



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland  
Your Communities - Your Commissioner

# **ANIMAL WELFARE SCHEME HANDBOOK**

**VERSION: 1  
NEXT FULL REVISION: APRIL 2023**



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland  
Your Communities - Your Commissioner



## **LEICESTERSHIRE ANIMAL WELFARE SCHEME**

### **VOLUNTEER POLICY STATEMENT**

The Police and Crime Commissioner (PCC) welcomes volunteer involvement and recognises the value of their work.

Those who volunteer care about where we live and the communities we belong to and volunteer to help improve the quality of life for others.

People from all walks of life volunteer for many different reasons and for the benefit of others, and the PCC encourages volunteer involvement equally across the community in order to reflect the diversity of our society.

We provide continuous training for all our volunteers and strive to ensure that the environment in which our volunteers operate is safe, secure and healthy and free from harassment, intimidation, bullying, violence and discrimination.

The PCC ensures that volunteers are paid out-of-pocket expenses to make volunteering accessible to all and to ensure that they do not suffer a financial burden as a result of their volunteering.

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## **1. Background of Animal Welfare Visiting**

- 1.1 The death of a police dog whilst in training in Essex in 2014 and the subsequent prosecution of police officers, resulted in an understandable loss of public confidence in police dog training methods, generated adverse comment in the media and caused animal welfare organisations such as the RSPCA and the NCDL to stop donating dogs to the service. In response to these issues, the ACPO Police Dog Sub-Committee embarked upon a thorough review of police dog training and has developed a six-point strategy aimed at restoring public confidence by ensuring that police training methods are humane, ethical and transparent.
- 1.2 Central to this issue of re-building public confidence and ensuring that the welfare of animals engaged in police work is maintained and any mistreatment is identified and dealt with promptly, is a need for transparency. In other words, the training and welfare of animals engaged on police work must be open and, as importantly, be seen to be open. To this end, an Animal Welfare Scheme was introduced which enables members of the local community to observe and report upon the conditions under which the police dogs are housed, trained and transported.
- 1.3 Animal Welfare Scheme Visitors are independent members of the local community, who may be accompanied by professionals from animal welfare organisations, who will visit police animal training centres unannounced to check on the welfare of animals engaged in police work. They 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 scheme as a whole.
- 1.4 The operation of the scheme is now the responsibility of the Leicestershire Police and Crime Commissioner, and that responsibility is exercised, in consultation with the Chief Constable. The Commissioner has the final responsibility in all matters relating to the operation of the scheme.

## **2. Objectives of the scheme**

- 2.1 The purpose of the scheme is to enable members of the local community with the assistance of the appropriate national animal welfare organisations to observe, comment and report on the welfare of animals engaged in Police work, with a view to securing greater understanding and confidence in these matters.
- 2.2 These arrangements also provide an independent check on police training methods and the conditions under which the animals are transported and housed in order that it can be demonstrated that such methods are humane, ethical and open to public accountability.

## **3. Eligibility**

- 3.1 Animal Welfare Scheme Visitors should be independent persons of good character who are able to make unbiased observations and electronic complete reports about the detail of their visits. Applicants who have been convicted of an offence, or who have been charged with any animal welfare issue may not be suitable for this volunteer role. Applicants will therefore be asked to disclose any relevant convictions and consent to vetting checks being made by Leicestershire Police and other professional animal welfare organisations. The Leicestershire Office of the Police and Crime Commissioner (OPCC) reserve the right to refuse an applicant to become an Animal Welfare Scheme Visitor.
- 3.2 The OPCC will not appoint magistrates, serving or former police officers or special constables as an Animal Welfare Scheme (AWS) Visitor. Each application will be treated on his/her/their own

merits, but the OPCC seeks to prevent any conflict of interest in order to maintain the independence and integrity of the scheme.

#### **4. Training**

- 4.1 Applicants will be invited to attend an information/training session organised by the OPCC in consultation with Leicestershire Police and other animal welfare organisations. The training will be one day in duration and cover training methods and transportation for the animals, animal welfare and health and safety.
- 4.2 The OPCC may also arrange training sessions in response to new training practices and procedures adopted by Leicestershire Police.
- 4.3 Experienced AWS volunteers have the opportunity to train new recruits during their 6 months probationary period, acting as a buddy.

#### **5. Accreditation and handbook**

- 5.1 Following notification of their appointment and training, the OPCC will issue each AWS volunteer with an identity card. The pass should be worn visibly on the outer clothing when on site at Leicestershire Police Headquarters.
- 5.2 AWS volunteer identity cards should be used only for the purpose of making visits. If anyone is found to be using their card for any other purpose it will be withdrawn and their AWS volunteer role will be terminated.
- 5.3 AWS volunteers will receive a handbook containing details of the operation of the scheme, a list of the police premises subject to the scheme, a list of the members of the visiting panel, including contact telephone numbers. At the start of their visit, volunteers will receive a list of police dog handlers and their dogs.

#### **6. Term of office**

- 6.1 Newly appointed AWS volunteers will complete a six-month probationary period.
- 6.2 The term of office of AWS volunteer should be three years with an option for renewal for further three-year terms.

#### **7. Frequency of visits and arrangements for visits**

- 7.1 Leicestershire Police dog kennels should receive a minimum of one visit every month. Access will be granted between the hours of 7am-1pm and 3pm-8pm and subject to staff being available. Access will not be unreasonably withheld and rationale provided for a delay over 15 minutes. AWS volunteers may inspect the conditions in which dogs are kept and be allowed access to any welfare, and training records respectively. They may also speak to trainers, trainees, dog handlers, support staff and veterinary surgeons used by Leicestershire Police Dog Section. See **Appendix 9 flowchart for arranging animal welfare scheme visits.**
- 7.2 AWS volunteers may also wish to look at 'offsite' training which may involve walking over farmland and rough fields. Volunteers should wear suitable footwear for this activity. This type of visit should be arranged through the Volunteer Manager or Leicestershire Police Dog Section.

7.3 The Commissioner may review the frequency of visits from time to time.

## **8. Confidentiality**

8.1 During the course of their duties, AWS Volunteers may acquire confidential information and will therefore be asked to sign a confidentiality agreement. AWS volunteers should be aware that the improper disclosure of information acquired during a visit might attract civil or criminal proceedings. Confidential information must not be included in the written reports sent to the OPCC.

8.2 Should an AWS volunteer receive information or a complaint regarding the welfare of an animal, this information should be forwarded immediately to the OPCC. The OPCC will forward the complaint to the RSPCA as soon as possible. The RSPCA representative will investigate any allegation made.

8.3 AWS volunteer names, addresses or telephone numbers are issued in the strictest confidence and are shared with other AWS volunteers only for the purposes of arranging visits. Personal details should not be used for any other purpose.

## **9. Conduct of Visits**

9.1 When conducting a visit, the AWS volunteers will visit in pairs and always be accompanied by a dog handler or a member of staff from the Leicestershire Police Dog Kennels. AWS volunteers must adhere to advice given by dog handlers and members of staff at the Leicestershire Police Dog Kennels with regard to health and safety issues. Volunteers will not be entitled to visit officer's private residences to inspect kennel facilities, but in exceptional circumstances, a volunteer may be asked to accompany a police officer to a dog handler's home. However, volunteers may raise concerns about the welfare of a specific animal to the Inspector who may authorise the inspection of kennels maintained at a dog handler's home. Following consultation with the AWS volunteer concerned, the Inspector will submit a full report to the OPCC.

9.2 All visits carried out by AWS volunteers must meet the accepted standards endorsed by the RSPCA, the OPCC and Leicestershire Police.

## **10. Safety and Security**

10.1 AWS Volunteers are provided with Health & Safety advice as part of their initial training. In addition, the OPCC will carry out risk assessments periodically to ensure the safety and accessibility for AWS Volunteers and will distribute the risk assessments accordingly. The risk assessment will be reviewed on an annual basis reviewed if an incident occurs.

## **11. Access to all areas where animals are held, trained and transported**

11.1 AWS Volunteers will wish to satisfy themselves that these areas are clean, tidy and in a reasonable state of repair and that bedding is clean and adequate. It is not necessary to inspect stores but AWS Volunteers should establish that there are adequate stocks of bedding and food and food is in date. They may inspect empty kennels to check they are in an acceptable condition to house the animals.

## **12. Medical Conditions**

12.1 AWS Volunteers will wish to pay particular attention to any animal suffering from illness, injury or disability. They should satisfy themselves that, if appropriate, a veterinarian has been informed

and establish what instructions for medical treatment have been given and whether they have been carried out.

### **13. Completion of reports and follow up actions**

- 13.1 At the conclusion of each visit and before leaving the police premises, the AWS Volunteer will complete an electronic visit report, this will be on an iPad device via Microsoft Teams – Forms application. The iPad will be located within a locker at the Dog Section. All the data from each visit will be stored on a secure excel database.
- 13.2 The Volunteer Manager will share feedback received from the report forms and response from Leicestershire Police.

### **14. Reports on treatments and conditions**

- 14.1 If a visit discloses any aspect of the treatment of animals or conditions which are unsatisfactory, they should be included on the report and raised with the duty officer at the time. Any action which the duty officer takes should also be recorded on the report form.

### **15. Serious injury or death of a police animal**

- 15.1 Where a serious injury or death of a police animal occurs, the Superintendent responsible will notify the OPCC.

### **16. Complaints procedure**

#### **16.1 Complaint made against an Animal Welfare Volunteer**

Any complaint made against an Animal Welfare 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.

#### **16.2 Complaint made by an Animal Welfare Volunteer**

Any AWS 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 OPCC 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 OPCC.

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 Leicestershire Police.



### 6.3 Removal of an Animal Welfare 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 decide 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. A decision to remove the volunteer from the scheme will take immediate effect.

### 16.4 Right of Appeal against Removal from the Scheme

Should the volunteer concerned be dissatisfied by the decision to remove them from the Scheme, he/she/they 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.

## 17. Reports on issues arising out of visits

17.1 The Volunteer Manager will immediately take up any issues arising from reports with the Officer in Charge of Dog Section.

17.2 The Volunteer Manager will call 4 team meetings a year for AWS volunteers where concerns may be discussed with the Inspector in charge of Dog Section. The meetings may take place virtually via MS Teams.

## 18. Expenses

18.1 The AWS role is voluntary, but travel expenses will be payable to all volunteers. Expenses include public transport fares, or private car mileage at 45p per mile will be paid. Expenses can also be claimed for attending training sessions. Expense claims must be made on the appropriate form (**Appendix 5 Expenses Policy, Appendix 6 Expenses Form**).

## **19. Insurance**

- 19.1 The OPCC has arranged appropriate insurance cover for the AWS volunteers during visits, through Leicestershire Police.
- 19.2 AWS volunteers will receive information and advice on Risk Assessments carried out by Leicestershire Police.

## **20. Publicity Guidelines**

- 20.1 It is generally desirable that the role and aims of the scheme should be promoted to the public. AWS volunteers must, however, bear in mind that the purpose of publicity is to inform the public about the scheme and not draw attention to individual cases or to themselves.
- 20.2 Any invitation to speak to the press, or local groups or organisations, about any aspect of AWS scheme be referred to the OPCC and should not be undertaken by individual volunteers, except at the request of the Commissioner, who will in normal circumstances have consulted with the Chief Constable.
- 20.3 AWS volunteers should remember that they are accountable to the Commissioner, and not to the press or individual members of the public.



**LEICESTERSHIRE POLICE & CRIME COMMISSIONER  
ANIMAL WELFARE SCHEME VISITORS REPORT FORM**

**This form will be completed electronically on an iPad device at Force Headquarters Leicestershire**

**Day and Date of Visit:** .....

**Time of Visit: From** ..... **To** .....

**Names of Dogs Seen:**


**Names of Handlers/Kennel Police Staff Seen:**

--	--	--	--

**Checklist: (Refer to The Animal Welfare Independent Visitors Scheme Dogs Trust and NPCC Handbook)**

Need for a suitable environment		Need for a suitable diet		Need to be housed with, or apart from, other animals	
Need to be able to exhibit normal behaviour patterns		Need to be protected from pain, suffering, injury and disease			

**Checklist for Kennel Environment:**

1	Walls and internal surfaces in kennel blocks are clean and hygienic for repeated use by a number of different dogs and remain impervious.	
2	Separate indoor sleeping areas to the runs (free from draughts, dry, quiet etc) within the kennels with suitable bedding for all dogs to be able to rest where required.	
3	Effective temperature control (not just ambient temperature) that is monitored regularly in the kennels to ensure dogs are kept comfortable. Temperature to be between 10C (50F) and 26C (79F)	
4	A written and observed cleaning regime for the accommodation using an appropriate disinfectant (in precise details) that is effective against micro-organisms responsible for canine diseases especially parvoviral.	
5	Solid barriers/screens in the exercise area are well maintained so that dogs cannot see other dogs all the time to assist with any behavioural problems.	
6	A clear system for monitoring the dogs' health and welfare (including behaviour) and actions taken (and recorded) as a result of this system is in place.	

7	Kennels free from hazards eg sharp or broken tiles, broken mesh, rough surface etc which could cause injury to dogs.	
8	Environmental enrichment e.g. toys, tunnels and platforms and food activity feeders etc. are available to provide stimulation and help address behavioural problems.	
9	Colour coded cleaning equipment for each kennel block is being used and kept in good condition, to prevent transmission of disease.	
10	Adequate isolation facilities to ensure infected dogs are physically isolated from all other dogs and kennels with effective solid barriers to prevent the spread of infectious diseases.	
11	Clipboards placed outside each kennel with daily record sheets for efficient monitoring of health and welfare of the dogs.	

**Reasons for Concern/General Comments:**

.....  
.....  
.....  
.....  
.....  
.....  
.....

Tick as appropriate:

Written logs checked?	
Vehicles checked of Dogs?	
Dogs Training observed?	

Name of Visitor 1	
Name of Visitor 2	
Name of Officer in Charge	



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## APPENDIX 2a

# Leicester, Leicestershire & Rutland Police and Crime Commissioner

## Animal Welfare Scheme

### Role Description

1. To arrange visits to kennels with fellow Animal Welfare Scheme Volunteers in line with agreed rosters.
2. To keep the Volunteer Manager and fellow AWS volunteers 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 needs.
5. To discuss with the Leicestershire 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 quarterly AWS team meetings 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.



## Independent Visitor – Animal Welfare Scheme

### Person Specification

Essential Criteria	Measure by
1. Must be at least 18 years of age.	Application
2. Must live or work in the Police and Crime Commissioner area.	Application
3. Has some experience/knowledge of working with animals, whether in a paid or a voluntary role	Application/interview
4. Has sufficient time and flexibility to carry out the role of Animal Welfare Volunteer.	Interview
5. Will work as a member of a team to carry out the Police and Crime Commissioner's visiting programme.	Interview
6. Is able to communicate well both verbally and in writing.	Application/interview
7. Understands and will behave in accordance with the Police and Crime Commissioner's equal opportunities policies.	Interview
8. Is able to take an independent and impartial view of animal welfare based on evidence.	Interview
9. Is able to maintain confidentiality.	Interview
Desirable	Measure by
1. Some Knowledge of the five needs.	Interview/Application
2. Significant experience and or qualifications in animal welfare.	Application/Training
3. Experience/knowledge of working with dogs.	Interview/Application
4. Demonstrates ability to complete forms.	Application
5. Ability to use IT.	Interview

TYPE OF RISK ASSESSMENT: **Assessment of risks posed to third parties**

**APPENDIX 3**

**TASK/TITLE: Animal Welfare Scheme (AWS)**

AREA/DEPT: OPCC

THOSE AT RISK: Animal Welfare Scheme Visitors (AWS Visitors), police personnel, staff

AUTHORISING MANAGER: Rupert Matthews, Police and Crime Commissioner

AUTHORISING COMMITTEE AND CHAIR: OPCC Senior Management Team Meeting 06/04/2022

<b>Version control – complete each time risk is reviewed</b>				
<b>Date</b>	<b>Version</b>	<b>Reason for amendment</b>	<b>Completed by</b>	<b>Date sent to H&amp;S unit</b>
18/03/2022	1	First version of AWS handbook	D.Dave	18/03/2022

Further information about the role: The operation of the AWS is now the responsibility of the OPCC and this exercised in consultation with the Chief Constable. AWS Visitors will make unannounced visits in pairs to Leicestershire Police Dog Unit. They will check on the conditions in which dogs are housed, trained and transported and complete an electronic visit report feedback form via an iPad device. Feedback from their visits will be shared with the OPCC Volunteers Manager, the sergeant at the Dog Section and AWS Scheme co-ordinator at Dogs Trust. The AWS visitors will always be accompanied by an officer or staff member during their visit who will ensure that the dogs are secure in their kennels before proceeding or on a lead if the dogs are on training. There is no physical contact with the dogs and all dogs are vaccinated. The AWS visitors will receive a brief at the start of the visit which will include the details of dogs on-site, the fire evacuation procedure and if there are any dogs that are isolating due to infection. This risk assessment documented is provided to AWS visitors within their handbook.

## LEICESTERSHIRE OPCC ANIMAL WELFARE SCHEME RISK ASSESSMENT FORM

SUB TASK		ACCIDENT, INJURY, HAZARD				LIKELIHOOD		RISK	
No.	Description of sub-task including who is involved	Accident (how and why)	Reasonably Foreseeable Worst Case Injury	Hazard	Hazard level (H) (1-5)	Likelihood factors (e.g. previous harm, frequency of activity, special groups etc)	Existing Controls in place	Likelihood level (L) (1-5)	Risk level (HxL)
1.	AWS Visitors will be attending the dog section to complete an Animal Welfare Visit. They will check on the conditions in which dogs are housed, trained and transported and complete an electronic visit report form via an iPad device. There will be no physical contact with the dogs.	Attack from dogs	Life changing injury	Dogs	5	<p>The Dogs will be on lead if they are on training or secured in the kennels. There are 2 AWS Visitors and they will always be accompanied by a police officer of staff.</p> <p>The officer or staff member is available for the duration of the visit to take control if required. The AWS visitors will be there for approximately one hour.</p>	<p>A key control in place is that the dogs are always secured in a kennel, enclosure or on a lead for the whole time. There is no physical contact with the dogs.</p> <p>AWS Visitors will be accompanied by an officer or staff member during the visit who will ensure that the dogs are secure in their kennels before proceeding. This is the case for the whole visit.</p> <p>AWS Visitors to receive a safety briefing by escorting staff on first and subsequent visits to establish whether there any health and safety hazards they should be aware of. This is displayed on the wall at the Dog Section.</p> <p>Dog section also have their own risk assessment, this is on display at the dog unit.</p>	L1	3 (Low)



		Trips whilst walking around dog section	Minor injury requiring first aid	Items left outside kennels	2	There is 1 dog per kennel. There are 5 AWS Visitors, undertaking 1 visit per month at Leicestershire FHQ.	To control trips and falls, all items are removed and signs to warn visitors if there are any hazards.	1	2 (Low)
		Fire and explosion	Life changing injury	Heat/ smoke/ explosive	5	The last fire report for the SSD committee showed the dog unit was fully compliant on the fire alarm, emergency lighting and fire drill. February 2022.	Recap of fire arrangements provided to AWS Visitors on each visit, including assembly points and evacuation procedures if inside. This is in their initial brief and documented on the wall at the Dog Unit and AWS Visitors briefed on that during the start of the visit.  Fire alarms and emergency lighting is maintained. Weekly alarm tests and quarterly monthly light tests are kept at Leicestershire FHQ. This is included within the Dog Unit fire risk assessment.  Contingency plans and procedures exist in relation to suspect objects that may cause a fire or explosion. Such concerns are reported immediately to a member of staff.	1	5 (Low)
		Exposure to infections and diseases	Sickness	Infection/ transfer of disease	2		Access to dogs with infection will be controlled and communicated to AWS Visitors beforehand. All dogs are vaccinated and dogs with health concerns won't be in the kennels and will be isolated. PPE is also available if required. Decontamination processes are ensured. All PPE will be taken from the AWS visitors and destroyed. It is extremely unlikely that visitors will be exposed to infection from dogs. All dogs are vaccinated and would not come into kennels if unwell. In the event that they did have such a dog then access to all visitors would be denied.	1	2 (Low)

FURTHER ACTION REQUIRED				
No	Further Control Measures Required	Who is responsible and by When	Date and detail of action	Residual risk level
1.	Ongoing training for Independent Visitors – Animal Welfare Scheme on Health and Safety issues. Initial training and refresher training will be provided and regular contact via quarterly team meetings.	Volunteer Manager and Force Lead Officer for Kennel Environment.	30 March 2022	

Planned review date: 13/04/2023

## Risk rating

### Severity of injury/hazard level (potential for harm)

1	Very minor injury/ill-health requiring no first-aid
2	Minor/less serious injury/ill-health requiring first-aid or medical attention
3	Serious injury/ill-health (non-RIDDOR) lasting up to seven days
4	Major injury as defined by RIDDOR or over seven day absence from full duties. Major ill-health with over seven days absence.
5	Single or multiple fatality or life/career changing injury/ill-health.

### Likelihood (of hazard being realised) level

1	Very unlikely (occurring once every five years or more).
2	Unlikely (occurring once every 1-5 years).
3	Likely (occurring once every 6-12 months).
4	Very likely (occurring every 1-6 months).
5	Certain (occurring at least once a month).

# Risk matrix

		Likelihood level				
x		1	2	3	4	5
Hazard level	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

1-4	Very low
5-9	Low
10-14	Medium
15-19	High
20-25	Very high

## **Animal Welfare Scheme**

### **MEMORANDUM OF UNDERSTANDING**

I \_\_\_\_\_ (full name) as an accredited member of the Leicestershire Police and Crime Commissioner's Animal Welfare Scheme, do undertake to:-

1. Maintain a high standard of personal conduct, integrity and appearance.
2. Arrange animal welfare visits with Visitors, in line with the agreed rosters.
3. Keep the Volunteer Manager informed of any problems with attending rostered visits.
4. Always carry out animal welfare visits in pairs when seeing detainees.
5. Carry out animal welfare visits in line with the Scheme guidelines and training.
6. Check on the conditions in which dogs are kept, their health and well-being in accordance with the five freedoms.
7. Discuss with kennel staff any concerns and requests arising from the visit and any issues that need to be dealt with.
8. Complete the animal welfare report form electronically, making sure the information is recorded correctly, clearly and concisely.
9. Maintain confidentiality and impartiality in relation to all parties involved in the visiting process.
10. Make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified.
11. Complete and submit expense claims in line with the scheme guidelines or as instructed by the Volunteer Manager.
12. Attend Animal Welfare Team Meetings.
13. Carry out the duties of an animal welfare scheme visitor with regard to the Health and Safety requirement of the Scheme.
14. Maintain effective working relationships with police staff as set out in the Scheme guidelines.
15. Keep the identity card safe and only use it for visiting purpose.

16. Complete a six-month probationary period and participate fully in the three-yearly reviews.
17. Inform the Office of the Police and Crime Commissioner of any change in circumstance which affects scheme administration or their status as an Independent Visitor - AWS
18. Inform the Office of the Police and Crime Commissioner when withdrawing from the role and return the identity card and any other documentation.
19. Be open to constructive advice and any change in procedure or protocol as advised by the Volunteer Manager.
20.
  - i. provide guidance and support to probationer volunteers and,
  - ii. to ensure the OPCC can effectively assess a probationer's performance provide appropriate feedback as required during the 6 month probationary period;
21. Undertake a minimum of 4 visits per year.
22. 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 animal welfare visitor from carrying out their duties.

**In return the OPCC will:**

1. Ensure animal welfare visitors are fully supported in the performance of their role.
2. Keep up to date with RSPCA guidance and best practice.
3. Inform animal welfare visitors of developments within their own scheme and to advise on developments nationally.
4. Ensure where necessary that any issues/concerns arising from visits are dealt with by Leicestershire Police and reported back.
5. Provide visiting rosters and update 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 animal welfare visitors in accordance with the Scheme guidelines.
10. Process the removal of any animal welfare visitor from the Scheme in accordance with the Scheme's guidelines.

- 11. Provide animal welfare visitors with identification cards.
- 12. Provide an opportunity for animal welfare visitors to meet each other and Volunteer Manager to discuss any issues they may wish to raise.

**Signature of Independent Visitor**  
**Animal Welfare Scheme** \_\_\_\_\_

**Print name in full** \_\_\_\_\_

**Date** \_\_\_\_\_



## **Volunteer Expenses Policy**

### **Statement of Policy**

1. The Police and Crime Commissioner ensures that volunteers are paid out-of-pocket expenses to make volunteering accessible to all and to ensure that they do not suffer a financial burden as a result of their volunteering.

### **Rationale**

2. Volunteers give their time and skills free of charge, so it is fair that they should be reimbursed for any expenses they incur whilst doing so. For equal opportunities reasons, the opportunity to volunteer should be available to all. The potential cost of volunteering should not be a factor that discourages anyone from becoming a volunteer.

### **Scope of Policy**

3. The document provides information on expenses that can be reimbursed and the process for claiming them.
4. Volunteers are never remunerated; they are simply reimbursed for out-of-pocket expenditure. This is to prevent problems both for the organisation and the individuals themselves in respect of tax and income maintenance benefits.

### **Expenses Eligible for Reimbursement**

5. Volunteers are expected to choose the most cost effective means available for travel and support expenditures, whilst also continuing to meet their personal requirements.
6. The following are considered legitimate expenses:
  - Travel from home to the location of volunteering.
  - Travel undertaken in the course of volunteering.
  - Car park charges (where appropriate).
  - Telephone calls.
  - Costs to enable volunteering/involvement such as a signer, carer, interpreter or translator.
7. The office will make necessary arrangements for costs involved in conference and training events. Health and safety equipment will also be provided if required (e.g. protective clothing).

### **Allowances**

8. Travel allowances are aligned to HM Revenue and Customs rates as follows:

Car/Van	45p per mile
Motorcycle	24p per mile
Bicycle	20p per mile
Carrying extra passenger	5p per mile

9. Taxi fares will be reimbursed in justifiable circumstances, for example volunteers requiring particular accessible transport or when limited public transport is available for carrying out work during unsocial hours.
10. Expense claims in relation to taxi fares and all other legitimate expenses will be reimbursed provided that receipts are attached to the claim form. Expenses incurred from telephone bills will be compensated upon receipt of itemised bills with relevant calls marked.

### **Procedure for Claiming Expenses**

11. The individual responsible for managing volunteer activities will supply claim forms regularly.
12. Claims should be submitted on form E18 on a monthly basis, or within a 2 month period of the expense being incurred, direct to the OPCC. Claims submitted outside of this timescale may not be reimbursed.
13. Claims without evidence (i.e. itemised bills or receipts) where required not be reimbursed.
14. All expense forms must be signed by the volunteer, checked against attendance data and signed by the authorised post holder before submission to the Finance team.
15. The Office of the Police and Crime Commissioner (OPCC) intends to make payment by the Bank Automated Clearing System (BACS) within 14 days of receipt of a claim form. In exceptional circumstances, a cheque or cash payment can be made.
16. Volunteers are encouraged to claim expenses as this enables the OPCC to accurately measure costs.

### **Publicity of the Policy**

17. Staff members are responsible for ensuring that all current and future volunteers are made aware of their entitlement to claim expenses and the process for doing so.

### **Review of the Policy**

18. The policy will be reviewed annually.

Next review date: 13/04/2023



# APPENDIX 6

## LEICESTERSHIRE OPCC ANIMAL WELFARE SCHEME VISITOR – CLAIM FOR EXPENSES

NAME (Block letters) \_\_\_\_\_

ADDRESS (Block letters) \_\_\_\_\_ Month \_\_\_\_\_

<u>Date</u>	<u>Destination</u>	<u>Reason for Journey (Custody Visit/Meeting/Training)</u>	<u>Mileage</u>	<u>Bus Fares</u>	<u>Other Expenses (i.e. Postage/ Car Parking)</u>
<b>TOTALS:</b>					

I confirm that this claim is a true record of duties undertaken and expenses incurred in relation to Independent Custody Visiting and that the insurance cover for the use of my vehicle for custody visits is covered within my motor vehicle policy. Receipts **must be** provided to support expenses.

Signature of Claimant: \_\_\_\_\_ Date: \_\_\_\_\_

**Upon completion, please forward to: Office of the Police & Crime Commissioner, St Johns, Enderby, Leicester, LE19 2BX**

Checked and Approved \_\_\_\_\_ Date \_\_\_\_\_ Signed \_\_\_\_\_ BLOCK CAPITALS \_\_\_\_\_



**LEICESTERSHIRE POLICE AND CRIME COMMISSIONER  
ANMIAL WELFARE SCHEME**

**VOLUNTEER EXIT FORM**

The purpose of this form is to identify any underlying reasons for Volunteers leaving the Scheme and to help assess any necessary steps that may prevent other volunteers from leaving for similar reasons. This information will also assist the Police and Crime Commissioner to conduct an effective role analysis and project training needs for other Volunteers.

**NAME:** .....

**ADDRESS:** .....

**DATE APPOINTED:** .....

**LEAVING DATE:** .....

**1. What is your reason for leaving?**

.....  
.....

**2. If you have accepted another volunteer role, what attracted you to it?**

.....  
.....

**3. In relation to your time as a Volunteer, do you have any suggestions for improvement?**

.....  
.....  
.....

**4. How do you feel about the training you have been offered or received?**

.....  
.....

**5. What have the relationships been like between yourself, fellow Volunteers and Police and Crime Commissioner staff and could they be improved?**

.....  
.....

**6. Are there any other comments that you wish to make?**

.....  
.....

**SIGNATURE OF VOLUNTEER:**

.....

**DATE:** .....

**SIGNATURE OF VOLUNTEER MANAGER:**

.....

**DATE:** .....

On self completion, please return this form to the Volunteer Manager, Police and  
Crime Commissioner's Office, St Johns, Enderby, Leicestershire, LE19 2BX