

Key Messages

- British Transport Police PSVs completed 15 hours per year on average, less than the national average.
- The most common reasons for leaving were ‘Terminated’ (50%) and ‘Other’ (50%).
- In total, 16 PSVs completed the national survey, achieving an estimated 9% response rate from British Transport Police. The results show that PSVs in British Transport Police 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; and
 - More likely to feel morale was good and that they were valued by their force.
- The most common suggestions to improve the volunteering experience in British Transport Police were for better utilisation of volunteers’ existing skills, and for better training and supervision.

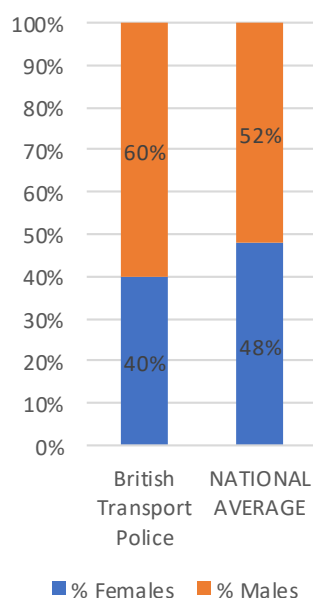
Introduction

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

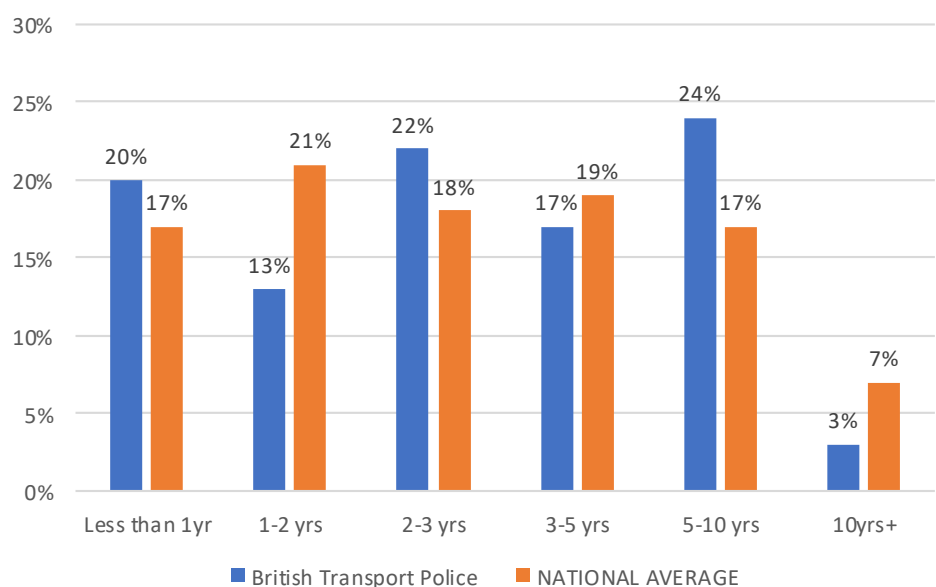
Key Statistics from Benchmarking Report

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 British Transport Police, it was estimated that **2726 hours** were completed by their PSVs, which equates to **15 hours per year** on average, which is less than the national average. In terms of demographic profile, British Transport Police has a slightly lower proportion of female volunteers and has a higher proportion of volunteers who have been volunteering for less than 3 years. No data was provided for age.

Gender Profile



Length of Service Profile



Leavers

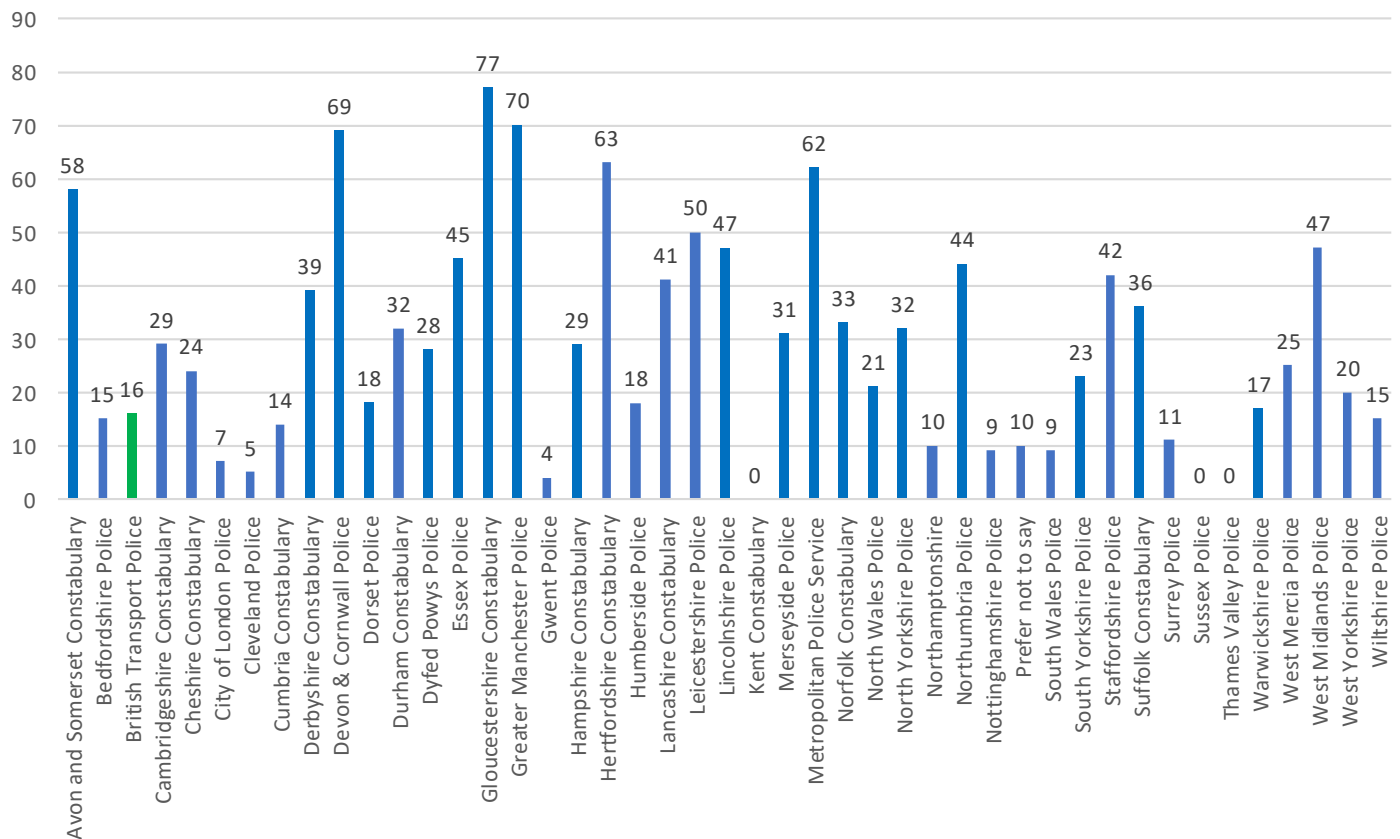
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In the British Transport Police, there were 28 leavers captured in the benchmarking file for the year 20/21, however leaving information was only submitted for 4 PSVs. The most common reasons for leaving the PSV role was recorded as 'Other' in 50% of the sample, and 'Terminated' for the remaining 50%.

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 **16** PSVs who completed the survey from British Transport Police, which represents approximately a **9%** response rate against benchmarking data where it was detailed there are **182** PSVs.

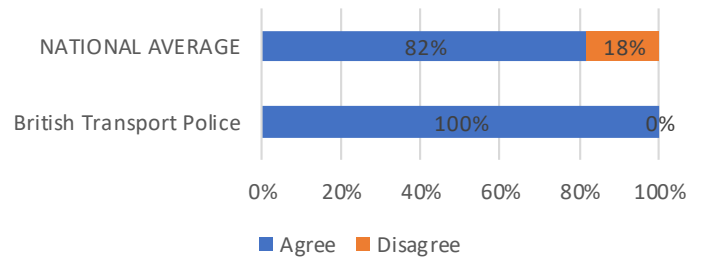
PSV Survey Responses per Force



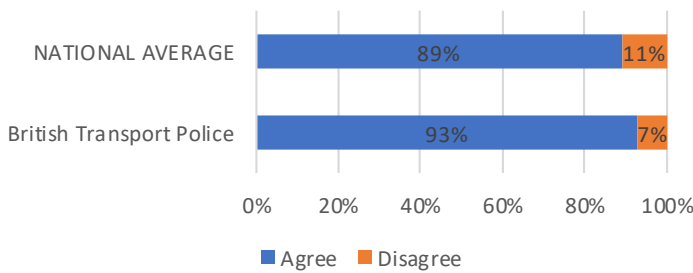
Key Findings

MANAGEMENT: In terms of management, more PSVs than the national average agreed that they felt supported by their line manager and that their Force communicated with them sufficiently. All PSVs felt the Force maximises the time they give, a higher proportion than the national average.

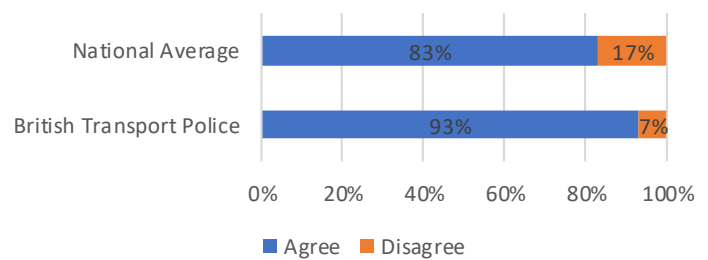
The force maximises the time that I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

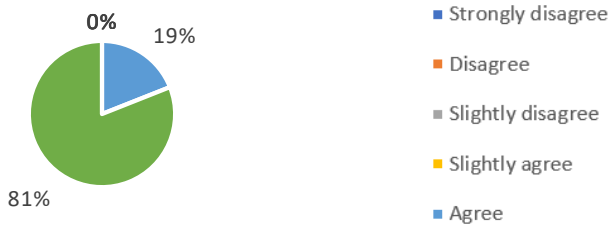


RELATIONSHIPS WITH OFFICERS AND STAFF:

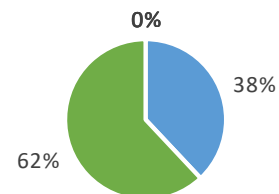
In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with very few survey respondents disagreeing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

“By volunteering my time with the force this enables other members of staff to free up their time to complete other jobs”

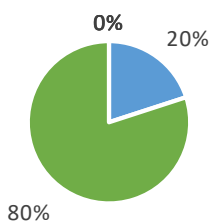
I feel respected by officers



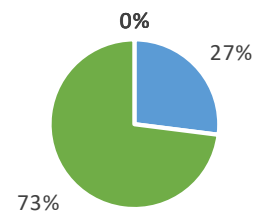
I have a good relationship with officers



I feel respected by staff



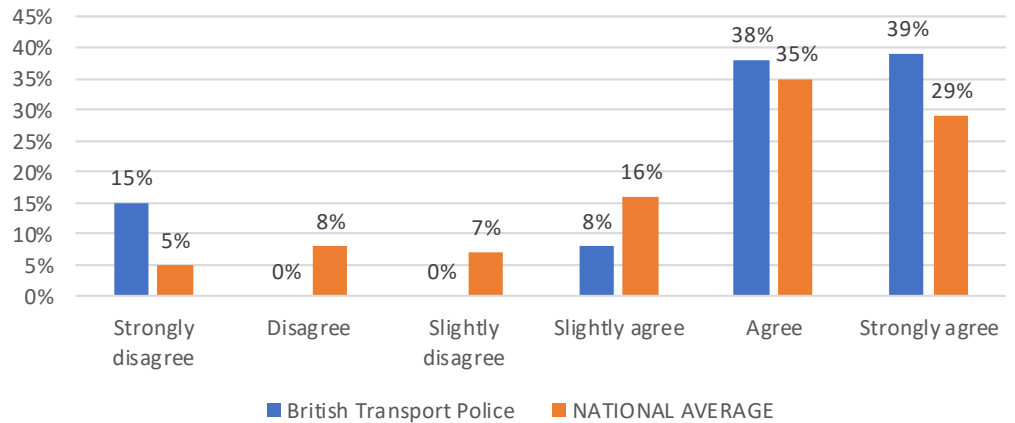
I have a good relationship with staff



“I get feedback from the Police Officers and PCSOs that my volunteering does make a big difference”

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.



British Transport Police PSV Feedback: How can the volunteering experience be improved?

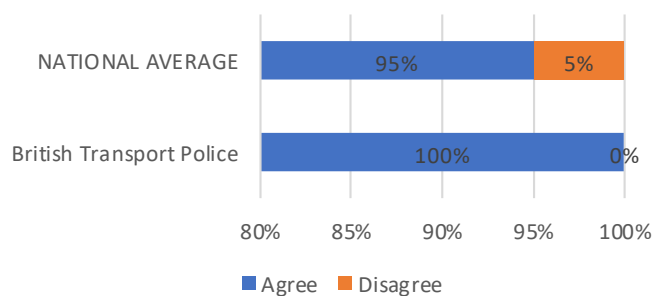
6 PSVs from British Transport Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for better utilisation of volunteers' existing skills, and for better training and supervision.

“Ask if volunteers could help with anything else related to their skills”

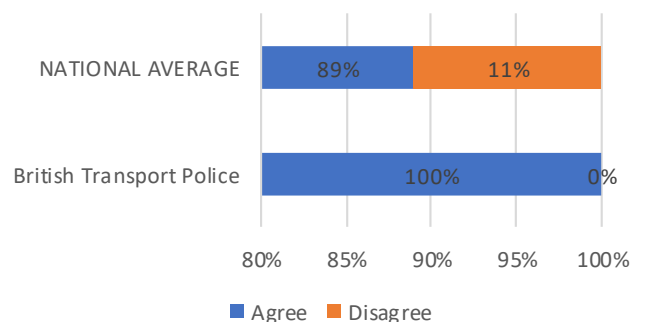
“More contact from management with a view to what I should or could be doing.”

MORALE AND VALUE: A higher proportion of PSVs than the national average agreed morale was good and that they felt valued by their force, with all respondents agreeing with the statements below.

I would describe my morale as being good



I feel valued by my force



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