

Key Messages

- Overall, the Benchmarking exercise shows that PSVs in Avon and Somerset contribute more hours per year compared to the national average (46 hours per year), totalling at an estimated 8,554 hours per annum.
- Around 40% of PSVs had less than 2 years' service with 26% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Other'.
- In total, 58 PSVs completed the national survey, achieving an estimated 30% response rate from Avon and Somerset. The results show that PSVs in Avon and Somerset compared to the national average were:
 - More likely to agree that the Force maximises the use of the time that they give;
 - More likely to receive sufficient ongoing training to remain effective as a volunteer;
 - More likely to agree that the Force communicates sufficiently; and
 - More likely to agree their morale was good and they felt valued.
- The most common suggestions to improve the volunteering experience in Avon and Somerset were for more volunteering opportunities, better coordination of volunteers by Avon and Somerset, and better communication.

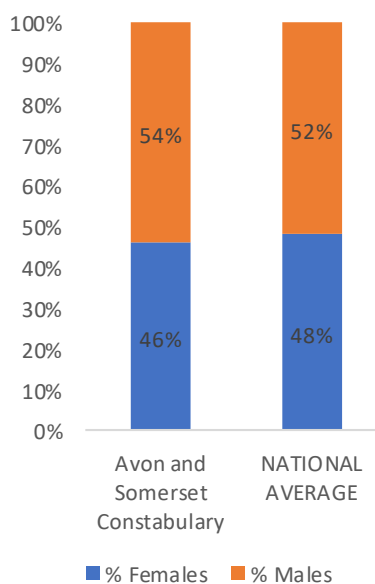
Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Avon and Somerset. Therefore, it is supplementary to the national benchmarking report (Britton *et al.*, 2021) and the national survey results report (Callender *et al.*, 2021).

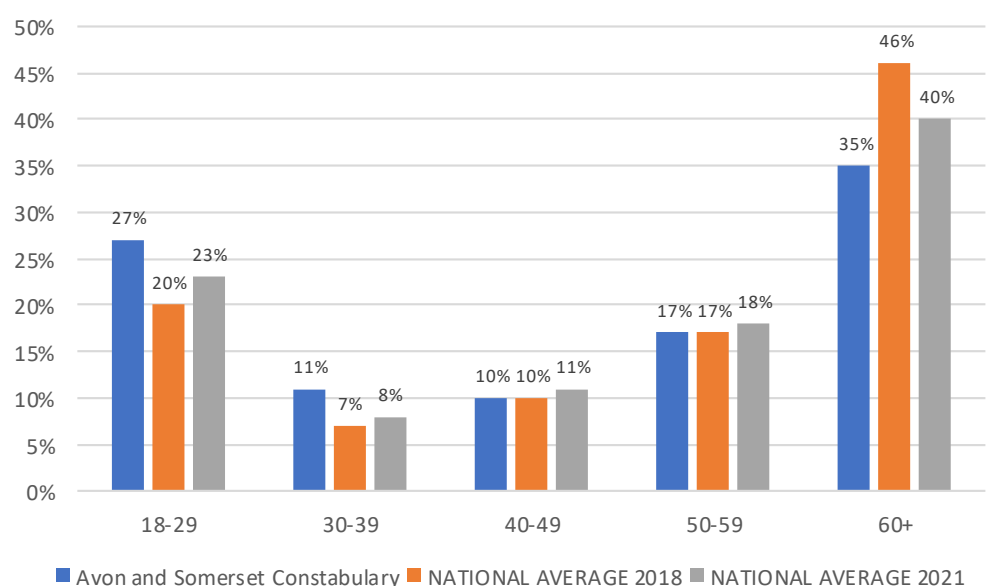
Key Statistics from Benchmarking Report

Of 25 forces (out of 44 surveyed) which provided data on hours served by PSVs, it was estimated that on average each PSV completed **25 hours per year**. Based on the estimated total number of PSVs nationally, this equates to approximately **190,000** hours total. It is noted, however, this data has been gathered over the Covid-19 period, when the vast majority of forces have seen a marked reduction in PSV activity due to lockdowns, shielding, and other health and practical concerns. Based on data provided for Avon and Somerset, it was estimated that **8,554 hours** were completed by their PSVs, which equates to **45 hours per year** on average, which is greater than the national average. In terms of demographic profile, Avon and Somerset has a slightly lower proportion of female volunteers, a higher proportion of volunteers who are aged between 18 and 39 years, and has a higher proportion of volunteers who have been volunteering for less than one year.

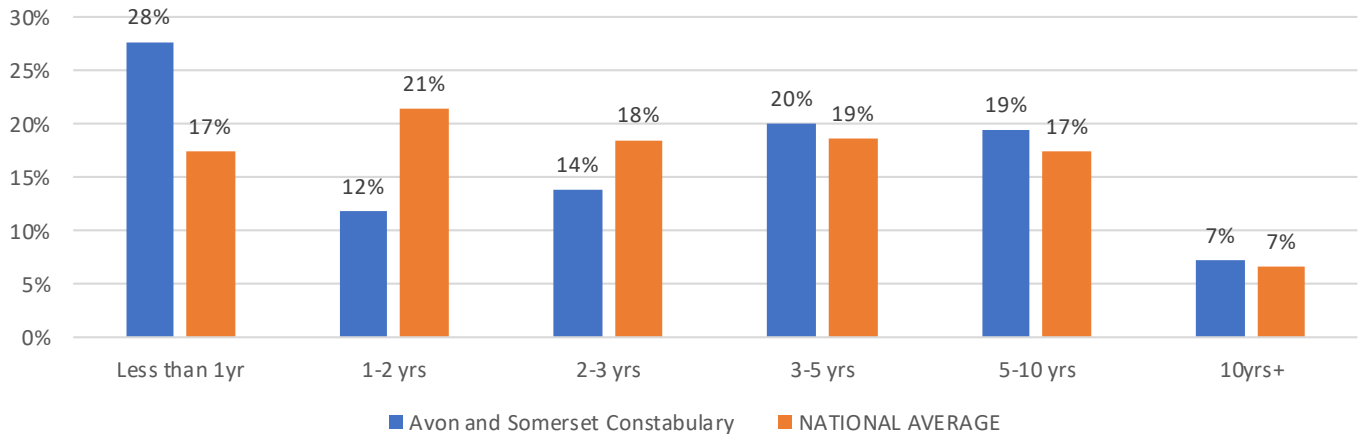
Gender Profile



Age Profile



Length of Service Profile



Leavers

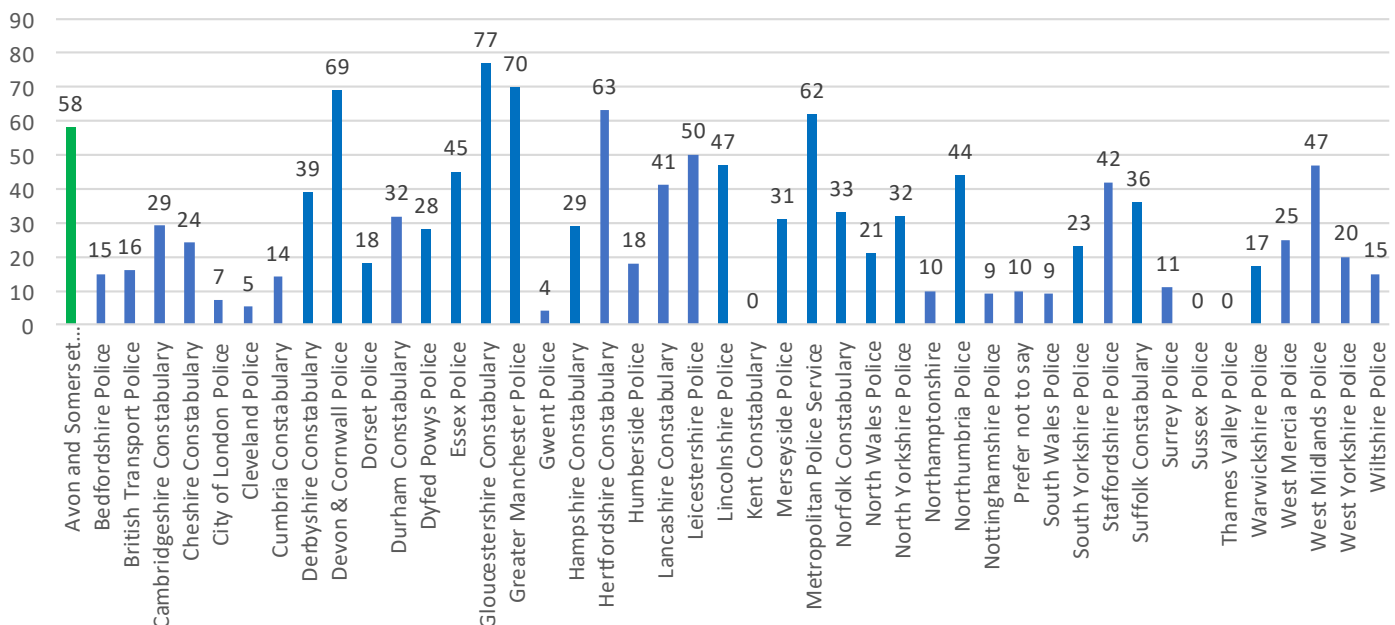
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this. 14.4% were stopping being a PSV due to a career change and 10% had their voluntary employment terminated.

In Avon and Somerset, there were 86 leavers captured in the benchmarking file for the year 20/21, and the average number of months a PSV had served prior to them leaving was 61. The most common reason for leaving the PSV role was recorded as 'Other', with 31% of the sample leaving due to this, followed by 'Personal reasons' (14%).

Key Findings from the National Survey of PSVs

Overall, **1,305** Police Support Volunteers (PSVs) completed the survey, which represents a **17%** response rate against benchmarking data where it is detailed that there are approximately **7,632** PSVs nationwide. There were **58** PSVs who completed the survey from Avon and Somerset, which represents a **30%** response rate against benchmarking data where it was detailed there are **192** PSVs.

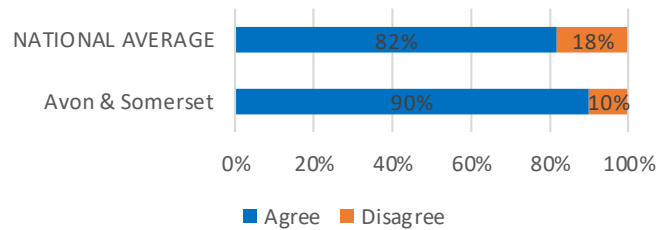
PSV Survey Responses per Force



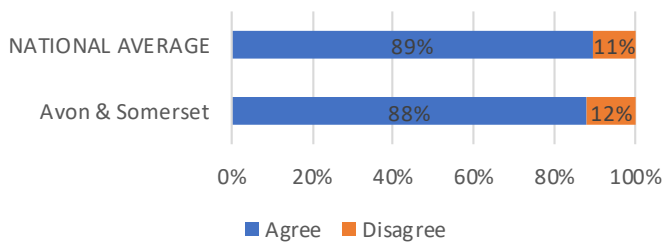
Key Findings

MANAGEMENT: Results from the survey were positive in terms of management, with a higher proportion of PSVs agreeing that the Force maximises the use of time volunteered and communicates with them sufficiently compared to the national average. A similar proportion to the national average agreed that they felt supported by their line manager.

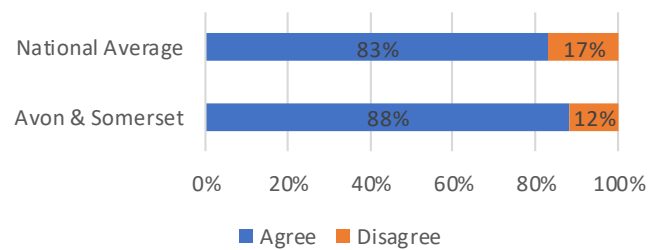
The Force maximises the use of the time that I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

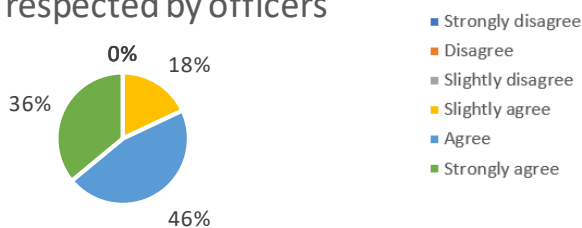


RELATIONSHIPS WITH OFFICERS AND STAFF:

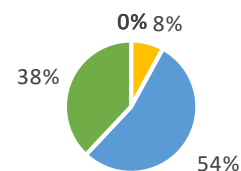
In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with very few survey respondents disagreeing with statements below.

“The Force provide regular feedback and I have excellent contact and support by my line manager. I can see that my volunteering efforts are being appreciated at all levels across the Force”

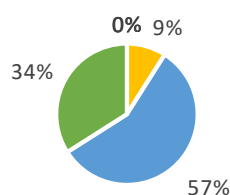
I feel respected by officers



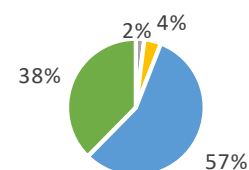
I have a good relationship with officers



I feel respected by staff



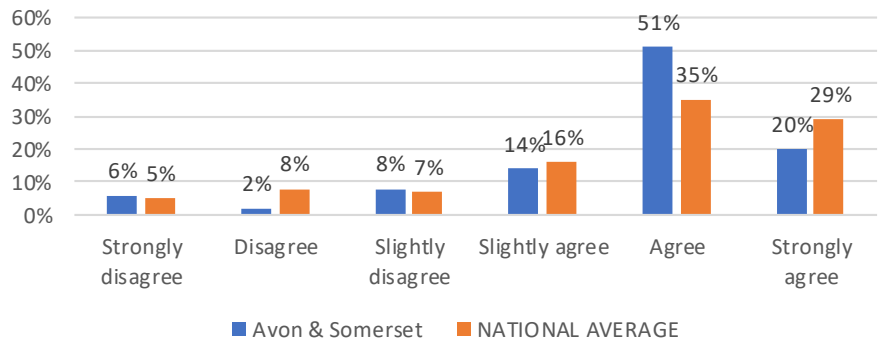
I have a good relationship with staff



“I think it’s great to be able to assist the police in their work and enable staff, financial and other resources to be concentrated on front line policing”

I am receiving sufficient ongoing training to remain effective in my role as a volunteer

TRAINING: In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (85% vs. 80%) respectively compared to the national average.



Avon and Somerset PSV Feedback: How can the volunteering experience be improved?

24 PSVs from Avon and Somerset Police Force recommended ways in which their volunteering experience could be improved. The most common suggestions were for more volunteering opportunities, better coordination of volunteers by Avon and Somerset, and better communication.

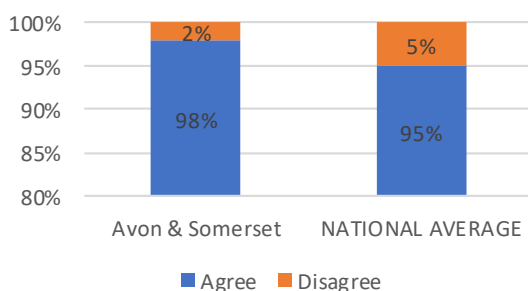
“The ability to volunteer at times outside the 0800-1600 Monday to Friday”

“Maybe a bit more communication from my line manager. I would like to see more volunteering opportunities”

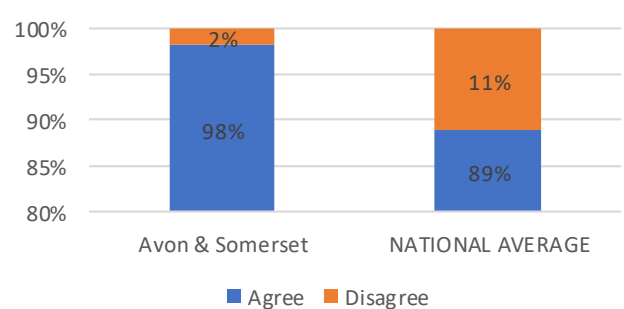
“With better specific communications from HR regarding the status of applications, and perhaps why they can’t give a time frame instead of leaving candidates to speculate”

MORALE AND VALUE: A higher proportion of PSVs agreed that morale was good in Avon & Somerset compared to the national average. There was also a higher proportion of PSVs who felt valued by the Force.

I would describe my morale as being good



I feel valued by my Force



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