

Key Messages

- Around 45% of PSVs had less than 2 years' service with 21% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Other'.
- In total, 14 PSVs completed the national survey, achieving an estimated 13% response rate from Cumbria. The results show that PSVs in Cumbria compared to the national average were:
 - More 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
 - More likely to agree their morale was good and that they felt valued.
- The most common suggestions to improve the volunteering experience in Cumbria were for more volunteering opportunities and better utilisation of volunteers' skillsets.

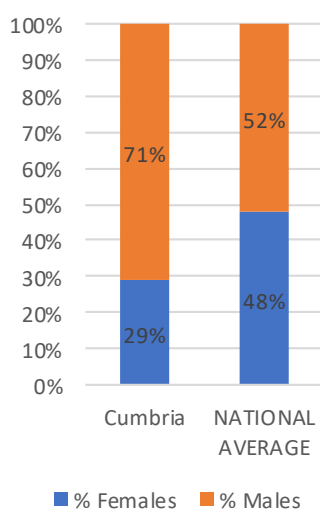
Introduction

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

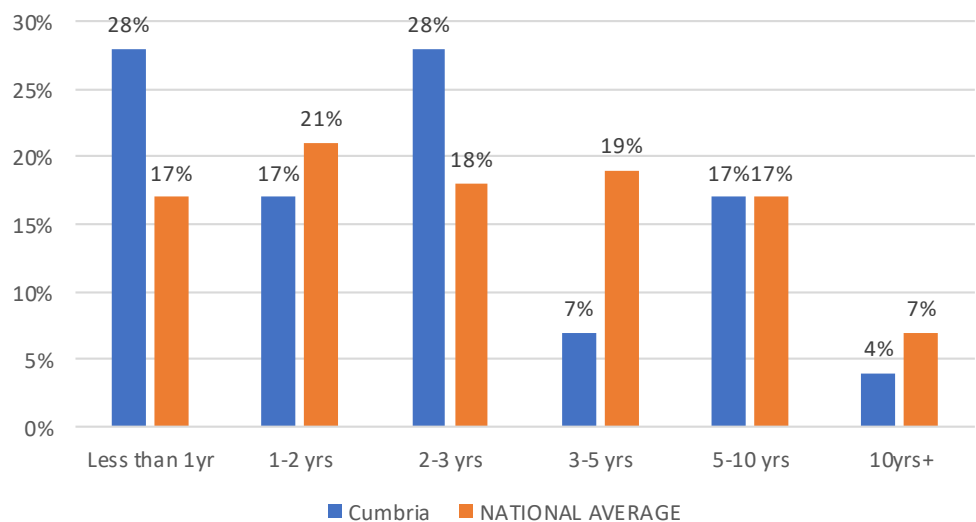
Key Statistics from Benchmarking Report

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. In terms of demographic profile, Cumbria has a lower proportion of female volunteers, and a higher proportion of volunteers who have been volunteering for less than one year. No data was supplied for the ages of volunteers, or the total number of hours volunteered by PSVs.

Gender Profile



Length of Service Profile



Leavers

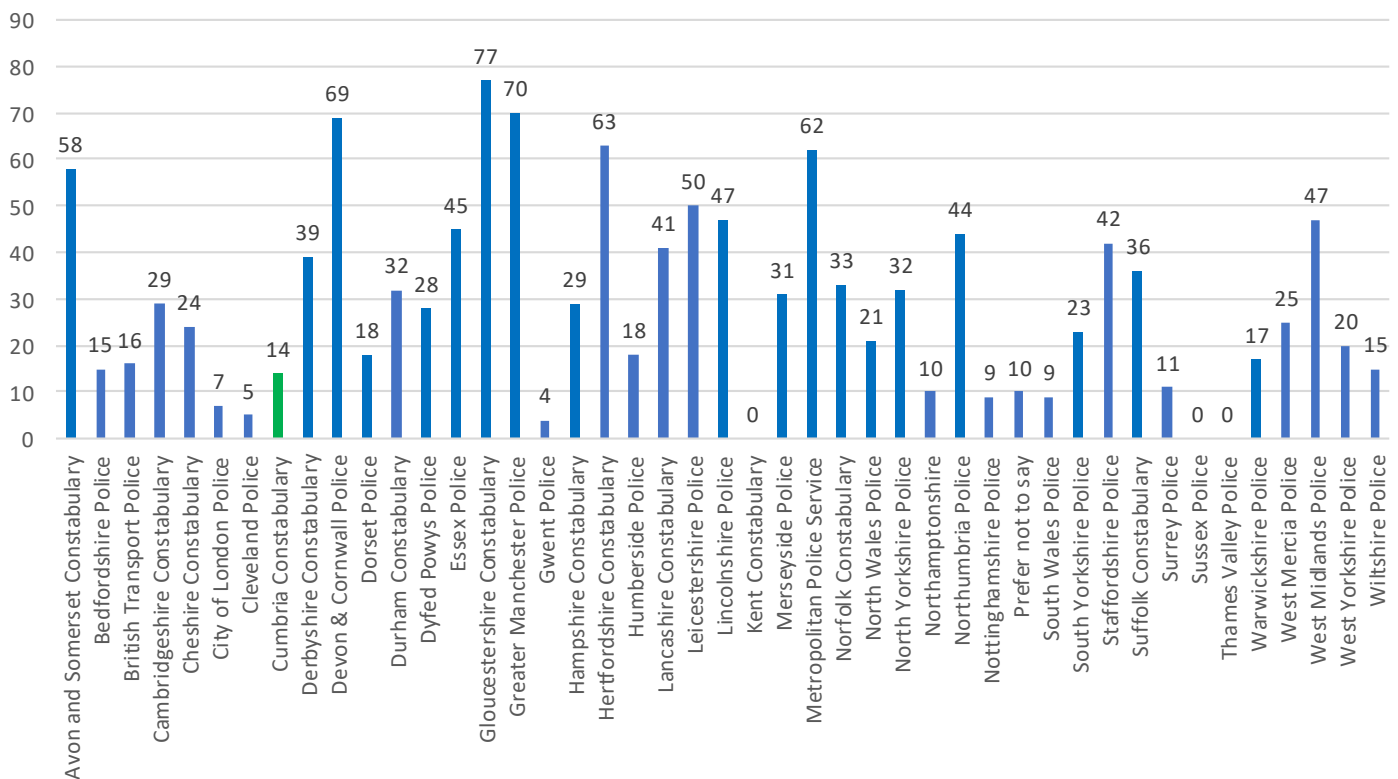
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Cumbria, there were 14 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 16. The most common reason for leaving the PSV role was recorded as 'Other', with 50% of the sample leaving due to this, followed by 'Career change' (19%).

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 **14** PSVs who completed the survey from Cumbria, which represents a **13%** response rate against benchmarking data where it was detailed there are **104** PSVs.

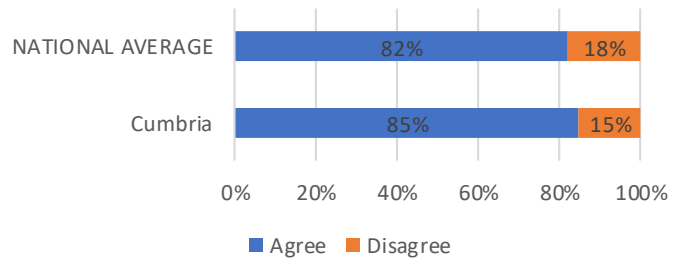
PSV Survey Responses per Force



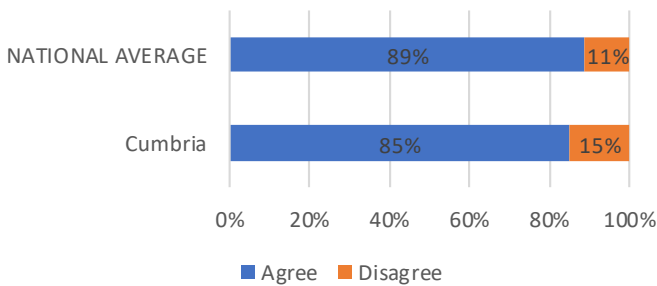
Key Findings

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 their time compared to the national average. Slightly fewer PSVs than the national average felt supported by their line manager and that their Force communicated with them sufficiently.

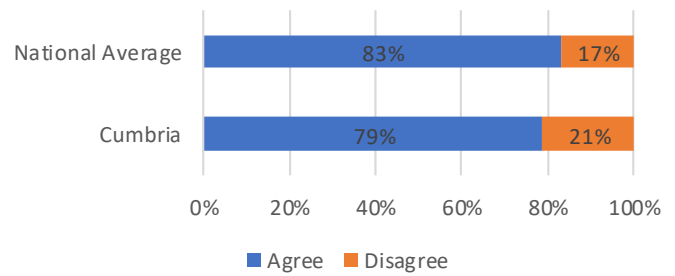
The force maximises the use of the time that I give them



I feel supported by my line manager



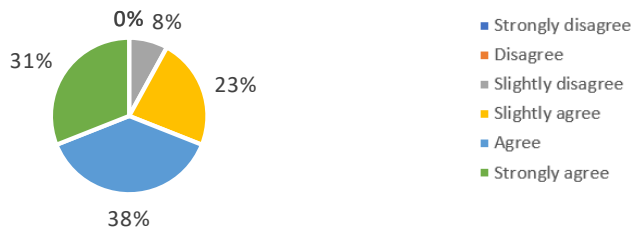
The Force communicates sufficiently with me as a volunteer



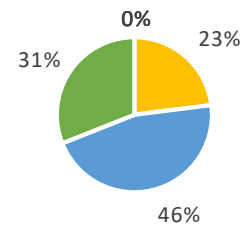
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with very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

“I feel I am making a worthwhile positive contribution to my local community”

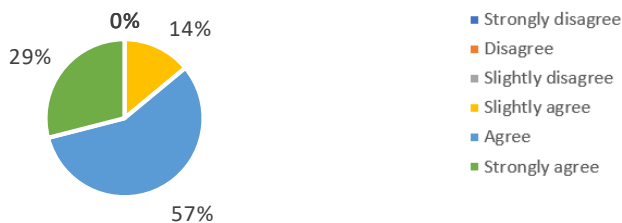
I feel respected by officers



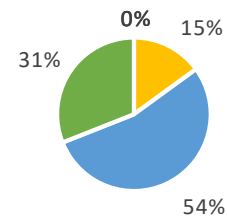
I have a good relationship with officers



I feel respected by staff



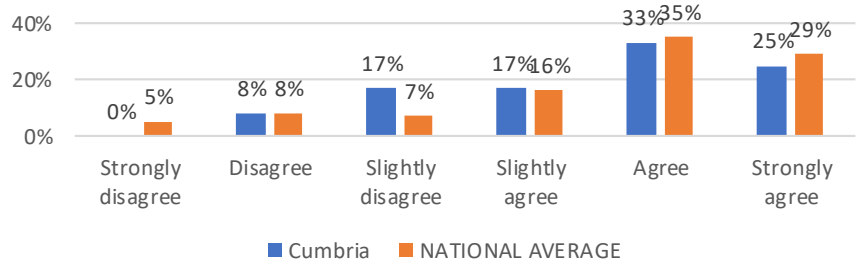
I have a good relationship with staff



“I have never been made to feel unwanted and on every occasion where I have volunteered, I have always been made welcome by the officers and thanked for my support”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (75% vs. 80%) respectively compared to the national average.

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



Cumbria PSV Feedback: How can the volunteering experience be improved?

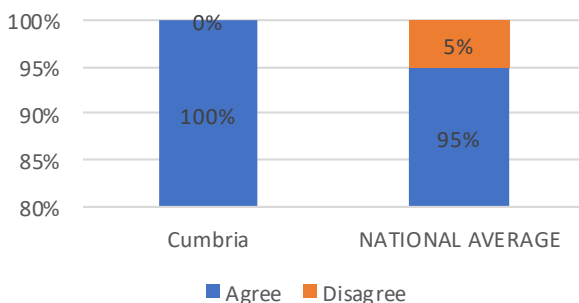
9 PSVs from Cumbria Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for more volunteering opportunities and for PSVs' skillsets to be better utilised.

“Be used more regularly”

“Maybe the Force could look at people’s CVs or ask us to submit them so that they could have a clearer understanding of the skills the volunteers may have. They could then be utilised in other departments”

MORALE AND VALUE: All PSVs agreed that morale was good in Cumbria, a higher proportion than the national average. There was also a higher proportion of PSVs in Cumbria who felt valued by their Force.

I would describe my morale as being good



I feel valued by my force

