attend. Whilst ex-YV's come with great knowledge of PSYV, they may not yet have the experience or respect of the YV's to safely supervise them without the GC or another more experienced AV being present.

Due to the nature of supervising YV's at events, only AV's with a PVG certificate for PSYV can attend PSYV Volunteering Events.

AV's may attend events with specific roles however their main role is to supervise the YV's in attendance. They must ensure that they are in a position to observe and remain in contact with all YV's at all times. The nature, layout and density of the event will dictate how this is done. AV's must remember that the safety of the YV is paramount. All AV's must be able to dynamically risk assess their role and the role of YV's throughout the duration of the event.

Should an AV become uncomfortable with the event or their ability to effectively supervise all YV's in their charge, they should immediately re-call all YV's and re-assess their position. This may involve changing or reducing their role/footprint or in extreme circumstances, stand down and return home.

In any case the GC or AV in charge should make the final decision.

Ratios

The GC must ensure the correct ratio of AV's to YV's is adhered to. See [Appendix 5G](#) 'Child Protection Manual'. Any volunteering event should have at least two AV's with more depending on the number of YV's attending.

Parental Permission

Local Events

Local events are considered as those where YV's will make their own way to the meeting point/event location. This may be by walking/cycling, using public transport or having a parent drive them.

Parents should always be informed as to when/where events take place by the GC/AV in charge by utilising BAND. BAND will allow parent to comment and ask questions. BAND is now accepted as the main place for parents and carers to provide the relevant permission for their child to attend local events by commenting on the event created where their child has stated their intentions to attend.

There is the option to utilise [Appendix 4A](#), the Volunteer Deployment Consent Form however this is generally not required unless it is an event held out with the local area or an overnight stay is required.

In any case, no youth volunteer can attend any event unless permission has been given by a parent/carer using either BAND or [Appendix 4A](#).

National Events

National events are considered those further afield where transport is provided by the group (i.e. minibus, hire car, or group use of public transport).

Any such event requires specific consent from the parent/carer.

BAND can be utilised to obtain consent from parents/carers. Parent/Carers must always be asked to update the GC about any change in circumstances when posting the event details and their consent given by commenting on the post. GC's may choose to upload a standard Volunteer Deployment Consent form ([Appendix 4A](#)) which parent/carers can download and email back to them.

Consent must be obtained prior to any such event. No YV should attend where consent has not been provided.

The use of paper consent forms is no longer considered an effective method of informing parents or seeking their approval. Should a GC have to use a paper form, the completed and returned form should be scanned in, uploaded to SharePoint and the original destroyed.

GC's must always ensure that a YV's health/medical information is up to date, should any updated be required, the parent/carer should complete a new version of [Appendix 1G](#).

Transport

The safety of the YV is paramount. Vehicles fitted with seatbelts must be used. Vehicles must not be overloaded and safety exits must not be obstructed.

Drivers must be qualified / licensed & insured for the type of vehicle and the use to which it is being put. When mini-buses are used, the driver must also have the relevant qualifications, (e.g. MIDAS certificate when using Local Authority vehicles). Reference must be made to local Police Driver and Vehicle policies. This is to ensure that legal and relevant regulations are being adhered to.

It must be ascertained who is to insure the vehicle. The extent of any breakdown cover must be considered. What would happen in the event of a breakdown? Is there a replacement vehicle available? Consultation must take place with local fleet management regarding vehicle insurance.

All AV involved at any level in the transport of YV must make themselves aware of the local police policy regarding the transport of YV.

In addition, AV should note:

- Unless written parental consent has been provided, no YV is to be transported in the AV's own private motor vehicle unless in an emergency situation where another AV is present and no other alternative option is available
- No AV should be alone with a YV in any vehicle; there must be at least one other person present, preferably an adult.
- Transport arrangements must be documented in the risk assessment for the event or activity, to include AV ratio and gender.

Vehicle Hire

Groups should cover the cost of any local travel through their own group funds. There may be occasion where vehicle hire can be arranged through the NVCU. This will only be where the NVCU has requested a groups attendance at a National Event (i.e. not where an event was offered).

If vehicle hire is being provided by Police Scotland on the authority of the NVCU, a request should be made through the Police Scotland Fleet portal by [clicking here](#). The request should be sent to the RC for approval.

Where a division has requested the assistance of PSYV to assist with local police priorities or at a policed event, the division should cover the cost of any vehicle hire/provide a suitable vehicle.

Groups hiring vehicles for the transport of YV must ensure that they have considered the following:

1. Is the vehicle of sufficient size?
2. Does the vehicle have sufficient storage for equipment/baggage?
3. Does the vehicle have seat belts?
4. Is recovery available?
5. Who is responsible for insurance?
6. Does the driver have the correct classification for this vehicle?

7. Does the vehicle have the correct safety equipment (first aid/fire extinguisher/reflective triangle etc.)?

Entitlement to drive

Only authorised police drivers (Police Officers/Special Constables/Police Staff who have completed a basic driving assessment with Police Scotland) may drive Police vehicles or vehicles hired through the Fleet Portal. No 'non-police' AV's are authorised to drive such vehicles.

Should it be required for a 'non-police' AV to drive a hire vehicle to transport YV's to an event, this should be hired directly with a local hire company and the cost covered by group funds. In any case, the GC/local division must be satisfied that any AV driving is suitably qualified and has passed a suitable competency-based assessment and that the correct ratio of AV's are present within the vehicle.

Use of Vehicles through Local Arrangement

On occasion, through partner relationships, groups may be afforded use of vehicles supplied by third party organisations such as schools, community groups or local authorities.

It is at the discretion of the third party as to who is permitted to drive. On many occasions, such organisations will require some form of basic assessment to be completed by an individual prior to being granted permission to drive.

Groups are encouraged to seek out an arrangement such as this as it may prove invaluable with many only requiring vehicles to be re-fuelled following use.

In any case, the vehicle must be inspected for road worthiness prior to use.

Insurance should be covered as part of the organisations policy. Whilst Police Officers are 'covered' whilst on duty for driving any vehicle in the course of their duties, it should be noted that any claim following any incident will be at the expense of the local division. As such, approval should be sought at a local level prior to using any external organisations vehicles.

The GC is responsible for ensuring any vehicle utilised is suitably insured for the person driving.

Risk Assessment

Any intention to transport YV's should be included in the Risk Assessment for the event. (See [Chapter 5](#) for more information on Risk Assessments.

Safety

The following guidance should be followed whenever transporting YV:

- Where fitted, YV must wear seatbelts whenever the vehicle is in motion.
- All doors must be secured before the vehicle moves off.
- When travelling on a motorway AV must have enough high visibility clothing/sashes for every passenger in case it is necessary to abandon the vehicle.
- All vehicles transporting YV must contain the following:
 - First aid kit
 - Emergency triangle.
 - Torch (working)
 - Fire extinguisher

- Mobile phone (charged)
- Any luggage must be stored in the luggage cage where fitted, or otherwise on the seats and floor at the rear of the vehicle. If stored on seats luggage must not be stacked any higher than the level of the top of the seat in front. This is to prevent items flying forward in the event of sudden deceleration. Baggage should not be stored between seats as the rear door is to be counted as an emergency exit.

Uniform & Standards

Uniform & Appearance

Uniform and appearance standards must always be adhered to as per [Chapter 5](#), Uniform & Appearance Standards. In addition see [Appendix 5L](#).

PSYV should always aim to wear their standard issue PSYV uniform when volunteering at any public facing event. It is understood and permitted that PSYV wear a less formal uniform when carrying out duties which may result in their uniform getting dirty. For example, it makes more sense to wear tracksuit bottoms/jeans and suitable footwear along with the PSYV Hooded Top when working at a local park clear up.

Long hair should be tied in a bun.

Standards

When deployed at any event as a member of the PSYV, YV and AV are representing Police Scotland, and therefore must behave in a manner that represents the values of the organisation.

YV must be polite, attentive, professional, punctual and disciplined.

YV must be reminded that they are deployed at certain events as part of the policing operation and as such are not there as spectators.

YV must not swear, shout or behave in a raucous manner. They will address Police Officers according to their rank, or position and Adult Volunteers as "Staff". Members of the public will always be addressed as "Sir" or "Ma'am".

YV will not stand with their hands in their pockets or lean against walls, railings or each other. YV will not chew or eat whilst at post, but may drink water.

AV's must refrain from smoking or vaping when at events and in view of the public.

Should any YV or AV's standards fall below those expected, the GC/AV in charge reserves the right to withdraw them from duty and arrange for them to be returned home.

Group Coordinators & Police Officer Adult Volunteers

In most cases, the Group Coordinator and any Police Officer Adult Volunteer should wear PSYV uniform when attending an event. There may be occasion however where due to the nature of the event or at a request from a senior officer that such people attend a PSYV in Police Uniform. In any case, the RC should be informed and a sufficient number of AV's wearing PSYV uniform be in attendance to supervise the YV's in the event that the officers have no choice through public perception to perform any Police related duties.

For example, an incident takes place where the public would expect a uniformed police officer to respond. In such an instance, PSYV Uniformed AV's should supervise the YV's and the uniformed officers attend to the incident. It is for this very reason that Police uniform should be avoided.

Restrictions

GC's should always be aware of the current threat level. PSYV Uniform should never be worn in public when traveling to/from. Only when under supervision of AV's should PSYV uniform be visible.

PSYV hats, jackets, hoodies and polo-shirts should be in bags or covered up until under AV supervision.

At the Event

Briefing

The Adult in charge should always brief those attending either on arrival or en-route. Do not rely on a briefing from the last weekly meeting or information provided on BAND. Up to date information should be provided on the day in relation to:

- Duties
- Rendezvous Points
- Refreshments
- Communication

Duties

Whilst the duties are always arranged in advance, it is inevitable that there will be some cause to alter what duties the PSYV carry out. The GC/AV in charge should always be able to dynamically Risk Assess any change to duties and not be frightened to say no to an organiser.

Communication

Each group is supplied with handheld radios to allow communication between YV's and AV's. These radios generally perform well however they are reliant on the environment in relation to hills/buildings and will perform better in certain locations.

Radios should be issued at a minimum of one per pair of YV's. YV's MUST be contactable at all times. No YV should ever be deployed without access to a radio.

Where the event takes place in a location where the radios are simply not suitable, the GC/AV in charge must ensure that mobile numbers are obtained and YV's split into pairs to ensure at least one in a pair has a charged mobile phone.

Every effort should be made to ensure that every YV can be visually observed by at least one AV at all times.

Refreshments

It is at the discretion of the GC/AV in charge in relation to how and when the group refresh. Should group funds permit, the group can either cover or reimburse the cost of YV's and AV's being refreshed

It is recommended that YV's be encouraged to bring a packed lunch/money to buy their own food.

On occasion, the organiser of an event will provide refreshments. It is the responsibility of parents/carers to inform the GC of any dietary requirements/allergies. It is then the responsibility of the GC to ensure the organiser is aware of these requirements.

Weather

Weather conditions will inevitably have an impact on many volunteering events.

GC's must remind YV's to apply common sense in relation to wearing suitable attire i.e. ensure jackets worn and jacket hoods up when raining or in hot weather for jackets/hoodies to be removed.

It is not the responsibility of the GC/AV in charge to bring sun cream. Parents should always be reminded prior to any deployment that they are responsible for ensuring their child is suitably protected. It must be understood however that this is a common oversight and as such, it is best practice to ensure the GC/AV in charge has sun cream in case it is required.

The GC/AV in charge reserves the right to stand the group down from a deployment should the weather conditions impact on the ability to continue their duties safely.

Emergency Procedures

In the event of a serious incident or injury:

- The GC or lead AV present will arrange for immediate medical treatment and for the casualty to be transported to the nearest appropriate medical facility by a suitable method of transport. If this requires the use of rescue services the leaders will liaise with and facilitate the emergency services in any way they can. The casualty must be accompanied by at least one AV and one other adult, preferably who were not involved in the incident.
- Contact and brief the Regional/National Coordinator ASAP.
- Assist the local emergency services as much as possible.
- The officer in charge of the activity will make contact with the Duty Officer through the Force control room. Once this has been done take directions as required from the Duty Officer

Aide Memoir before contacting the RC/NC/Force control room:

- Know the names and description of all injured persons
- Nature of injuries and prognosis as far as possible
- Location of the injured persons and if possible the doctor dealing
- Names of uninjured YV
- Location of uninjured YV
- Name and rank of local police officer in charge and any contact numbers
- Own contact numbers (mobile telephones only have a short battery life when used heavily) establish a base to communicate from and ensure it is staffed at all times

The RC/NC should:

- Inform the immediate family of the seriously injured /deceased as soon as practicable, in person
- Contact a member of the Senior Leadership Team
- Contact Corporate Communications Department
- Establish a method of communication with the staff on scene and local authorities

Stand Down

All YV's and AV's MUST await the approval of the GC/AV in charge to stand down following any event, especially where YV's are making their own way home/being picked up. The GC/AV in charge must be satisfied that all YV's are accounted for and collected or returned to the vehicle.

Where YV's are being picked up, the GC/AV in charge must satisfy themselves that the YV has been picked up by the parent/carer/agreed person.

Where YV's are walking/getting public transport, the parent/carer is responsible for them once they leave the event.

Overnight Trips

Unless stated below, overnight trips should be planned as per any other Volunteering Event however it must be understood that such an event comes with additional risk and considerations as per below.

Attendance

GC's must take into consideration each individual AV/YV's suitability to attend a planned event. Consideration should be given to how much supervision an individual YV requires. This will include medical and additional support needs.

If the GC has any concern with their ability or an AV's ability to safely supervise a YV with a behavioural issue/medical condition, then consideration should be given to whether the YV's attendance is appropriate.

Supervision

The supervision of YV at events is ultimately the responsibility of the GC/AV in charge.

No alcohol should be consumed by ANY AV or GC under any circumstances.

AV's who are not PVG cleared will not attend any overnight event where YV's are in attendance.

Each event should have a nominated emergency point of contact with a contact telephone number, which has been provided to all youth volunteers, adults attending and parents.

When attending events there should be a strict ratio of AV's to YV's. See [Appendix 5G](#), Child Protection.

Accommodation

All YV's should be allocated rooms, which are in close proximity to their nominated emergency point of contact. The emergency point of contact should identify themselves by placing a sign on their door and ensure they know the location/room numbers of all YV's within their group.

Under no circumstances should boys enter girl's rooms and vice versa. YV's should not enter AV's rooms at any point unless in an emergency.

Overseas Travel

As the opportunity for overseas travel is limited. Any intention to do so must be done with the approval of the NC.

The procedures to travel overseas will be written with the event and destination in mind and will vary greatly, as such there are no generic procedures available.

Specific procedures will be written to cover any group who plans to arrange any overseas travel as part of PSYV.



Police Scotland
Youth Volunteers
Volunteering for our communities

Police Scotland Youth Volunteers

Operating Manual

Chapter 5 – PSYV Governance

Volunteer Coordination Unit
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This document is available externally at: www.psyv.org and internally within the PSYV SharePoint site.

Last Updated February 2019

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Glossary of terms

- PSYV – Police Scotland Youth Volunteers
- YV – Youth Volunteer
- GC – Group Coordinator
- AV – Adult Volunteer
- NC – National Coordinator
- RC – Regional Coordinator
- DGC – Deputy Group Coordinator
- SAV – Senior Adult Volunteer
- CPO – Child Protection Officer
- ITP – Initial Training Programme
- GQM – National Governance & Quality Control Manager
- GQO – National Governance Quality Officer
- TDO – National Training & Development Officer
- NVCU – National Volunteer Coordination Unit

Please note, access to Appendices linked to this document are only available from a Police Computer. If you require access to an Appendix, please contact your Group Coordinator who can send you an up to date copy.

National Volunteer Coordination Unit

Background

Since 2013 the PSYV has continued to grow rapidly. To ensure the programme continues to expand successfully it became a requirement to create a central team who can provide national oversight and governance while liaising with individual groups and their divisions to provide the necessary support.

The NVCU consists of the following roles, currently filled by those as stated. See [Appendix 5V](#) for a National Structure flow chart.

PSYV National Coordinator

Inspector Craig Rankine MBE, QPM - craig.rankine@psyv.scot - 01786 893091

The NC has national responsibility for the PSYV and overall supervision of all staff involved. This role reports directly to the Assistant Chief Constable who holds the PSYV within their portfolio. This role is based at the Scottish Police College, Tulliallan.

PSYV Regional Coordinator (East)

PS Neil Cheyne – neil.cheyne@psyv.scot - 01786 893092

The regional coordinators have direct supervision of all GC's within their respective regions. They are responsible for having oversight of the group's activities to ensure they are complying with the policies and procedures as set by the NC. The East RC is based at the Scottish Police College, Tulliallan.

PSYV Regional Coordinator (North)

PS John Baxter – john.baxter@psyv.scot - 01786 893093

The regional coordinators have direct supervision of all GC's within their respective regions. They are responsible for having oversight of the group's activities to ensure they are complying with the policies and procedures as set by the NC. The North RC is based at the Scottish Police College, Tulliallan.

PSYV Regional Coordinator (West)

PS Kenny Greig – kenny.greig@psyv.scot – 01786 893096

The regional coordinators have direct supervision of all GC's within their respective regions. They are responsible for having oversight of the group's activities to ensure they are complying with the policies and procedures as set by the NC. The West RC is based at the Scottish Police College, Tulliallan.

PSYV Development Officer

PC Susan Ross – susan.ross@psyv.scot - 01786 893095

The DO is responsible for the development of training for both Youth and Adult Volunteers. The DO works closely with the Regional Coordinators and National Coordinator. This role is based at the Scottish Police College, Tulliallan.

PSYV Development Officer

PC Debbie Lindsay – debbie.lindsay@psyv.scot - 01786 893094

The DO is responsible for the development of training for both Youth and Adult Volunteers. The DO works closely with the Regional Coordinators and National Coordinator. This role is based at the Scottish Police College, Tulliallan.

National Mailbox

The NVCU are also responsible for the Police Scotland Special Constabulary which forms their overall title of National Volunteer Coordination Unit.

Public enquiries for the NVCU should be directed to:

volunteercoordination@scotland.pnn.police.uk

New Groups

Identifying New Groups

New groups will only be established with the approval of the National Coordinator following discussion with the RC and Divisional senior management. Once a location and GC has been identified the process shall begin to establish the group.

No group shall ever be established without the knowledge and agreement of the National Volunteer Coordination Unit.

Funding

When bidding for funding, any new groups agreed as above will be included in a funding application and as such only these groups will be permitted to be established to demonstrate appropriate funding spend.

See [Appendix 5Y](#) for New Group Launch flow chart.

Group Structures

Numbers

The number of YV in a group will be 24. This figure takes into account financial implications, AV availability, accommodation restrictions etc. however consideration should also be given to the cost/benefit supervision ratios of having too few YV in a group.

As a guide, a group should normally be made up of 24 young people, and if split by age, there should be sufficient numbers in each age group to make up a viable group on their own.

The NC may authorise a group to exceed 24 YV's only where the GC can justify why and can demonstrate that they will return to a maximum of 24 within a short timescale. The NC also reserves the right to exceed 24 YV's when an agreed/appropriate referral from an external agency/party has been received.

A group should aim to have approximately 10 AV's. Having too few volunteers will make it difficult to find supervision for upcoming volunteering events in addition to weekly sessions. In any case, a group must have a minimum of four AV's to operate. All four must be members of the PVG scheme with PSYV.

Recruitment

Recruitment within PSYV takes place within each group on an annual basis. Recruitment should take place with a view to new YV's beginning their Initial Training during the month of September.

Where a group drops below 18 YV's, the GC is required to seek authorisation from their RC to carry out a recruitment process irrespective of what time of the year it is. This will ensure the group continues to function at full strength.

Groups should not recruit on a 'one out, one in' basis as this will prove difficult when delivering the ITP.

Yearly recruitment will allow a new cohort to be trained together and ease the pressure on AV's to deliver training to new recruits whilst still supporting existing YV's. See either [Chapter 1 Youth Volunteers](#) or [Chapter 2, Adult Volunteers](#) for recruitment processes.

Structure

Each group should adopt the following structure: (see [Appendix 5A](#) for a Local Group Structure flow chart)

- 1x Group Coordinator (Police Officer)
- 1x Deputy Group Coordinator (AV appointed by GC)
- 1x Senior Adult Volunteer (AV appointed by GC)
- A minimum of 2x additional AV's (Best Practice is to aim for 10 AV's in total)
- 24x Youth Volunteers which consist of:
 - 1x Head Youth Volunteer
 - 3x Senior Youth Volunteers

To assist with group activities, it is recommended that the 24x Youth Volunteers be split into three teams of 8x. Each group will have a Senior YV with one containing both a Senior and the Head YV. These groups will allow the GC and AV's to manage group activities during weekly sessions as well as allowing easy administration of the PSYV Award.

It should be noted that no Senior YV or Head YV will outrank any AV.

Each of the above promoted positions are identified by insignia in their collar as well as written embroidery on their left chest.

Please see [Appendix 5A](#) for a chart outlining this structure.

Group Coordinator

The Group Coordinator has overall responsibility for their group. They are responsible for coordinating the group's activities and making best use of the AV's.

Whilst a GC is the ranking officer within a group, they should not aim to do everything themselves. A good GC does exactly what the title suggests, they coordinate. It is imperative that a GC is satisfied with the level of support they are receiving from their AV's. Should they feel they have to take on too many tasks themselves, they may need to address the AV's they have within the group.

GC's in most cases will be performing their role in addition to another role within the Police. i.e. Community Officer, School Officer, Community Safety etc. In any case and as per the memo dated 11th July 2016 from the ACC, all GC's should be afforded a minimum of TWO days to perform PSYV duties. The minimum element should ensure that any additional duties to supervise YV's at events during weekends should be taken into consideration and rest days re-rostered where possible.

In some area's GC's will perform their role on a full-time basis. Coordination of one group is not recognised as a full-time commitment by the NVCU and as such only those officers who are responsible for two PSYV groups should be performing their role on a full-time basis.

Please see [Appendix 5B](#) for the full role profile of the GC.

Finance

See [Appendix 5Y](#) for a flow chart of Financial Governance.

Bank Accounts

Each PSYV group should arrange for their treasurer and at least one other non-police AV to start a bank account.

The use of bank accounts for PSYV activities allows a certain amount of flexibility when running Group events. Anecdotal evidence has shown that unexpected costs can occur, especially when Groups are taken out of their local area. This leaves the AV's the option of paying the expense from their own pocket and claiming it back, often a time consuming and bureaucratic process.

Where possible, the group should seek a bank account which allows for online transactions and the use of a debit card.

GC should ensure they are fully aware of the income and outgoings of the group account and should examine this monthly. This can be done by being provided with copies of bank statements. The treasurer should provide these on a monthly basis to the GC.

All monthly statements should be kept securely for 7 years and must be available for scrutiny by the Regional Coordinator or any other designated senior officer. **GC will report to the RC once a month as directed, the current balance of their individual account including the source of any incoming funds.**

Cheque Books and Cash

Cheque books and Cash should be kept locked away when not in use and access restricted to those individual with responsibility for PSYV finances.

Cash should be kept in a locked cash tin and the cash tin should be locked away in a safe. If this is not possible then the cash tin should be stored in a locked cupboard within a locked room. No more than £100 should be kept in the cash tin for any excessive amount of time. Excess amounts should be banked as soon as practicable.

Access to the keys/combinations must be restricted to those you have a legitimate reason for access.

Accounting and Auditing

Given the flexibility that Groups can be afforded when allowed bank accounts, it is vital that they maintain transparency, accountability and integrity. For this reason, every transaction made concerning group finances must be recorded in local accounting system to provide an audit trail. An excel spreadsheet template is available within [Appendix 5C](#) which will allow the Treasurer to record monies in and out of the cash tin. This spreadsheet alongside bank statements should cover all transactions. **This cash tin expenditure sheet should be sent to the GC on a monthly basis and saved within the group SharePoint folder for oversight by the RC.**

Subscriptions

See [Chapter 3](#), Local Group Info/Weekly Sessions for information about taking subscriptions from YV's.

The handling of such cash should be done by a non-police AV (preferably the treasurer), stored in the cash tin and bank as per the procedures outlined above.

Personal Expense Claims

Adult Volunteers are entitled to claim certain expenses from local group funds. Please see [Appendix 5D](#) for the full PSYV expenses policy.

This entitlement adds to the importance of a group working towards being self-sustainable to ensure such claims can be honoured.

Fundraising

All donations, gifts, sponsorship, grants and income generation should be managed by the appointed group fundraising officer (This should not be a Police Officer or member of police staff).

Care should always be taken to ensure all funds are raised from legitimate reputable sources. All funds raised must be passed to the group treasurer and banked in line with the guidance in this chapter.

The GC/RC will maintain a monthly overview of all fundraising to ensure it is always appropriate. Treasurers/fundraising staff should consult with GC's if they are unsure about the legitimacy of any fundraising opportunity.

The operating principles of fundraising are that all monies are used for legitimate PSYV purposes, to benefit the group and that great care is taken to ensure that no monies are recovered from sources not deemed to be suitable or reputable.

Please see [Appendix 5E](#) for a guide on Fundraising for PSYV groups.

Charity

PSYV Groups are encouraged to get involved in charitable causes, as it instils a sense of opportunity in the YV, provides a sense of pride and an opportunity to promote the PSYV. Groups are particularly encouraged to enter into partnerships with young people's charities to reflect the aims and mission statement of the PSYV.

Care should be taken with which charities affiliations should be made, and it is best to choose long established main stream organisations whose bona fides can be established. It is an unfortunate fact that from time to time charitable status is used to mask criminal activity and the reputational damage that could occur should a group become involved with one of these groups would be considerable.

Should a group actively raise money for charity, that charity should be decided upon prior to raising money and the nominated charity consulted. When the activity starts, it should be made clear that funds are for the charity and not Police Scotland.

Purchase of Equipment

Group funds may be used to purchase equipment for YV activities, however that equipment remains the property of the PSYV and ultimately Police Scotland. All purchases must be made in accordance with local policies and guidelines. The equipment's primary use must be for the purpose of running the PSYV programme or PSYV activities, not for the personal use of the AV in possession of it. The GC will be ultimately responsible for justifying the purchase of any equipment from funds

Care should be taken when purchasing anything that may be considered 'personal issue'. In these cases, justification must be made for the purchase of the equipment, the equipment must be economical whilst suitable for the task intended and AV must be made aware that the equipment remains the property of the PSYV and may be required to be returned at any time. Equipment that is infrequently used for PSYV purposes should be stored with other PSYV inventory securely for issue when needed, not kept at the AV's home.

Health & Safety – Risk Assessments

The below information is intended to be as generic as possible to allow local flexibility. Local Health and Safety procedures must be complied with to ensure that all risks to YV are mitigated as far as possible.

All risk factors must be considered and if risks are unreasonable then the event/activity should not go ahead.

A blank/generic Risk Assessment is available to read in conjunction with this section/for use when conducting your own Risk Assessment in [Appendix 5F](#).

GC are responsible for the local mitigation of risk. This document is intended as guidance only and as such must be adapted and developed to fit within local policies.

THE SAFETY OF THE VOLUNTEER IS PARAMOUNT

Planning a PSYV Event

Where possible, the GC should attend the site/venue of the event to aid in the completion of the Risk Assessment. It is also beneficial for the GC to meet with the organiser to discuss any specific risk/mitigation to be put in place. Some organisations will create their own Risk Assessment. If this is the case, the GC should liaise with the person responsible for doing so and ensure PSYV are included in this. Any organisation R/A will not replace the need for the GC to complete a R/A themselves.

Where site visits are not possible, adequate contact should be made with the organiser to ascertain all relevant information prior to seeking approval to attend the event. All R/A's should be included with Deployment authorisations for approval by RC's.

Conducting Risk Assessments

Under normal circumstances, a trained, competent person must complete a risk assessment using [Appendix 5F](#). The process should involve consultation with at least one other person, trained in risk assessment and/or experienced in the type of activity or event assessed. This will be achieved by the GC having all risk assessments assessed by their RC.

If outside organisations/partners are being used to run an activity or an event, then copies of their risk assessments and public liability insurance must be obtained at an early stage. The persons conducting the risk assessment process on behalf of the PSYV should examine these risk assessments to ensure they are fit for purpose. The fact that these risk assessments are in place should be mentioned in the risk assessment produced for the PSYV. If there is any doubt as to whether the outside organisation's risk assessments are suitable and sufficient for purpose, then advice must be sought from local health and safety departments and the licensing authority for the particular activity in question. Copies of the risk assessments obtained must be kept at the originating Group and included in any submissions regarding a PSYV activity.

When preparing a risk assessment, the GC can seek advice from the RC or Police Scotland Regional Health & Safety teams. Contact information is available on the intranet.

Threat Assessments

All operational deployments of the PSYV should be the subject of consideration of a terrorist threat assessment where appropriate. Contact your RC for more info.

Supervision of event or activity

The risk assessment should identify the supervision ratio required and also the level of qualification for specialist services, e.g. rock climbing, canoeing, etc. The relevance of the qualification and experience should reflect that in the guidelines issued by the adventure activity licensing authority (AALA) and any government departments e.g. the Department of Education, the Department of Business, Innovation and Skills, the Department of Culture, Media and Sport (DCMS) and the Home Office (HO). The more hazardous the activity, the more AV should be available. Before AV participates in sports and games with or against young people, including non-contact sports, an appropriate assessment of the risks to both themselves and the young people involved should be undertaken.

Where AV are taking part in activities there must be sufficient AV available who are not taking part, to supervise and deal with any emergencies that arise. Consideration must be given to a contingency to replace any AV that have to leave, e.g. to take injured participants home or accompany them to hospital.

Details of AV Ratios can be found in the Child Protection Manual ([Appendix 5G](#)).

Consideration must be given to any YV and AV who have disabilities or specific requirements so any reasonable adjustments can be made to enable their involvement in the event/activity.

Public Liability Insurance

All activities must be fully risk assessed and insured where appropriate in order to protect the safety of the YV and AV.

The current position in relation to insurance is contained within [Appendix 5H](#).

Police Scotland, in common with Scottish Government guidance and other publicly funded bodies, do not carry Public Liability Insurance.

As such Police Scotland operates a process of self-insurance which all volunteers benefit from.

Any injury claims relating to the PSYV would have to be investigated and successful claims paid from the existing Police funds.

It is essential that GCs ensure, at all times, that the duties of the PSYV are consistent with the Operating Manual and that no activity is carried out without a full and proper risk assessment having been completed.

No extreme sports/activities should be carried out by groups without first consulting the RC, who will contact Legal Services to ensure any claim/liability arising would be acceptable to Police Scotland.

Weekly sessions should be covered by the venue Public Liability Insurance policy. A copy of this should be added to the group H&S Risk Assessment folder on SharePoint.

Guidance provided by Legal Services Police Scotland 2014

CLAIMS ARISING FROM POLICE SCOTLAND YOUTH VOLUNTEERS PROJECT

Neither Police Scotland nor the Scottish Police Authority hold public liability insurance. Accordingly, any claims made by Police Scotland Youth Volunteers or their families against Police Scotland would require to be paid from Police Funds. The Scottish Police Authority does, however hold Motor Insurance, which would cover an incident, which took place in an insured Police Vehicle. The Excess on this insurance policy is £150,000. The Force's Motor Liability Insurers should be advised of the Force's intention to transport youth volunteers in our vehicles.

Any claim intimated to Police Scotland would be processed in the normal way via Legal Services at Glasgow. The liability of Police Scotland to make payments compensating persons for any loss they have suffered would depend on the circumstances in each case. In general, however, if any police officer or member of police staff has been negligent and that negligence has led to injury the Force will be liable.

It is appropriate that information be circulated to staff regarding insuring premises used by volunteers are fit for purpose and to remind them to ensure that service providers carry public liability insurance. Appropriate Risk Assessments must be carried out in respect of each activity.

Reporting of near misses and injuries

There will inevitably be some occasions when an incident occurs, either where someone gets injured or almost gets injured. It is important that the right action is taken to record these incidents so that future similar incidents can be prevented. It is also useful to know details of previous incidents when assessing the risks and hazards of a planned event or activity.

Any injury must be reported to the GC to then complete a general incident form ([Appendix 5I](#)).

A copy of all injury reports should also be forwarded to the Regional Coordinator. The Regional Coordinator will update the National Coordinator as and when required.

Emergency Situations

In the event that a YV, AV or 'external visitor' is ill or injured whilst involved in a YV meeting or event, the GC will deal with the incident according to prevailing circumstances. Priority will be given to maintaining a safe environment for everyone present and rendering appropriate first aid for all involved in the incident.

Once the incident has been brought under control, consideration will be given to:

- Seeking guidance and instruction in dealing with the on-going situation
- Considering whether a formal investigation should commence
- Informing the next of kin
- Informing the Regional Coordinator
- Completion of general incident form ([Appendix 5I](#))

Parents/Carers should be provided with an emergency contact number for the GC/AV in charge of an event to allow contact to be made following any incident at home involving a family member and where they cannot contact the YV direct.

Debriefs

Once the event or activity has been concluded, a debrief must take place to discuss any issues, e.g. things that went well, things that could be improved upon for future similar events or activities, plus dealing with any near misses or injuries. When there has been an injury or a near miss, an investigation of the incident should be completed by the GC and RC if required. Any useful information from the debrief should be recorded locally. Best practise can then be identified and shared with others in the programme.

Equality & Diversity

GC's should have an awareness of the physical and mental capabilities of their volunteers in relation to any activity the groups intends to partake in. This should include, as part of any risk assessment any specific needs in relation to duties as well as access to venues etc.

Communications & Media

This section deals with two main areas, communications within the PSYV and Communications with those outside of the PSYV. See [Appendix 5K](#) for the PSYV Social Media, Internet & ICT Policy.

The PSYV NC via the RC should be informed of any news item likely to cause reputational risk to the organisation or other national media interest, either positive or negative in nature. This is important in order that an appropriate response can be drafted as early as possible and to minimise reputational damage.

Communications Outside of the PSYV

The objective of all communications with those outside of the PSYV should focus on the following objectives:

1. To promote positive stories about young people and the volunteering work that they do in their local opportunity
2. To increase the profile of the Police Scotland Youth Volunteers (PSYV) and how they support other departments within the Police Service and our partners.
3. To support the objectives of the Police Service
4. To promote best practice in youth engagement and diversion
5. To provide a regular flow of information to key stakeholders
6. To change behaviour and perceptions of young people where necessary.

They should also, when possible, communicate the aims of the PSYV, which are:

- Promote a practical understanding of policing amongst all young people
- Encourage a spirit of adventure and good citizenship
- Support local policing priorities through volunteering and give young people a chance to be heard
- Inspire young people to participate positively in their communities

IT/Websites/Media

The Police Scotland website has a dedicated a section about the PSYV which can be found at www.scotland.police.uk/psyv

GC's should utilise as many avenues of communication as possible to promote the work of the YV and to identify opportunities available to YV, AV and partner organisations.

Local policies regarding media communications should be followed as well as those relating to external web pages.

National Social Media

The NVCU run the national PSYV Twitter and Facebook accounts, which are open to YV and AV to follow as well as the general public.

@PolScotPSYV is the twitter account

PSYVPoliceScotland is the Facebook account.

Local GC's are now trained in the use of Hootsuite which allows them to post PSYV Social Media articles themselves. Completed posts are sent for approval to the NVCU who will moderate and schedule posts.

Please follow the guidance below when sending requests for national social media posts:

- Where possible when taking photos of Youth Volunteers please try to adhere to the following guidance:
- All YV's and AV's are to wear the same uniform
- No hands in pockets
- If worn, jackets should all be zipped up and polo shirts tucked in
- Hats should always be worn outside. When indoors, hats may be removed at the discretion of the GC. There should always be uniformity with regards to hats/jackets being on or off
- Hats should be straight & sit neatly on the head, not tilted back, to the side or backwards
- Try to catch YV's in action volunteering and having fun! Not all photos need to be posed

OFFICIAL

- Unfair as it sounds, ask YV's who have forgotten elements of uniform to step out of photos that you would like posted to SM i.e. wearing their own jacket/hoodie over PSYV uniform, it looks unprofessional (this may help YV's remember to bring all their kit in future)
- Be careful of the background e.g. to ensure the subject does not get injured, nor anything offensive captured in the photograph etc.
- Ensure the photo upholds the integrity of the PSYV and Police Scotland as a whole, if you think for a moment that someone may try to criticise the content/pose/location then do not expect the photo on social media
- Where possible try to capture YV's in action carrying our volunteering activities
- Keep it fun, there is nothing wrong with photos showing our YV's enjoying themselves without the need to pose, however the PSYV is in touch with reality so the occasional selfie is something that appeals to our core audience

Any photo taken remains the property of the PSYV, however any photo sent for submission to social media will be reviewed by the RC.

By following this guidance, the PSYV is less likely to face criticism over standards /behaviour

Remember, would you be happy to see a photo of your group in the paper with no hat, jacket wide open and hands in pockets?

Posts will be reviewed and scheduled to ensure the PSYV SM pages are active throughout each week. This may result in the post being submitted a number of days following the event.

Communicating with Youth Volunteers

As outlined in the Child Protection Manual ([Appendix 5G](#)) AV should not under any circumstances:

- Give YV their personal Mobile numbers;
- Become "friends" with YV on Social Media networks;
- Communicate privately with any YV on any platform (social media/text message/phone call)
- Plan meetings with YV outside of PSYV events;
- Travel alone in any vehicle with a YV (except in cases of emergency).

Each group should utilise the Band App/Platform to communicate with YV's, their parents and AV's. See below for info on Band.

In addition, every Group should source a mobile phone for communicating with YV in emergencies. This is necessary for a number of reasons, many of which centre on Health and Safety, and prevents the situation where AV are tempted to give out their own phone numbers to YV, which is strictly prohibited.

The phone remains the property of the PSYV and is for PSYV use only. These phones should be seen as means of emergency contact between GC's, YV's and parents and not as a general use phone.

The number for this phone should be available to all YV's and parents. It is not expected that this phone will be answered 24hrs a day 7 days a week, so the holder of the phone should ensure that any answer phone message is updated regularly with the times and dates that those calling can expect it to be answered. The phone should always be on during weekly sessions and volunteering events.

Band

Band is a platform designed with organisations like PSYV in mind. It allows groups to communicate with its members, post information and arrange events.

The Band Governance document is available [here](#) which clarifies how Police Officers should use BAND and certain aspects in relation to profile names etc. All GC's should read.

The benefits to using Band over Facebook include:

- A Facebook profile is NOT required
- Private chat is disabled by the Admin (NVCU)
- Co-admin permission levels will be assigned to the GC/DGC/SAV
- No user has the option to click into another's personal profile minimising risk
- Nothing is public facing
- Users can register using an email address or mobile number which is never visible to other users

Contact the NVCU for information using Band or see [this guide](#).

External Websites

The PSYV has two external web pages.

1. Police Scotland website – www.scotland.police.uk/psyv

This page is open to the public and is generally the first result when entering 'Police Scotland Youth Volunteers into a search engine. This page provides the background to PSYV, it's aims and principles as well as links to the recruitment page and a form allowing organisers to request PSYV assist at their event.

2. PSYV Resources website – www.psyv.org

Social Media Policy

Please see [Appendix 5K](#) for the PSYV Social Media Policy.

Uniform & Appearance Standards

Uniform Ordering

Uniform entitlement is outlined within Chapter 1, Youth Volunteers and Chapter 2, Adult Volunteers.

GC's are entitled to the same uniform as an AV however their uniform is black.

PSYV Uniform is supplied by Logoxpres in Stirling:

Logoxpres
Group 4 Kings Court
Glentye Road
Broadleys Business Park
Stirling
FK7 7LH

01786 447776

<http://www.logoxpres-schoolwear.co.uk>

sales@logoxpres.co.uk

Groups are required to register by completing [Appendix 5Z](#) and sending it to the email address above. This will create a user account on the website to order uniform. The website is self-explanatory. Should anyone require and assistance, please contact the NVCU on 01786 896090.

Only approved new groups will have their initial uniform covered up to 24 YV's 6 AV's and 1 GC. Anything over this requires to be funded by the local group.

Replacement uniforms for existing volunteers should be funded from group funds or financed by parents/carer or in the case of AV, themselves. Such orders should be made directly through Logoxpres who will raise an invoice to the group directly. Orders will not be processed until payment is made.

Sizing

Groups should make use of existing members uniforms or recycled uniform to size new members. There are no longer sizing boxes available. Any uniform ordered which is the wrong size should be returned and re-ordered.

Recycling Uniform

Any volunteer who leaves PSYV should return all embroidered elements of uniform (everything with the exception of trousers). Where possible, such uniform should be washed and stored. New members should be issued recycled uniform wherever possible to minimise cost. This includes existing YV's who grow out of their original issue. Common sense will dictate when uniform can and cannot be recycled.

Should a YV or AV leave who has purchased uniform themselves, the GC should seek out the possibility of the uniform being donated to the group to form a 'hardship' stock to issue to those who cannot afford to purchase new items. Whilst this will vary group to group, consideration should be given to buying old uniform back from parents/AVs for a reduced price. This should be negotiated locally.

Footwear

Footwear is not covered by any national funding. Where a GC is aware of any specific YV who's family is unable to cover the cost of footwear, the group funds should cover this cost.

In any case, only plain black leather or leather effect shoes or boots are permitted. No trainers or fashion footwear is permitted.

Loss/Damage

It is understood that from time to time, uniform items such as hats may be lost. The group should cover any such replacement from their own funds. Where a YV has previously lost and had an item replaced, any subsequent loss should be funded by parents/carers unless the GC is aware of circumstances which would prevent this.

Uniform & Appearance Standards

The PSYV is a uniformed Youth Volunteering Organisation which operates under the banner of the Police Service of Scotland, as such certain standards are expected in relation to Uniform and Appearance.

See [Appendix 5L](#) for a Guide to Uniform and Appearance Standards.

Uniform must always be worn in a manner which is considered neat and tidy. To achieve this, both YV's and AV's must ensure their uniform is clean, tidy and ironed (where appropriate) prior to any deployment.

When deployed in uniform at either local meetings or volunteering events, the GC/AV in charge should dictate what elements of the uniform are to be worn.

Generally, it is accepted that the PSYV cap should only be worn when outdoors at volunteering events however should be worn during any formal parade or uniform inspection. This ensures that the GC and AV's are kept satisfied that all YV's still have uniform which is neat and tidy. This will allow them to identify missing items or items needing replaced prior to future deployments.

The GC/AV in charge should seek general consensus in relation to the wearing of hoodies and jackets. Whilst it is not a requirement for all YV's to wear the same, it should be recognised that from a professional image viewpoint, having the YV's 'uniform' assists in ensuring they look their best. Understandably, the weather will have an impact on this decision.

Ensure the following:

OFFICIAL

- All PSYV jackets MUST be zipped up when worn.
- Hats should never be worn backwards or sideways.
- Polo shirts should always be tucked in.
- Hooded tops, whilst provided with a hood can appear intimidating to certain generations when the hood is worn up. Unless it is unavoidable, the hood should not be worn.
- All trousers are provided with a belt which should be worn.
- Jeggings/leggings should not be worn. Only plain black school trousers as issued should be worn.
- Shoes/Boots should be clean and polished. Polishing shoes/boots is not a requirement but should be encouraged and can form a great weekly session when done as a group.

Hair

- Boys hair should be short, neat and free from the collar.
- Facial hair should be kept neat and tidy. Growing beards should be done during holiday periods, when not volunteering.
- Girls hair should be tied up in a bun whenever at a public facing event in full uniform. This includes weekly sessions when parading and during uniform inspections. Only during instances where full uniform is not required can girls wear their hair in a ponytail.
- In either case, hair should remain a natural colour.

Tattoos

Tattoos are not permitted on the neck or face. Any other visible tattoos should not cause any offence, discriminate or be of a violent or intimidating nature.

Jewellery

Jewellery should be restricted to ear studs, nose studs (not rings) and basic wrist wear (watches or a single bracelet). Necklaces should be avoided as should any other visible piercing.

Expensive jewellery should be avoided and in any case, is worn at the owner's discretion. PSYV will not accept any responsibility for the loss or damage of any such items.

Make-Up

Make-up should be applied in moderation and in any case restricted to natural colours.

Religious & Cultural Considerations

Where standard issue PSYV Uniform cannot be worn on due to religious/cultural reasons, a respectful approach should be taken to accommodate these needs/requirements.

AV may come across situations where some female YV are not allowed, due to religious or cultural reasons, to wear trousers. Contingencies for this must be in place in order that the YV is not excluded. Please contact the NVCU should such a situation arise.

Awards & Recognition

PSYV Volunteering Award

The PSYV Volunteering Award is available to all YV's who have completed the Initial Training Programme. The award has been credit rated to SCQF Level 4 by the Scottish Police College, Tulliallan.

The award focuses on the key aspects of their training as well as their initial volunteering experience.

On completion of the ITP, a YV can be enrolled onto Module 1 of the PSYV Volunteering Award on the PSYV Learning Platform (Moodle). Here, YV's are required to complete a number of quiz style knowledge checks which will test their understanding in relation to lessons delivered as part of the ITP.

YV's will be permitted two attempts to successfully complete each quiz. If they are not successful after two attempts, they will need to speak with their AV Mentor to review their learning before being given the opportunity to try again.

On completion of Module 1, YV's can progress to Module 2 which will focus on their initial volunteering experience. To complete this section, YV's will be required to complete a number of sections which will test them on their ability to plan for an event, volunteer at the event and then reflect on their experience.

Once a YV has submitted evidence for a minimum of five volunteering events, they will need to liaise with their AV Mentor to decide which of these provides their best evidence. This will be submitted to the GC who will pass it for approval.

Every six months, the Quality Assurance Team alongside the Awards and Qualifications team from Police Scotland will review the submissions and then apply for certificates.

GC's should aim to issue the YV with their certificate at the next local awards ceremony.

Further guidance is available within Appendices 5M & 5N

In Addition, see [Appendix 5W](#) for a flow chart on the PSYV Award.

Awards Ceremonies

Groups should hold local award ceremonies on a yearly basis. The timing of these awards should coincide with the upcoming national awards. The NVCU will advise all local GC's when this will take place to ensure adequate time to hold local award ceremonies.

Each group should award the following:

Adult Volunteer of the Year

This award recognises an adult volunteer for their outstanding commitment to building a brighter future for young people and for going the extra mile to make a real difference to their lives. The recipient has demonstrated leadership with both youths and adults in PSYV. Leadership skills include initiative, dedication, integrity, acceptance of responsibility and teamwork. They are committed to positive change and to building bridges between the community and the Police/PSYV.

Youth Volunteer of the Year

This award recognises a dedicated young volunteer who has shown commitment to PSYV and contributed energy, skill and time. They encourage a spirit of adventure and good citizenship and support local policing priorities through volunteering. They are recognised as keen and committed to PSYV and show enthusiasm in both a learning and volunteering environment and are seen as a developing leader of the future.

Commitment Award

This award recognises that the recipient demonstrates commitment by volunteering in the community with PSYV, attending and contributing to PSYV evenings, and makes an effort in all activities. They are seen to be a youth volunteer with the developing skills of a future leader.

Leadership Award

The recipient of this award has demonstrated or is demonstrating leadership of youths within PSYV. Leadership skills include initiative, dedication, integrity, acceptance of responsibility and teamwork. They are recognised as promoting the aims and objectives of PSYV to not only their fellow youth volunteers but to all of their peers.

Police Award (Local only)

The recipient of this award is recognised as promoting a practical understanding of policing amongst all young people and has an excellent all-round knowledge of the Police Service and how it operates. They have shown a commitment in learning about the police service and the force priorities, values and ethics. This award is no longer part of the national award categories due to the limited evidence made available to decide a worthy winner of the award at a regional/national level.

Partnership Recognition Award (Local only)

This award should be presented to a local or national partner who has assisted your group throughout the last year. How they have assisted will be down to the group to decide however consideration should be given to who provides the venue, who has provided funding or who has provided an experience for the YV's who would have otherwise not had the chance.

Once all groups have held their local awards, the winners will be invited to attend a joint Regional/National award ceremony where the same awards will be presented at a Regional and National level as well as some additional awards.

Saltire Awards

Youth Volunteers (and AV's up to the age of 25) can be awarded for their volunteering hours by registering for Saltire Awards.

Each group is required (as part of the Bronze Inspection) to ensure their YV's are registered for Saltire. See below for guidance on how to do this. There are two options, either way, the GC must be satisfied that their YV's are registered.

1. Enabling/encouraging the volunteers to manage their own Saltire Awards. They need to register for Saltire Awards directly with their local Third Sector Interface either via:
 - a) Setting up a 'My Saltire' online account on the Saltire Awards [website](#) - this facility allows a young person to add the details of where they volunteer and their hours. When they reach the various certificate milestones they get an online prompt to claim their certificate. When they claim their certificate this way it sends an automated electronic request directly to their local TSI who will check that all is in order and approve or deny their request. In most cases they will then issue the certificate to them via their own admin process. The My Saltire manual is available here <https://saltireawards.org.uk/parents/saltire-resources/>
 - or*
 - b) Using the Saltire submission forms to manually register for Saltire Awards, submit their volunteering hours and certificate requests – by sending/emailing them to their local TSI

Either way the volunteer directly liaises with their local TSI about their volunteering, recording and logging their hours and claiming Saltire Awards certificates.

You could assist your volunteers to use the online or manual systems. Keeping regular communication with young volunteers to encourage them to log their hours and claim their certificates will be helpful.

or

2. Processing Saltire Awards on behalf of your volunteers. This involves helping the young people who volunteer with you by processing their award claims for them (however if they wish some might still choose to DIY as above)
 - GC's would register your young volunteers for Saltire Awards with their relevant local TSI
 - GC's would keep a track of the volunteering/volunteering hours that young people are doing with you
 - GC's would claim certificates for your young volunteers from the various TSIs involved

Each volunteer will need to be registered for Saltire Awards with their own local TSI according to where they live.

GC's would then submit claims for certificates on behalf of the volunteers to their relevant TSI. The TSI would then issue the certificates to the GC who could then award them to the volunteers. There are a set of Saltire forms specifically for this too.

or

If you have local branches where your young volunteers are based then each of your branches could liaise directly with their local TSI to process their young volunteers Saltire Awards.

You can get all the forms from the Saltire Website here <https://saltireawards.org.uk/parents/saltire-resources/>

There is also some promotional material you can download and use too.

Complaints Procedures

Should any member of PSYV or their family etc. wish to make a complaint about anyone within their group, they should, in the first instance contact their GC to seek a local resolution.

If the complaint has not been resolved locally or is about the Group Coordinator, the details should be sent by email to volunteercoordination@scotland.pnn.police.uk and passed to the relevant RC.

See [Appendix 5O](#) for the full PSYV Complaints Procedure.

Quality Control

Monthly Survey Monkey Return

GC's will have overall responsibility for the recording of group figures. The SurveyMonkey link will be sent to all GC's on the first Monday of each month and a complete submission is required by 1700hrs on the Friday of that week. These returns which will provide an up to date picture of their group activities including hours and the number of volunteers.

Only hours relating to volunteering events should be included in this return, do not include weekly sessions.

The results of the survey will be published in a monthly report made available to divisional SPOC's.

Should a GC know they will be on A/L, the details should be made available to the DGC who should complete the survey in their absence.

Volunteering Hours Record

Each group has their own spreadsheet for recording the volunteering hours completed by each individual at each event attended.

It is expected that the GC keeps their Volunteering Hours Record ([Appendix 5P](#)) kept up to date by adding any volunteering opportunity and the hours completed by both YV's and AV's. This will automatically total the individual hours of YV's, AV's as well as the total hours completed by the group. Each group has their own form on SharePoint which should be completed following each deployment.

Group Register

The group register should be completed for each weekly session. The main register for each group is held on SharePoint and should be updated by the GC following each weekly session. An example can be seen within [Appendix 5Q](#) however each group has their own already saved within their folder on SharePoint.

This register allows the GC to record the attendance of each YV, AV and total the subscriptions received that night.

The RC will have oversight over the group's attendance. GC's should use this to manage those who fail to regularly attend.

Risk Register

The PSYV operates a Risk Register to cover ongoing national organisational risks to the PSYV Programme. This is a 'live' document which is updated and amended accordingly by the NVCU as situations and parts of the programme develop and change.

The Risk Register is important to ensure that the PSYV Programme foresees and negates, as far as possible, major problems, which could damage the existence and ongoing development of the programme.

This document is held and maintained by the NC.

Inspection Tool

The PSYV operates an Inspection Tool for each group. The tool allows for groups to achieve Bronze, Silver and Gold Awards. The minimum standard that each group must attain is Bronze.

Each group will be inspected by a member of the NVCU once the group has completed the Initial Training Programme and once they have been active for 6 months. The GC is required to complete a self-assessment prior to each inspection using [Appendix 5R](#).

A group will be re-inspected after one year to ensure they are still meeting the required minimum standard.

Should a group fail to achieve the minimum standard they will issued an action plan to address the areas requiring attention. In any case, the NC will review any group who has not achieved the minimum standard and a decision made regarding the suitability for that group to continue operating until the areas for improvement are addressed.

A group can only progress to silver once they have achieved bronze and gold once they have silver etc.

Any group who applies for silver or above will initially be inspected on the criteria of the previous award before being inspected on the additional criteria required to achieve the next level. A group can lose their award should they fail to continue to meet that standard when being re-inspected the following year.

[Appendix 5D](#) provides guidance on the criteria for each level of the award. [Appendices 5S](#), [5T](#) and [5U](#) are for use by RC's and NVCU staff when completing each inspection.

Closing Groups/Group Suspension

The decision to close a group should not be made lightly. Consideration must be given to the effect this may have on the YV involved in the programme and the community in which it is based.

If the closure is unavoidable then consideration should be given to working in partnership with other youth organisations to provide opportunity for the YV to apply for membership therein. **The NC and RC should be notified of any intended group closure, prior to a final decision of this type being made.**

The NC reserves the right to suspend all group activities, in the event of any group found to be operating to a standard which does not reflect National PSYV expectations/standards this includes any second and subsequent failure of the Inspection Tool.