

## Key Messages

- Overall, PSVs in Derbyshire contributed 1130 hours per year, approximately 12 hours each, fewer hours compared to the national average.
- 51% of PSVs had less than 2 years' service with 10% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Career Change'.
- In total, 39 PSVs completed the national survey, achieving an estimated 40% response rate from Derbyshire. The results show that PSVs in Derbyshire compared to the national average were:
  - More likely to agree that the Force maximises the use of the time that they give;
  - Slightly less likely to agree their Force communicates sufficiently;
  - More 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 Derbyshire were for more volunteering opportunities, better communication, and for better skill utilisation.

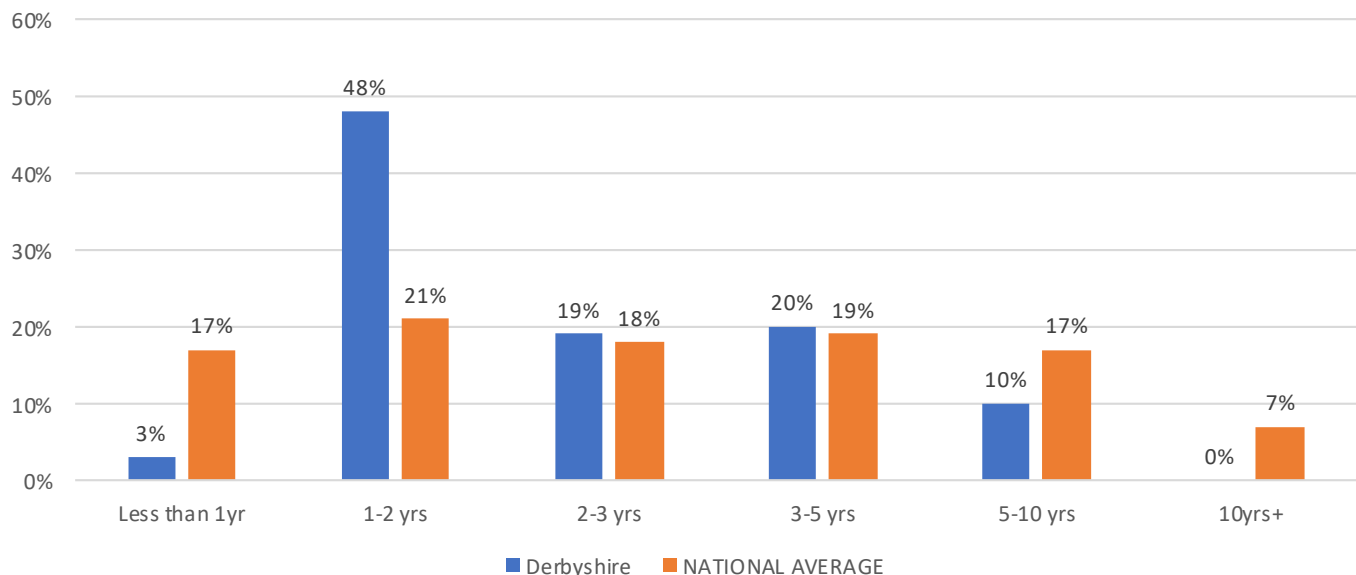
## Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Derbyshire. 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 Derbyshire, it was estimated that **1130 hours** were completed by their PSVs, which equates to **12 hours per year** on average, which is lower than the national average. In terms of demographic profile, Derbyshire has a higher proportion of volunteers who have been volunteering for less than two years (51%), however no data was provided regarding the gender or age profile of volunteers.

Length of Service Profile



## Leavers

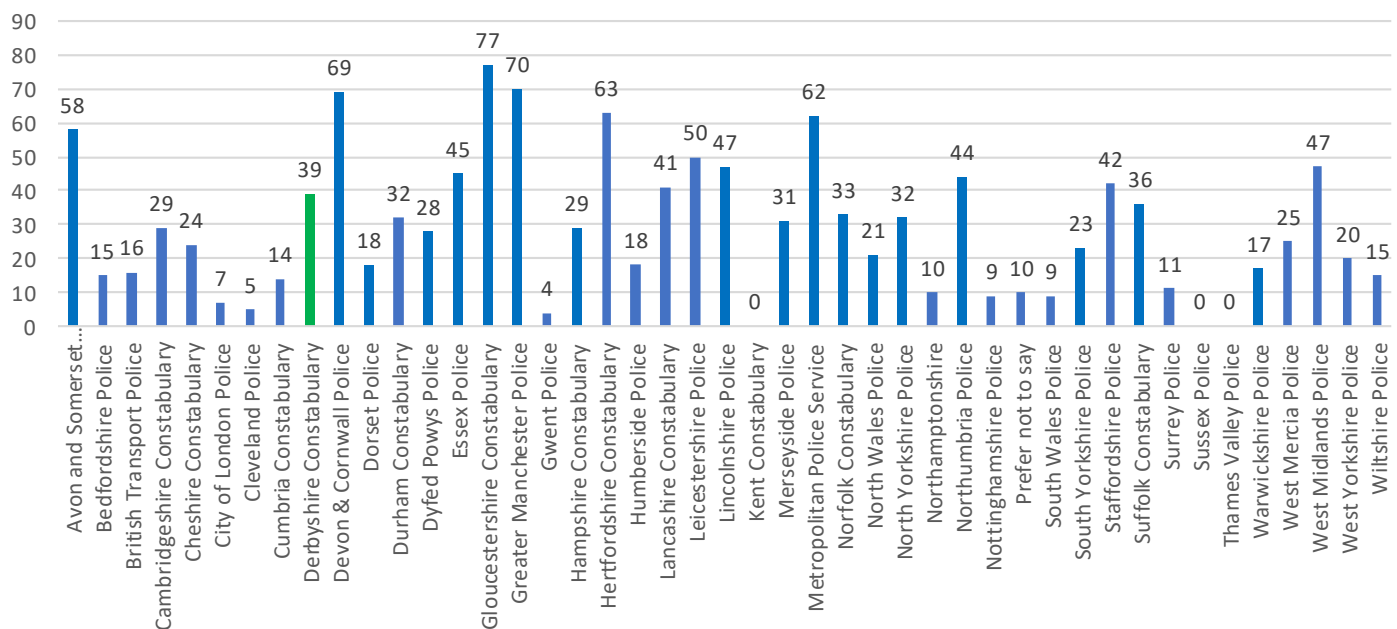
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Derbyshire, there were 10 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 23. The most common reason for leaving the PSV role was recorded as 'Career Change', with 60% of the sample leaving due to this, followed by 'Personal Reasons' (20%).

## 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 **39** PSVs who completed the survey from Derbyshire, which represents a **40%** response rate against benchmarking data where it was detailed there are **97** PSVs.

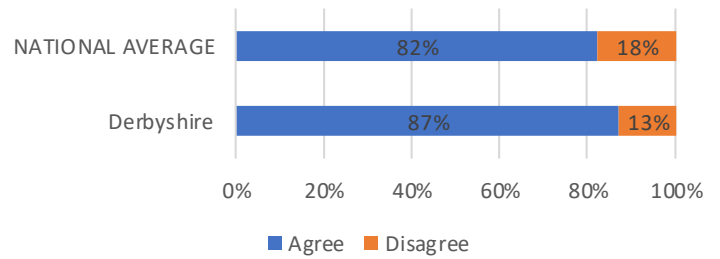
PSV Survey Responses per Force



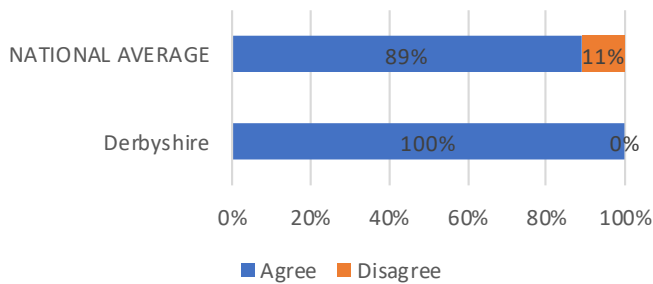
## Key Findings

**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 compared to the national average, whilst a slightly smaller proportion felt the Force communicates with them sufficiently. All PSVs agreed that they felt supported by their line manager – this was higher than the national average.

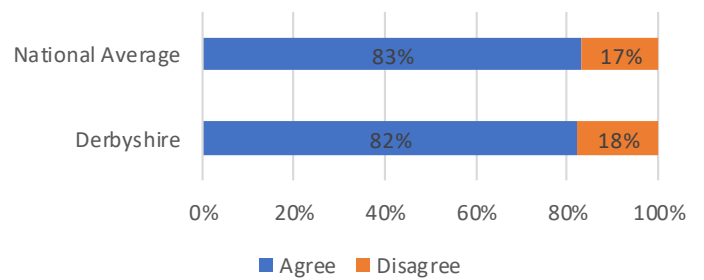
The force maximises the time I give them



I feel supported by my line manager



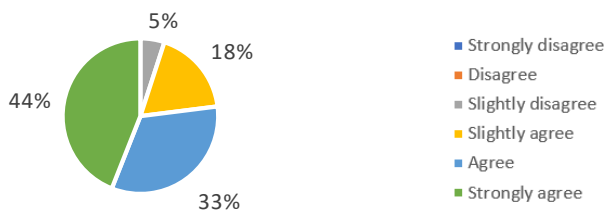
The Force communicates sufficiently with me as a volunteer



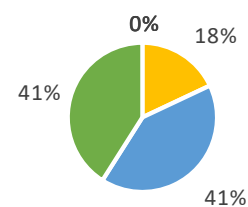
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with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

*“I am giving the force my time to help and this takes pressure off the staff so they can complete other duties”*

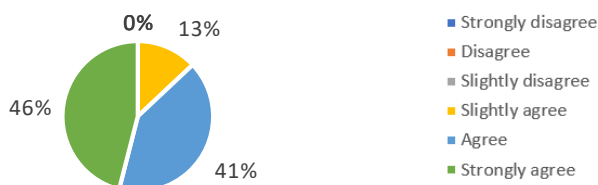
I feel respected by officers



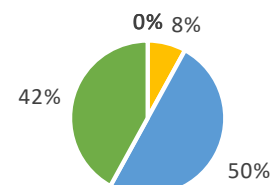
I have a good relationship with officers



I feel respected by staff



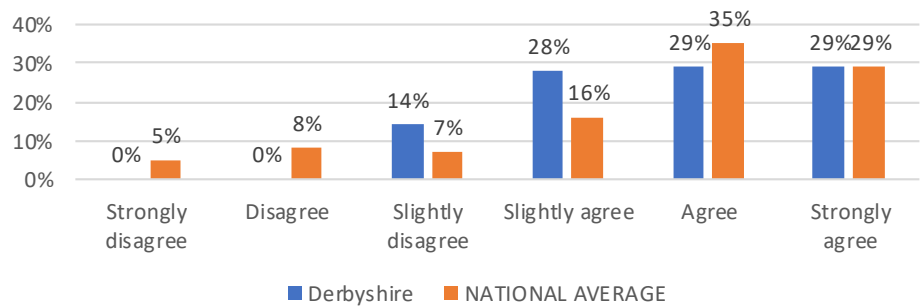
I have a good relationship with staff



*“Helping the police give out information and advice to the public on crime, and what is going on in their area, frees up officers to do more vital police work, and helps the public to feel safe and reassured”*

### 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 (86% vs. 80%) respectively compared to the national average.



### Derbyshire PSV Feedback: How can the volunteering experience be improved?

10 PSVs from Derbyshire Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more volunteering opportunities and better communication, as well as a better utilisation of volunteers' skills.

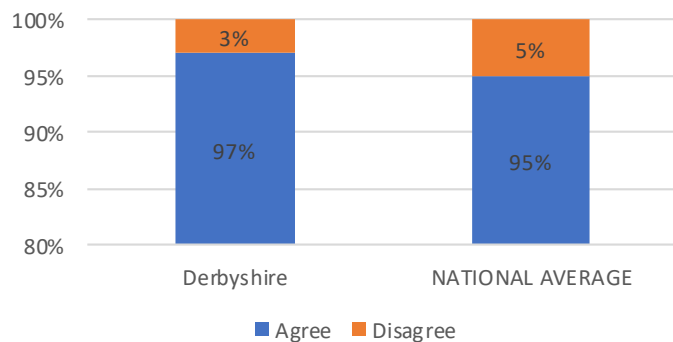
*“By having a possibly more engaging role with the PCSOs and PCs, offering training/recognised courses/qualifications for day-to-day life, more opportunities for volunteering and possibly better-quality PSV card badges”*

*“Regular communication updates on tasks in hand”*

*“By involving and trusting volunteers more. I’d appreciate my language skills being recognised and made use of. I’d also appreciate giving more training to volunteers”*

**MORALE AND VALUE:** A higher proportion of PSVs agreed that morale was good and that they felt valued by their force in Derbyshire compared to the national average.

### I would describe my morale as being good



### I feel valued by my force

