

Key Messages

- PSVs in Cambridgeshire completed 26 hours per year on average, a similar amount to the national average.
- In total, 29 PSVs completed the national survey, achieving an estimated 24% response rate from Cambridgeshire Constabulary. The results show that PSVs in Cambridgeshire compared to the national average were:
 - Less likely to agree that the Force maximises the use of the time that they give;
 - Less likely to agree their Force communicates sufficiently;
 - Less likely to receive sufficient ongoing training to remain effective as a volunteer; and
 - Less likely to feel morale was good.
- The most common suggestions to improve the PSV experience were for increased resources, such as a uniform, and for better training.

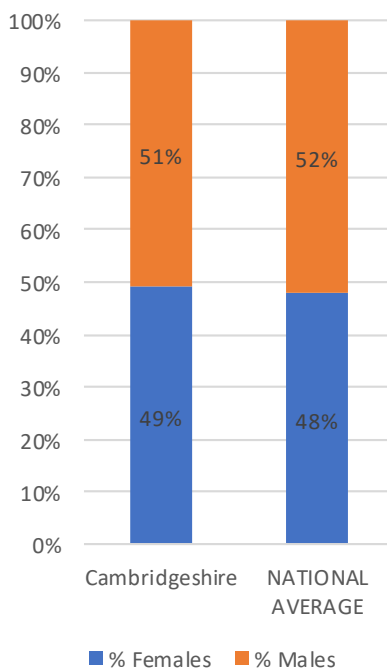
Introduction

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

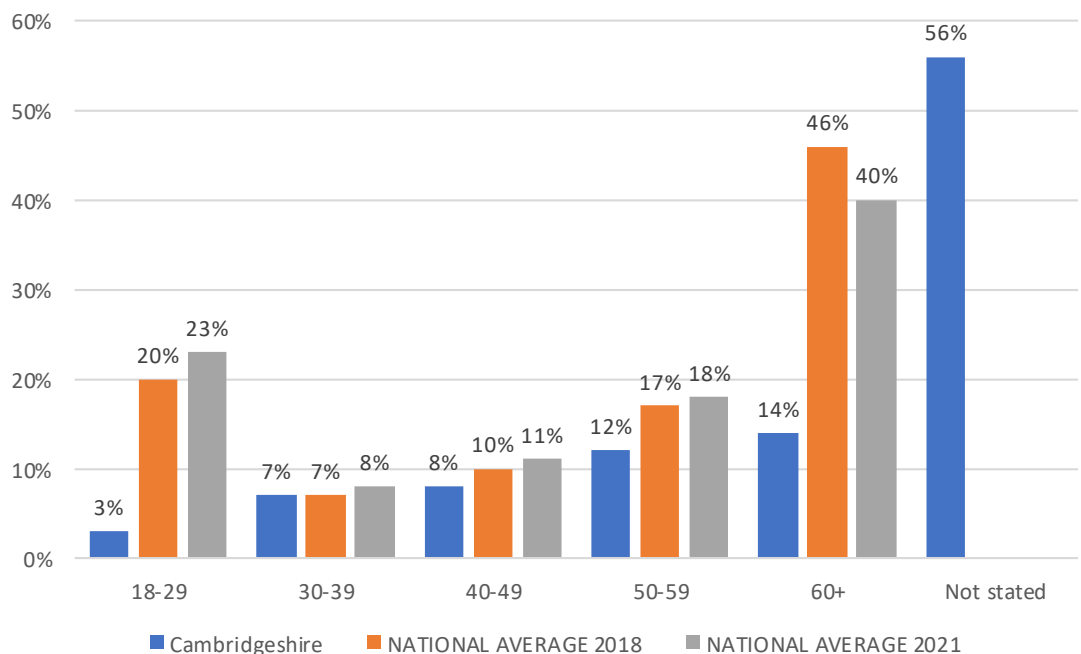
Key Statistics from Benchmarking Report

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 by Cambridgeshire, it was estimated that **3181 hours** were completed by their PSVs, which equates to **26 hours per year** on average, which is greater than the national average. In terms of demographic profile, Cambridgeshire has a very similar female-male split, a large proportion of volunteers who did not state their age and has a higher proportion of volunteers who have been volunteering for less than one year.

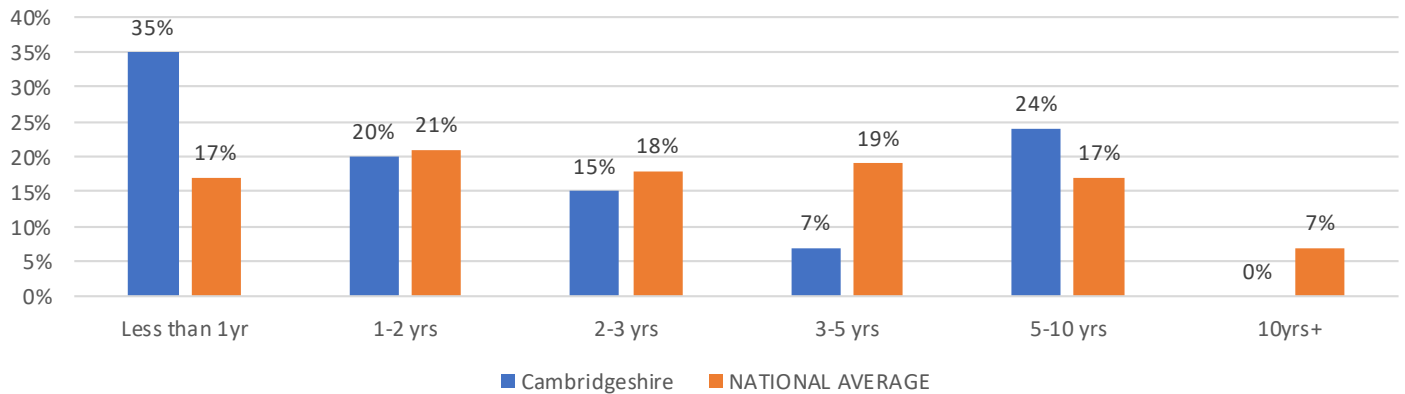
Gender Profile



Age Profile



Length of Service Profile



Leavers

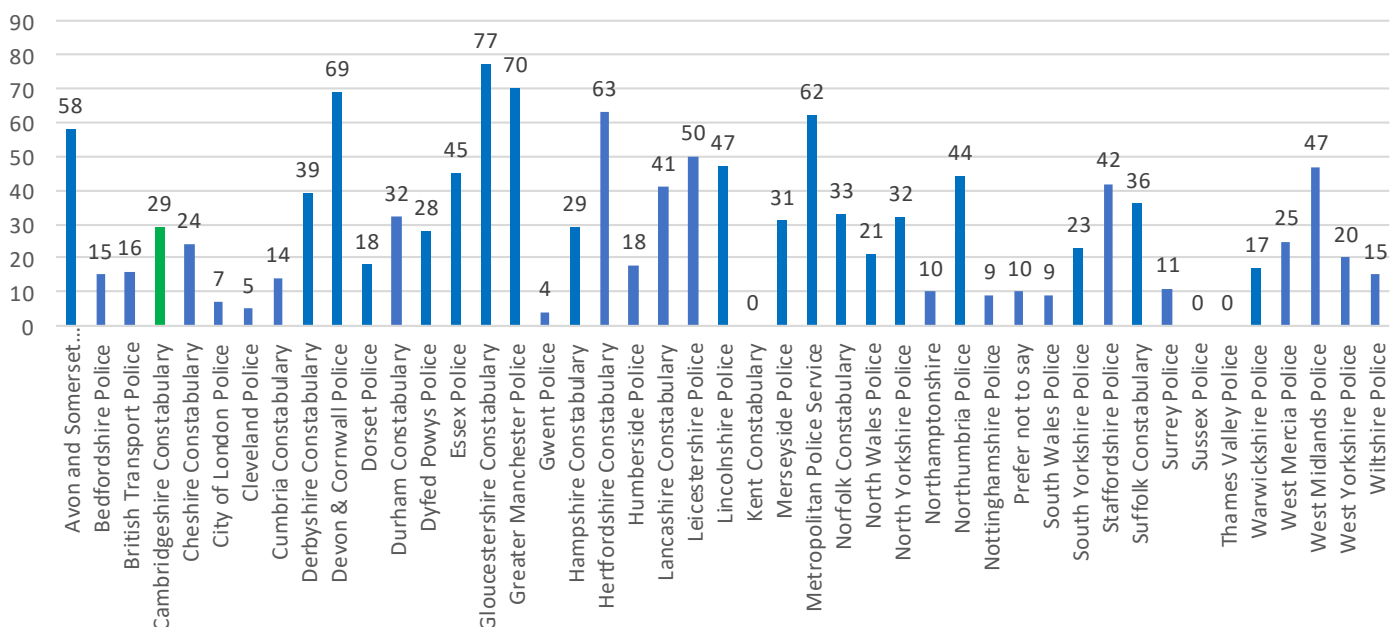
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Cambridgeshire Constabulary, there were 8 leavers captured in the benchmarking file for the year 20/21. The most common reason for leaving the PSV role was recorded as 'Personal Reasons' in 75% of the sample, followed by 'Career Change – Joined Police Staff' (12.5%) and 'Other' (12.5).

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 **29** PSVs who completed the survey from Cambridgeshire Constabulary, which represents approximately a **24%** response rate against benchmarking data where it was detailed there are **121** PSVs.

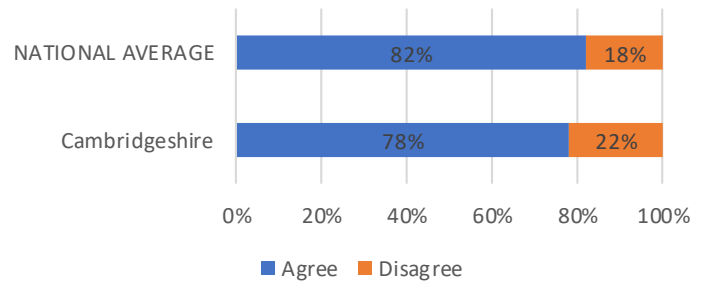
PSV Survey Responses per Force



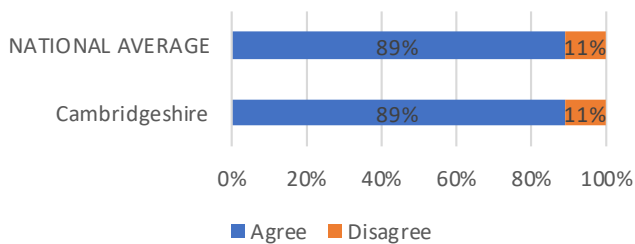
Key Findings

MANAGEMENT: In terms of management, more PSVs than the national average felt the force maximises the time they give, and the same amount of PSVs as the national average felt supported by their line manager. A smaller proportion of PSVs in Cambridgeshire felt their Force communicated with them sufficiently.

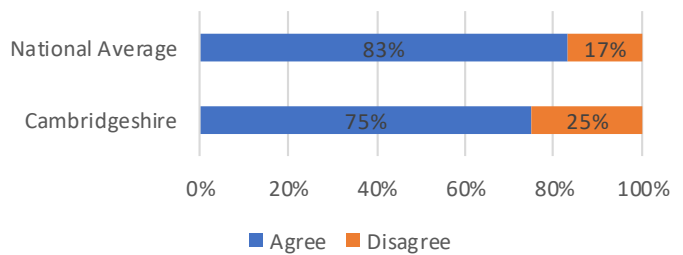
The force maximises the time that I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

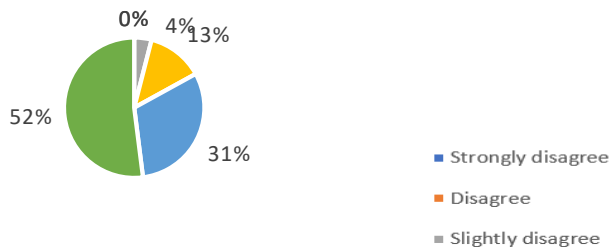


RELATIONSHIPS WITH OFFICERS AND STAFF:

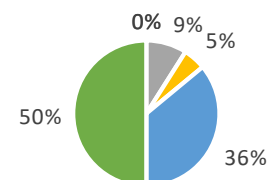
In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with very few survey respondents disagreeing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

“Officers and staff are openly appreciative of my presence at the police station, as well as the occasions when I interact with them over a particular incident or their wellbeing”

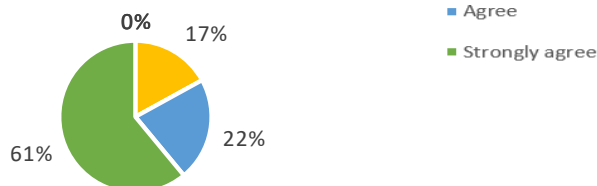
I feel respected by officers



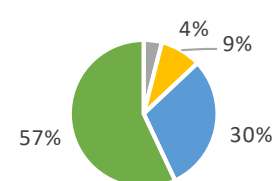
I have a good relationship with officers



I feel respected by staff



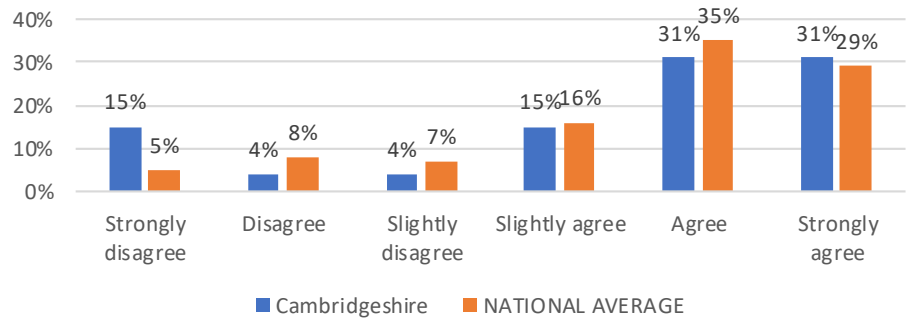
I have a good relationship with staff



“The admin work I provide allows officers to get on with investigating rather than being knee deep in paper”

TRAINING: In terms of training, slightly fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (77% vs. 79.1%) respectively compared to the national average.

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



Cambridgeshire Constabulary PSV Feedback: How can the volunteering experience be improved?

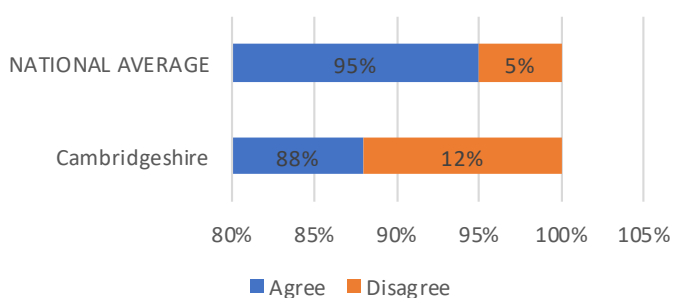
19 PSVs from Cambridgeshire Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for increased resources, such as a uniform, and for better training. Others also highlighted the need for more volunteering opportunities, better use of individual skill sets, and more social events for volunteers.

“Proper induction process, training designed for role, buddy system with others that actually know the role”

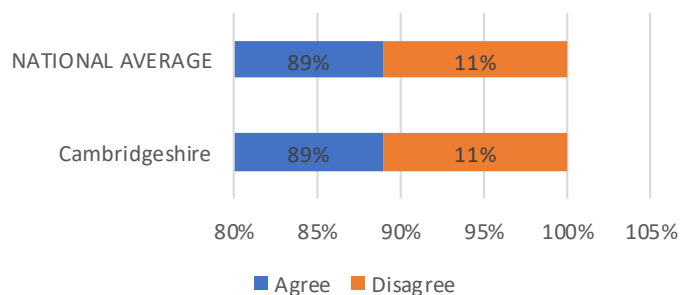
“A co-ordinator who interviews you and gets a picture of your skill set and places you in a role accordingly”

MORALE AND VALUE: A lower proportion of PSVs than the national average agreed morale was good and the same proportion as the national average felt valued by their force.

I would describe my morale as being good



I feel valued by my force



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