

Key Messages

- In total, 24 PSVs completed the national survey, achieving an estimated 36% response rate from Cheshire Constabulary. The results show that PSVs in Cheshire compared to the national average were:
 - More likely to agree that the Force maximises the use of the time that they give;
 - Just as likely to agree their Force communicates sufficiently;
 - As likely to receive sufficient ongoing training to remain effective as a volunteer; and
 - More likely to agree their morale was good and they felt valued.
- The most common suggestions to improve the volunteering experience in Cheshire were for more volunteering opportunities and for more recognition by the force about the value of PSVs.

Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Cheshire. 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. No demographic data was provided by Cheshire regarding gender, age, length of service, or total number of hours.

Leavers

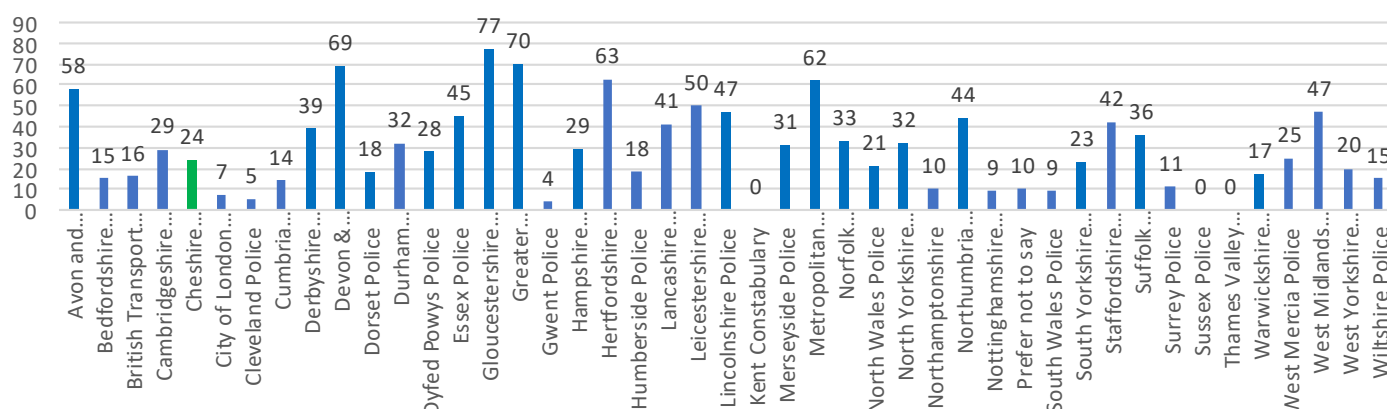
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Cheshire, no leavers data was provided, thus there was no data regarding how many individuals left during the year 2020/21 or their reasons for leaving.

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 **24** PSVs who completed the survey from Cheshire, which represents a **36%** response rate against benchmarking data where it was detailed there are **67** PSVs.

PSV Survey Responses per Force

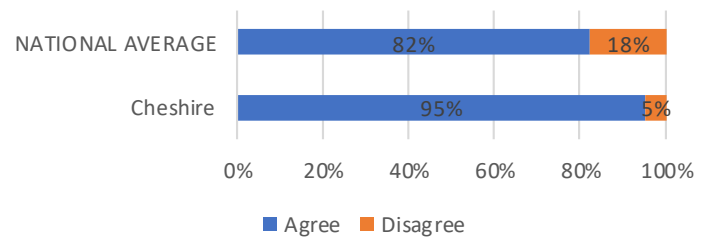




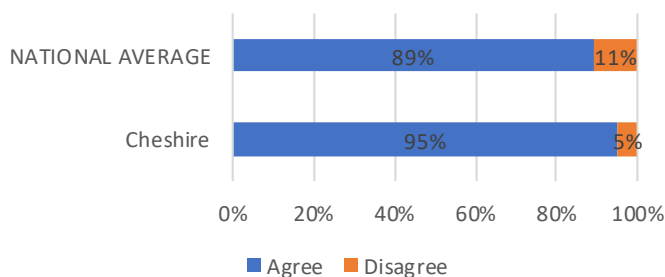
Key Findings

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 that they felt supported by their line managers compared to the national average. The same proportion of PSVs in Cheshire compared to nationally felt their Force communicated with them sufficiently.

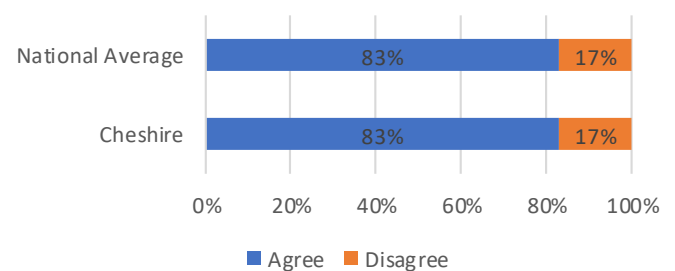
The force maximises the time that I give them



I feel supported by my line manager



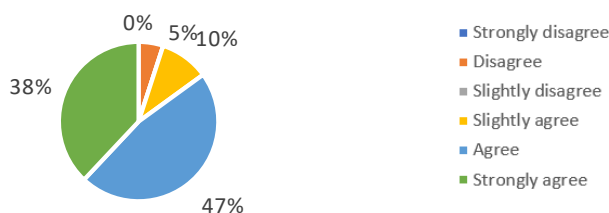
The Force communicates sufficiently with me as a volunteer



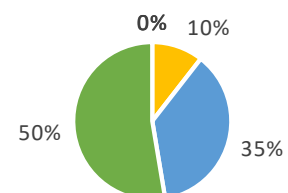
RELATIONSHIPS WITH OFFICERS AND STAFF:

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 statements below.

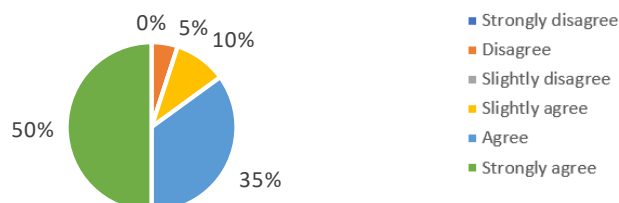
I feel respected by officers



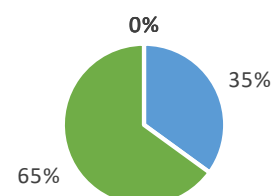
I have a good relationship with officers



I feel respected by staff



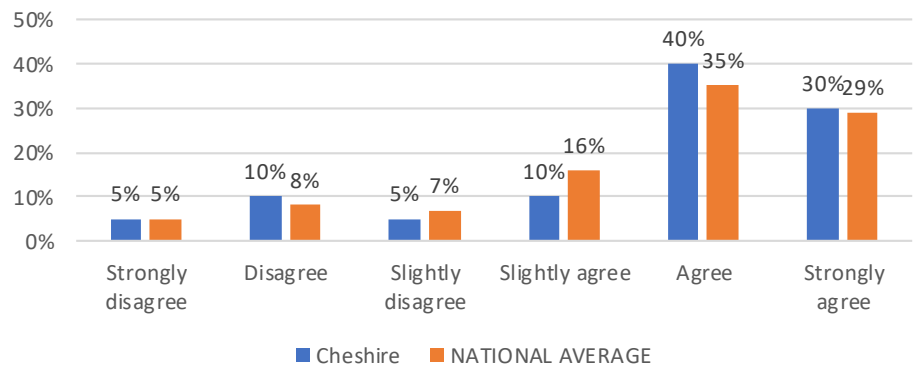
I have a good relationship with staff



"I always feel part of the team and appreciated"

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

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



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

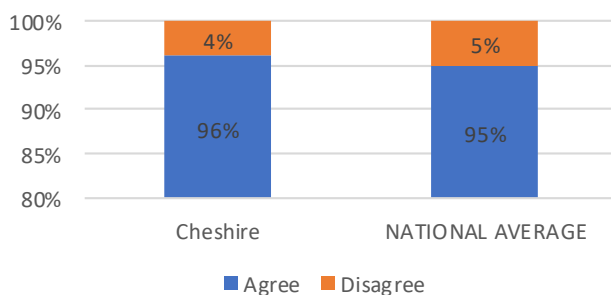
10 PSVs from Cheshire Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer and for better communication by the force about the value of PSVs.

“Meeting time to be reviewed so that it fits in more with volunteers doing other jobs”

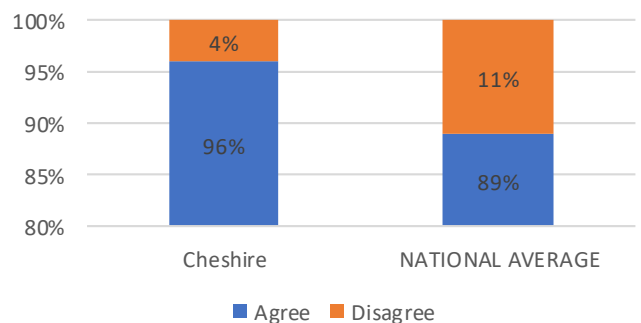
“Better communication about the varied and valuable role of volunteers in the force being extended across the force”

MORALE AND VALUE: A similar proportion of PSVs to the national average agreed that morale was good in Cheshire. A higher proportion of PSVs who felt valued by their Force, compared to the national average.

I would describe my morale as being good



I feel valued by my Force



IPSCJ Point of Contact: Dr Matthew Callender
matthew.callender@northampton.ac.uk
 Follow at: @MattCallender1

IPSCJ Email: ipscj@northampton.ac.uk
 Follow at: @ipscj

IPSCJ Address:
 Institute for Public Safety, Crime and Justice,
 Development Hub, University of Northampton,
 Northampton,
 NN1 5PH