



Type of Document: Volunteer Policy

Version: 2

Registered Owner: Nottinghamshire Police & Crime Commissioner

Author: Kayt Radford

Effective Date: December 2018

Review Date: December 2020

Replaces document (if applicable)

Linked Documents:

Functional owner

Signed: Kayt Radford **Date:** Dec 2018

Name: Kayt Radford

Post: Volunteer Manager

Authorised (Head of Dept/FEG) Charlotte Radford, Chief Finance Officer

Signed: Charlie Radford **Date:** Dec 2018

Name: Charlotte Radford

Post: Chief Finance Officer

Table of Contents

SECTION 1	VERSION CONTROL	2
SECTION 2	BACKGROUND	2
SECTION 3	AIMS / OBJECTIVES.....	2
SECTION 4	DETAILS.....	3
SECTION 5	LEGISLATIVE COMPLIANCE	22

SECTION 1 VERSION CONTROL

Version No.	Date	Post Holder/Author	Post	Reason for Issue
2	Dec 2018	Kayt Radford	Volunteer Manager	Required for Volunteer Schemes

SECTION 2 BACKGROUND

To comply with the principles of good governance and the statutory regulations currently on Police and Crime Commissioners under the Police Reform Act 2002 and for elected Police & Crime Commissioners in the Police Reform & Social Responsibility Act.

SECTION 3 AIMS / OBJECTIVES

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

SECTION 4 DETAILS

Contents

1. Introduction
 2. Purpose of this Policy
 3. Definition of a Volunteer
 4. Why Include Volunteers?
 5. What are the benefits for Volunteers?
 6. Values of NOPCC Volunteer Schemes and Groups
 7. Role Outlines
 8. Recruitment
 9. Selection
 10. Induction & Training
 11. Health Screening
 12. Record Keeping
 13. Retention and Ongoing Support
 14. Payment of Expenses
 15. Risk Management
 16. Health & Safety
 17. Data Protection
 18. Equal Opportunities and Diversity
 19. Complaints Procedure
 20. Confidentiality
-
- Appendix A - Volunteer ID Cards
- Appendix B - Example of Memorandum of Understanding (ICV)
- Appendix C - Information Security
- Appendix E1 - Role Description – Independent Custody Visitor
- Appendix E2 - Role Description – Animal Welfare Visitor
- Appendix E3 - Role Description – Mystery Shopper

1. Introduction

The Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) recognises and values the contribution volunteers can make to the organisation. We aim to support all our volunteers so that they will benefit from their volunteer experience but at the same time meets the needs of the NOPCC volunteer schemes. This policy explains how we will achieve and manage this volunteering relationship.

2. Purpose of this Policy

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

3. Definition of a Volunteer

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

4. Why Include Volunteers?

There are many reasons to involve volunteers. These include:

- Volunteers can bring a different perspective to the NOPCC, often one that reflects the views of the local community.
- Volunteers can bring credibility to an organisation – giving their time for free indicates that the work is of value.
- Volunteers can bring a fresh approach which includes diversity of knowledge and experience.

5. What are the benefits for volunteers?

- Volunteer opportunities can provide new challenges and enables people to learn new skills.
- Volunteering can be a stepping stone into employment or training opportunities.
- By donating their time, volunteers can provide support to the criminal justice system in Nottinghamshire.
- Volunteering can provide opportunities to meet like-minded people.
- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding.
- Volunteering can improve health and wellbeing.

6. Values of NOPCC Volunteer Schemes and Groups

NOPCC are committed to the following:

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

7. Role Outlines

NOPCC volunteers come from a variety of backgrounds and sections of the community and have no direct or indirect involvement in the criminal justice system. This is to prevent possible conflicts of interests for the individual, and to maintain the independence of the schemes.

Independent Custody Visiting Scheme

Independent Custody Visitors (ICVs) are members of the local community who visit custody suites unannounced, to check on the welfare of detainees. **(Appendix E1 – Role Description)**

Animal Welfare Scheme

Animal Welfare Volunteers are independent members of the local community, who visit police dog kennels unannounced, to check on the welfare of animals engaged in police work. **(Appendix E2 – Role Description)**

Mystery Shopping Scheme

Mystery Shoppers are members of the local community who act as customers and undertake a series of agreed tasks, which monitor the quality and delivery of customer service. **(Appendix E3 – Role Description)**

PROCEDURES

8. Recruitment

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

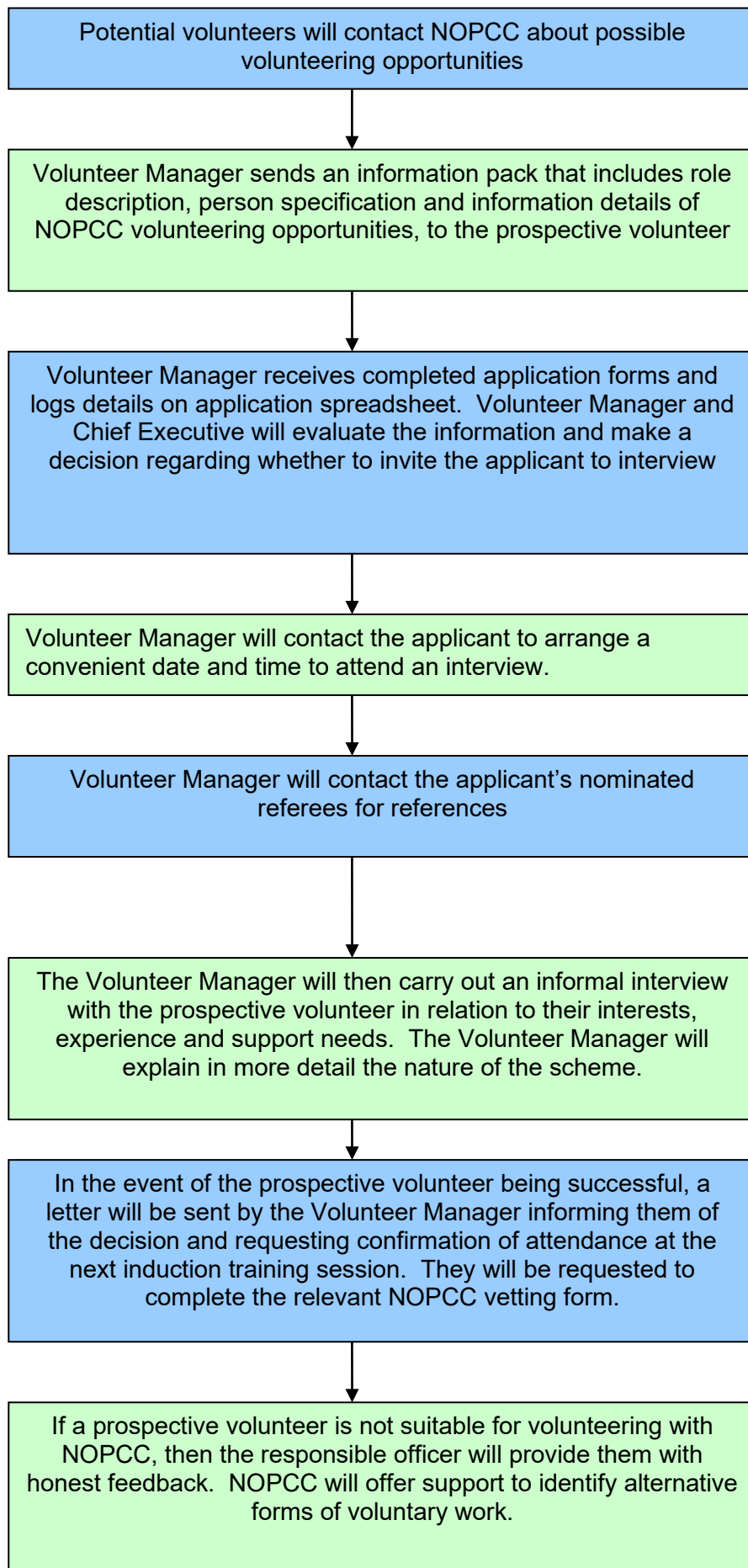
NOPCC will:

- Raise awareness of volunteering opportunities through Nottinghamshire CVS, voluntary/community groups and organisations.
- Display posters and leaflets in community places such as healthcare and local authority premises throughout Nottinghamshire.
- Establish links with universities, local companies and places of worship.
- Use existing NOPCC publications such as the Annual Report, to raise the profile of NOPCC volunteer schemes and volunteering opportunities.

- Promote volunteering opportunities through pro-active press releases and radio interviews to local media.
- Take opportunities to exhibit at community events and sites.
- Actively promote the schemes through formal and informal processes.

9. Selection

The NOPCC operates a formal recruitment and selection process which reflects the importance and responsibility of the volunteer roles that individuals are asked to undertake. For example, dealing with vulnerable people and reporting. The following process has, therefore, been adopted:



- **Criminal Convictions**

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

- **Security Vetting**

All prospective volunteers are subject a security vetting process and, if successful, they will be recruited a NOPCC volunteer. Vetting is renewed every 3 years and this process is monitored by the NOPCC Volunteer Manager.

10. Induction and Training

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

The Volunteer Manager will provide a mandatory induction during the initial training session. This will include:

- A brief overview of NOPCC.
- Introduction to volunteering – role, expectations of volunteers and NOPCC.
- A contact list of volunteers and Volunteer Manager.
- Copies of all relevant policies.
- Essential procedures i.e. rota, how to complete an expenses claim form etc.
- The importance of information governance – in particular confidentiality.
- Equal opportunities.
- Memorandum of Understanding for signature (**see Appendix B for an example**).
- Health and Safety Awareness.
- Risk assessments.

As part of the induction, the Volunteer Manager will clarify individual training needs as outlined in the training plan.

Volunteers will be supplied with NOPCC ID badges and will be expected to wear these whenever they are carrying out duties. They should only be used for the purpose of the volunteer role and if used for any other purpose, it may be withdrawn and their appointment as a volunteer with NOPCC may be terminated (**Appendix A – Volunteer ID Cards**).

Volunteer driver's insurance

- Legally, only third party insurance is required, however it is good practice for the driver to have comprehensive insurance.
- It is not necessary to notify the insurer if a volunteer's own car is used only for journeys between the volunteer's home and the usual place of volunteering
- The insurer must be notified in writing if the car is used for the volunteering activity itself, otherwise the policy may be invalidated, which could result in the

- driver being personally liable for any damage or injuries sustained in an accident. The same requirements apply if a volunteer uses someone else's car.
- The volunteer should ask for volunteering activity to be included in their 'leisure use' premium and there shouldn't be any extra costs incurred with this. It is the volunteer's responsibility to be insured for their duties. The responsible officer should ensure that volunteers have told their insurance company about the new use of their vehicles, as not doing so could invalidate their cover in the event of an accident.

11. Health Screening

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

Applicants for volunteer positions will be required to sign a declaration regarding their fitness to undertake the role assigned to them and must agree to notify their Volunteer Manager should there be any change in their fitness/health that would prevent them from carrying out their role. This declaration will form part of the Memorandum of Understanding (**See Appendix B - ICV memorandum of understanding attached as an example**).

12. Record keeping

An electronic file is created for each volunteer. Recruitment documents and signed copies of declarations and memorandum of understanding will be stored electronically. Copies of relevant documents will also be kept during the term of the volunteers time served for example, training records, 1-2-1 forms, correspondence, emergency contact details and exit questionnaires.

On leaving the scheme, details of notice to be placed on file with date of leaving. These files will be retained for one year.

13. Retention and Ongoing Support

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

- In addition to the Volunteer Manager, who will be the main point of contact at NOPCC, the volunteer will also be able to discuss any issues relating to their voluntary role with the Chief Executive.
- Volunteers will undergo a 6 month probation review meeting with the Volunteer Manager.
- The volunteer will have supervision on a one to one basis every 2 years with the Volunteer Manager. During these sessions, both parties will reflect on performance and experiences over the last few months and will have a discussion around training needs for the future. Notes from the meeting will be taken and signed and dated by both parties to show that it is an accurate record of what was discussed.
- In addition to the 2 year one to one supervision, the volunteer can contact the Volunteer Manager at any time to arrange a meeting if they need additional support.
- A review will be undertaken with the Volunteer Manager after 3 years of service to discuss their role.

- Volunteers will be invited to attend quarterly team meetings to network with other volunteers and raise any concerns.
- Volunteers can call in to the NOPCC office to discuss any issues, but it is advisable to phone first to check the availability of staff.
- Volunteers are encouraged to bring any areas of concern to the attention of the Volunteer Manager.
- Volunteers will be offered a variety of training to meet the needs of the scheme they are volunteering for.
- NOPCC will hold a yearly celebration event to thank all volunteers for their contribution.
- If a volunteer decides to leave, an exit questionnaire will be forwarded to the volunteer when leaving their volunteer role and an informal exit interview will be offered with the Volunteer Manager.

14. Payment of Expenses

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

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

What expenses can be claimed

The following are legitimate expenses:

- Travel between home and the place of volunteering (private/public transport) including parking. Mileage can be claimed at 45p per mile for all makes of car regardless of engine size.
- Miscellaneous costs such as telephone calls.
- Overnight accommodation for conferences if required.

Rail Tickets/Taxis

Rail tickets can be purchased in advance by contacting the Volunteer Manager.

Taxis should be authorised by the Chief Finance Officer who will arrange for payment on the Police and Crime Commissioner's Account.

UK Conferences/Meetings

Attendance at conferences must be approved in advance by the NOPCC.

The NOPCC will normally arrange accommodation (including breakfast) and travel for volunteers. Payment will be made direct from the NOPCC office.

15. Risk Management

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

- For each role, a risk assessment will be undertaken by NOPCC and a copy supplied to the volunteers on commencement of their role.
- Volunteers are covered by the Nottinghamshire Police insurance policy (in the Public and Employees Liability Cover) for the role they have agreed to carry out.

16. Health and Safety

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

17. Data Protection (GDPR)

Volunteers can be reassured that NOPCC only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

18. Equal Opportunities and Diversity

The NOPCC is committed to equal opportunities and diversity. This commitment extends to our volunteers and the NOPCC welcomes everyone from our community as a volunteer. NOPCC will not discriminate against volunteers on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Furthermore the NOPCC recognises and values the different backgrounds, skills, outlooks and experiences which volunteers bring to the organisation.

19. Complaints Procedure

(i) Complaint made against a Volunteer

Any complaint made against a volunteer should be communicated to the Volunteer Manager as soon as possible (but at least within 14 calendar days following the incident that is the subject of the complaint). The Volunteer Manager will investigate this by speaking to the parties concerned and seeking to address the complaint informally. Should the severity of the complaint be significant or form part of a series of complaints relating to a particular individual, a formal process to remove the volunteer may be invoked.

(ii) Complaint made by a Volunteer

Any volunteer who wishes to make a complaint about their general role and conditions, or any other relevant matter, should notify the Volunteer Manager as soon as possible. In all cases, complaints will be investigated by speaking to the parties concerned and seeking to address the complaint informally. If necessary, depending on the severity or consistency of the complaint, the NOPCC will review the circumstances leading to the complaint and consider what, if any, remedial action is required to resolve it.

If the complaint is about the Volunteer Manager, the matter should be notified to the Chief Executive of the NOPCC.

Complaints against an individual police officer or member of police staff must be immediately brought to the attention of the Volunteer Manager who will seek to resolve these in discussion with Nottinghamshire Police.

(iii) **Removal of a Volunteer**

There may be occasions when the Office of the Police and Crime Commissioner may need to consider suspending/removing from the Scheme, either because of misconduct or unacceptable performance within the role. This may include such matters as:

- being convicted of a criminal offence
- breaching confidentiality
- inappropriate behaviour
- bringing the Scheme into disrepute
- unsatisfactory performance in the role
- falsifying an expense claim

If such an occasion should arise, the Volunteer Manager will notify the volunteer concerned of their immediate suspension pending investigation.

The Volunteer Manager will notify the circumstances and make a recommendation to the Chief Executive for them to assess and make a determination on removal of the volunteer from the Scheme. The Volunteer Manager will advise the volunteer concerned that their removal from the scheme is being considered. Details of the grounds for removal will also be given in writing.

The Volunteer Manager will notify the volunteer in writing of the decision made by the Chief Executive & Monitoring Officer. A decision to remove the volunteer from the scheme will take immediate effect.

(iv) **Right of Appeal against Removal from the Scheme**

Should the volunteer concerned be dissatisfied by the decision to remove them from the Scheme, he or she will have the right of appeal to the Police and Crime Commissioner. This appeal should be made in writing within 14 calendar days of receiving the letter informing them of their removal. The volunteer will be informed in writing of the outcome of their appeal.

20. Confidentiality

Due to the nature of the volunteering roles within NOPCC it is important that confidentiality is maintained. Volunteers should not, either during service as a Volunteer, nor at any time after service termination, use for their own purposes (or for any purposes other than those of NOPCC) any confidential information which may have come to their knowledge during their voluntary service. Volunteers should be aware that the unauthorised disclosure of information or data may constitute an offence under Section 5 of the Official Secrets Act 1989, and the Data Protection Act 1998. **(Appendix C – Information Security)**

VOLUNTEER IDENTITY CARDS

General

Identity Cards will be issued to NOPCC Volunteers and each card will be provided with the standard holder and lanyard.

Volunteer Responsibilities

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

NOPCC Volunteers must wear their identity cards when present in non-public areas of Nottinghamshire Police premises. These items must not be worn whilst not on Nottinghamshire Police premises and must be stored securely when not in use.

Volunteer Manager Responsibilities

The Volunteer Manager must ensure that Volunteers are provided with the prescribed form of identification card and that these are worn at all times by volunteers when in non-public areas of Nottinghamshire Police premises.

If a Volunteer reports that his card has been lost or stolen, reasonable efforts must be made to recover the item, and the loss must be reported to the Force Information Security Manager.

When a Volunteer ceases employment with the NOPCC, his/her identity card must be withdrawn and the card must be securely destroyed.

16. Maintain effective working relationships with police staff as set out in the Scheme guidelines.
17. Keep the identity card safe and only use it for custody visiting business.
18. Complete a six-month probationary period and participate fully in the three-yearly Independent Custody Visitor reviews.
19. At each three year review period, ICV must be willing to review their undertakings.
20. To renew your commitment to the scheme, ICV will re-sign the Memorandum of Understanding annually.
21. Inform the Office of the Police and Crime Commissioner of any change in circumstance which affects scheme administration or their status as an Independent Custody Visitor.
22. Inform the Office of the Police and Crime Commissioner when withdrawing from the role and return the identity card and any other documentation.
23. Be open to constructive advice and any change in procedure or protocol as advised by the Scheme Administrator.
23.
 - i. provide guidance and support to Probationer ICVs and,
 - ii. to ensure the OPCC can effectively assess a probationer's performance provide appropriate feedback as required during the 6 month probationary period;
24. Undertake a minimum of 12 visits per year.
25. Undertake a minimum of 1 training session per year.
26. Is physically fit to carry out the duties outlined in the role profile and agrees to notify the Volunteer Manager if there are any changes regarding fitness that may prevent the ICV from carrying out their duties.

In return the OPCC will:

1. Ensure Independent Custody Visitors are fully supported in the performance of their role.
2. Keep up to date with Home Office/Independent Custody Visiting Association (ICVA) guidance and best practice.
3. Inform Independent Custody Visitors of developments within their own scheme and to advise on developments in Independent Custody Visiting, both locally and nationally.

4. Ensure where necessary that any issues/concerns arising from custody visits are dealt with by the Force and reported back.
5. Provide visiting rosters and updating contact details as necessary.
6. Provide refresher training within scheme guidelines.
7. Provide for guidance a handbook including details of the Scheme.
8. Process expense claims in a timely and efficient manner.
9. Process any complaints made against Independent Custody Visitors in accordance with the Scheme guidelines.
10. Process the removal of any Custody Visitor from the Scheme in accordance with the Scheme's guidelines.
11. Provide Custody Visitors with identification cards.
12. Provide an opportunity for custody visitors to meet each other and Volunteer Manager to discuss any issues they may wish to raise.

Signature of Custody Visitor

Print name in full

Date

**Signed on behalf of the
Commissioner**

Date

**ACCEPTANCE OF INDIVIDUAL RESPONSIBILITY TO
MAINTAIN SECURITY OF NOTTINGHAMSHIRE POLICE/NOTTINGHAMSHIRE POLICE
AND CRIME COMMISSIONER
INFORMATION**

Information is a vital component in the provision of an effective police service. Nottinghamshire Police/Nottinghamshire Police and Crime Commissioner keeps and processes a large amount of information that is often sensitive in nature and is required to protect life and property prevent and detect crime and assist in the apprehension and prosecution of offenders.

Whilst working for the organisation, you will gather, use and disclose information for all sorts of reasons whilst undertaking your duties. You must be aware of the implications for both yourself and the organisation if you misuse that information. You will be advised how you should utilise police information so that it is given to the right people for the right purpose at the right time on a need to know basis.

The following declaration must be signed to signify that you accept your responsibilities to abide by Nottinghamshire Police/Nottinghamshire Police and Crime Commissioner requirements relating to security of information at all times.

DECLARATION

Information security

I understand that I am personally responsible for the protection and security of all information that I handle, use and disclose during the course of my work for the Nottinghamshire Office of the Police and Crime Commissioner. I understand my personal responsibilities, including the fact that I may be held personally liable for non-compliance.

**OFFICIAL SECRETS ACT 1911 TO 1989
Data Protection Act 1998
Computer Misuse Act 1990**

1. I have been informed that information documents or other articles protected against disclosure by the provisions of the said Acts relating to security or intelligence, defence or International relations, may come into my possession as a result of my work for the Nottinghamshire Office of the Police and Crime Commissioner on terms requiring it to be held in confidence.
2. I understand that, knowing such information, documents or other articles are so protected against disclosure, I may be prosecuted for an offence under the said Acts, should I disclose without lawful authority any or any part of such information, documents or other articles.
- 3 I understand that the above declaration continues to apply when my work for the Nottinghamshire Office of the Police and Crime Commissioner has ended.

I understand that it is mandatory that all Non Police Personnel are vetted in accordance with the Nottinghamshire Police Vetting Policy and Procedure and that the Nottinghamshire Office of the Police and Crime Commissioner reserves the right, without explanation, to withdraw consent for access to force premises or information systems.

Signature of Volunteer _____

Print name in full _____

Date _____

**Signed on behalf of the
Nottinghamshire Police
and Crime Commissioner** _____

Date _____

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITOR

ROLE DESCRIPTION

1. To carryout the duties of an Independent Custody Visitor, including visits, in accordance with the scheme's guidelines and the training provided.
2. To arrange visits to designated custody suites with fellow Custody Visitors during allotted periods and/or in accordance with the agreed roster.
3. To undertake weekend and late night visits to designated custody suites.
4. To advise the NOPCC, and fellow Independent Custody Visitors of any problems with rostered/planned visits. If required, make arrangements for another Visitor to substitute as necessary.
5. To check on the conditions in which detainees are kept, their health and well-being and that they are receiving their rights and entitlements, with reference to the Police and Criminal Evidence Act (PACE).
6. Where appropriate, consult detainees custody records to clarify and check any concerns they have raised.
7. To discuss with the Detention Officer any concerns and requests arising from the custody visits and bring to the Detention Officers attention any issue that need to be dealt with.
8. To complete the Independent Custody Visiting Report Form ensuring that all relevant information is recorded correctly, clearly and concisely and that the copies of the form are sent to the appropriate departments.
9. To attend Independent Custody Visiting Team meetings.
10. To attend initial and ongoing training sessions, as appropriate (minimum of one per year).
11. To complete and submit expense claims in accordance with the scheme guidelines.
12. To carryout the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the scheme.

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITOR

ROLE DESCRIPTION

1. To arrange visits to kennels with fellow Animal Welfare Volunteers in line with agreed rosters.
2. To keep the NOPCC Volunteer Scheme Administrator and fellow Animal Welfare Visitors informed of any problems with rostered welfare visits.
3. To carry out visits to kennels in line with the scheme guidelines and training.
4. To check on the condition of animals in line with the five freedoms.
5. To discuss with Nottinghamshire Police officers or staff any concerns relating to the animals.
6. To complete the relevant report forms, ensuring that all information is recorded correctly and concisely.
7. To complete and submit expenses claims promptly and in accordance with the scheme guidelines.
8. To attend training sessions as appropriate.
9. To attend meetings of Animal Welfare Visitors as appropriate.
10. To observe Health and Safety requirements and to take reasonable care when conducting visits.
11. In general to carry out all duties in accordance with the Animal Welfare Scheme.

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER

MYSTERY SHOPPER VOLUNTEER

ROLE DESCRIPTION

Role Purpose:

Working as a volunteer for the Office of the Police & Crime Commissioner, you will support the Commissioner in a range of activities to review and evaluate the customer service and engagement process of Nottinghamshire Police.

Principal Duties and Responsibilities:

Day to day duties and responsibilities will cover all or some of the following general activities. These activities are designed to provide guidelines rather than describe in detail specific roles.

1. A Mystery Shopper will act as a customer and undertake a series of agreed tasks, which monitor the quality and delivery of customer service.
2. A Mystery Shopper will report back on their experiences in a detailed and objective way to provide information to the Commissioner to help him review the quality and delivery of policing in Nottinghamshire.
3. A Mystery Shopper will undertake tasks set out in an agreed Programme in line with the Mystery Shopper Scheme Guidance.
4. A Mystery Shopper will attend Team Meetings and Training as required.
5. A Mystery Shopper will complete and submit expense claim forms in accordance with the scheme guidelines.
6. A Mystery Shopper will carry out their duties with regard to the Health & Safety requirements of the Scheme.

SECTION 5 LEGISLATIVE COMPLIANCE

This document has been drafted to comply with the general and specific duties in the Race Relations (Amendment) Act 2000, Data Protection, Freedom of Information Act, European Convention of Human Rights and other legislation relevant to the area of policing such as, Employment Act 2002, Disability Discrimination Act 1995, Sex Discrimination Act 1975 and Employment Relations Act 1999.