

## Key Messages

- 70% of PSVs had less than 3 years' service with 17% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Career Change'.
- In total, 69 PSVs completed the national survey, achieving an estimated 25% response rate from Devon & Cornwall. The results show that PSVs in Devon & Cornwall compared to the national average were:
  - Less likely to agree that the Force maximises the use of the time that they give;
  - More likely to agree their Force communicates sufficiently;
  - Slightly more likely to receive sufficient ongoing training to remain effective as a volunteer; and
  - Less likely to agree their morale was good and they felt valued.
- The most common suggestions to improve the volunteering experience in Devon & Cornwall were for more volunteering opportunities, better communication and coordination, and to make volunteers feel more valued.

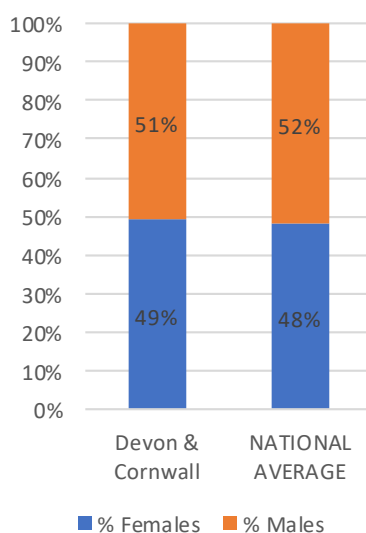
## Introduction

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

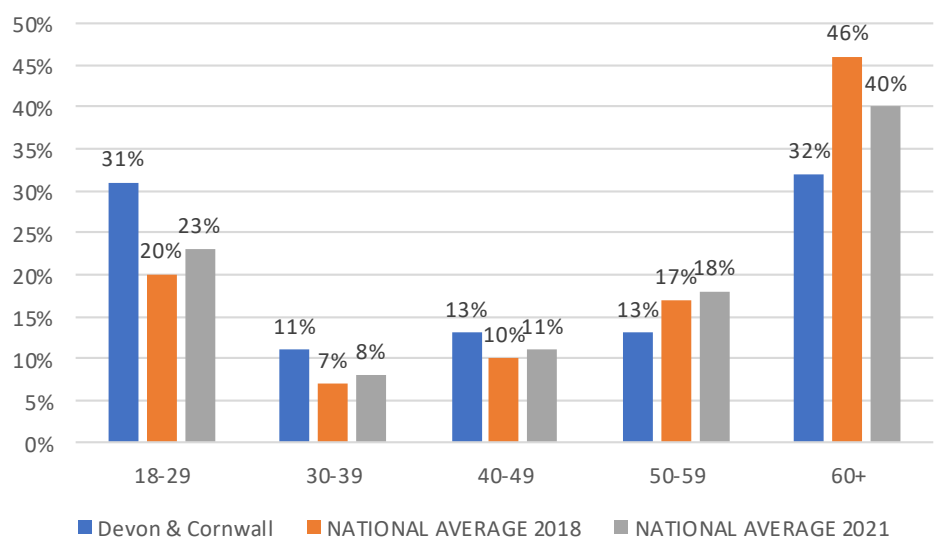
## Key Statistics from Benchmarking Report

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 data was provided by Devon & Cornwall regarding total number of hours completed by PSVs. In terms of demographic profile, Devon & Cornwall has a similar gender split amongst PSVs compared to the national average, a larger proportion of volunteers aged under 29, and a higher proportion of PSVs who have less than 3 years' service.

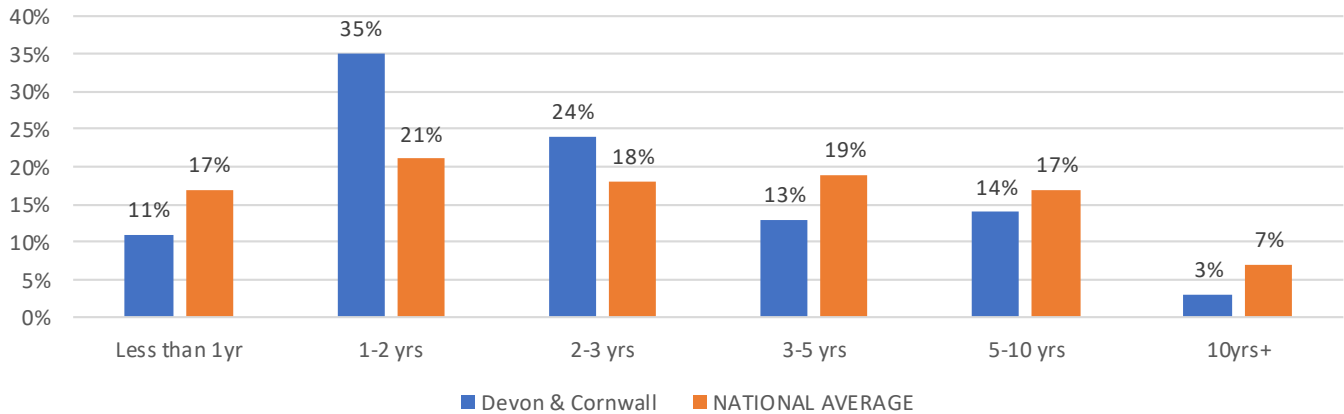
Gender Profile



Age profile



## Length of Service Profile



## Leavers

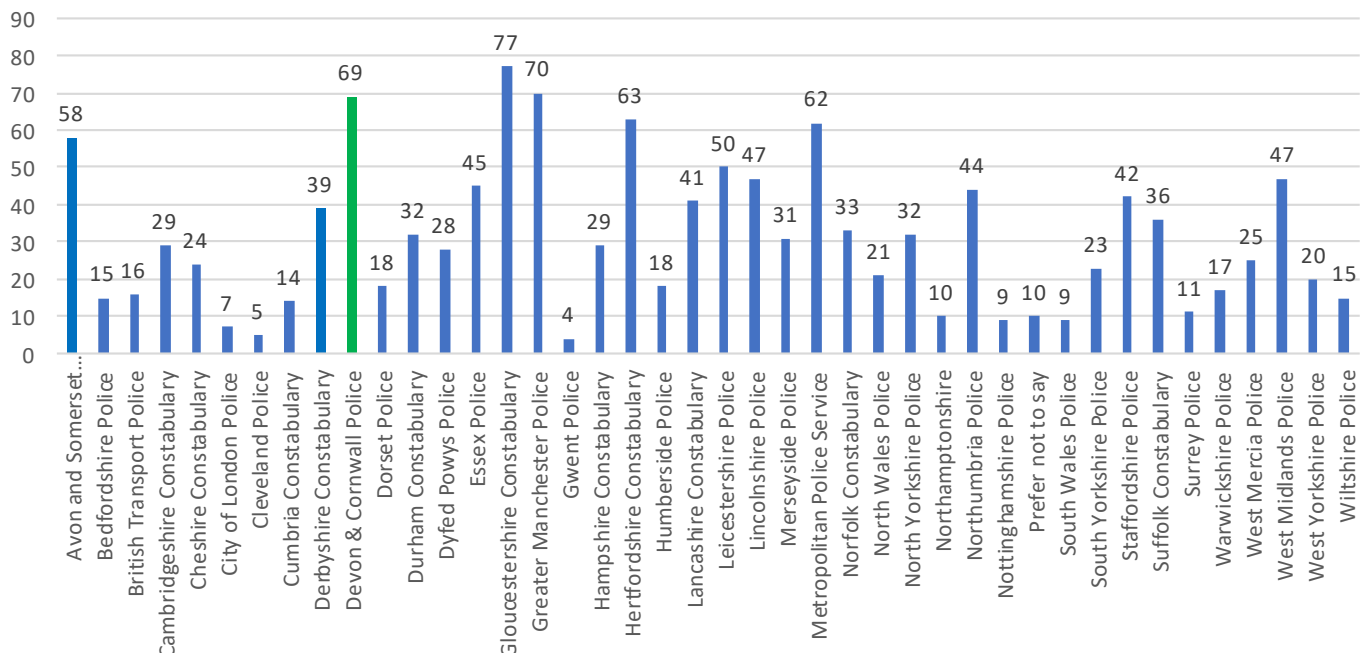
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Devon & Cornwall, there were 106 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 44. The most common reason for leaving the PSV role was recorded as 'Personal Reasons', with 47% of the sample leaving due to this, followed by 'Other' (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 **69** PSVs who completed the survey from Devon & Cornwall, which represents a **25%** response rate against benchmarking data where it was detailed there are **272** PSVs.

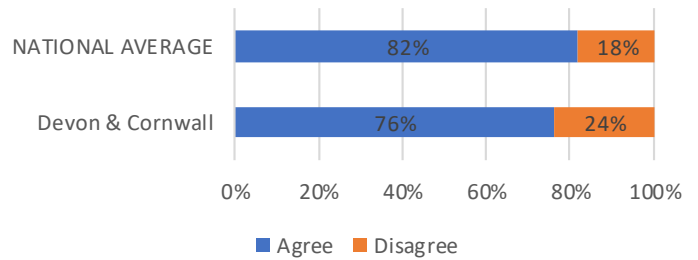
## PSV Survey Responses per Force



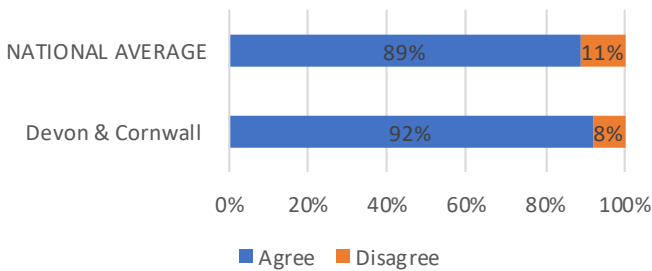
## Key Findings

**MANAGEMENT:** Results from the survey were positive in terms of management, with a higher proportion of PSVs agreeing that they felt supported by their line manager. However, a lower proportion of PSVs in Devon & Cornwall compared to PSVs nationally felt their Force maximises the time they give.

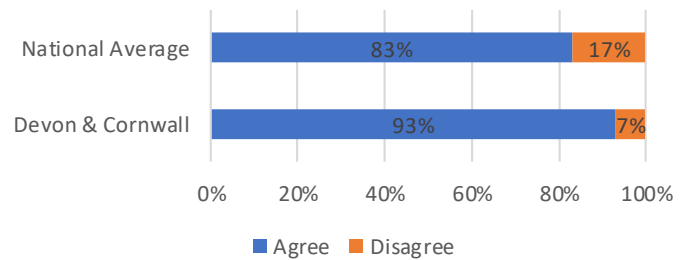
The force maximises the time that I give them



I feel supported by my line manager



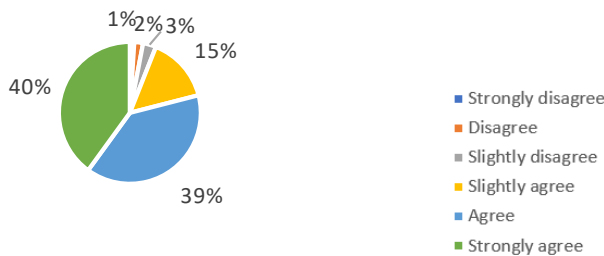
The Force communicates sufficiently with me as a volunteer



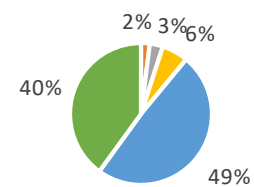
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship were slightly stronger for relationships with staff than they were for officers, though the results overall are very positive with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

*“The fact that I can be left alone to do the job while the officers get on with something else means I have freed up officers’ time”*

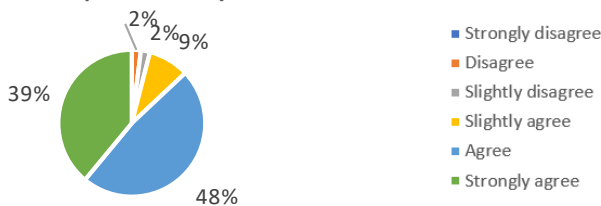
I feel respected by officers



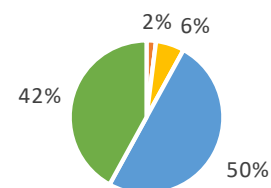
I have a good relationship with officers



I feel respected by staff



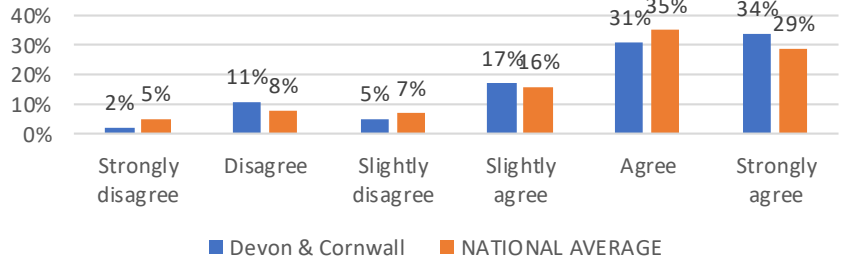
I have a good relationship with staff



*“Officers tell me how much they appreciate my contribution and how it helps them”*

**TRAINING:** In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (82% vs. 80%) respectively compared to the national average.

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



**Devon & Cornwall PSV Feedback: How can the volunteering experience be improved?**

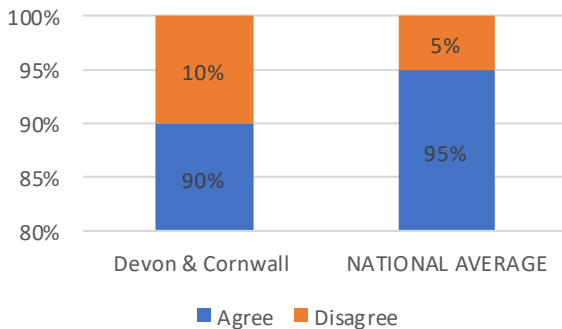
47 PSVs from Devon and Cornwall Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more volunteering opportunities, better communication and coordination from the force, and the need to make volunteers feel more valued and included.

*“Understand my skills and have a more tailored volunteering role and experience. This means I can help more and feel more valued doing less mundane tasks. If possible, it would also be great to have a more consistent police buddy experience, which I understand may be difficult or impossible”*

*“Understanding and wider recognition of the role by decision makers within the organisation. Would love to deploy more 'operationally' as can make a bigger difference whilst working alongside officers”*

**MORALE AND VALUE:** Fewer PSVs from Devon & Cornwall agreed that morale was good and that they felt valued by their force compared to the national average.

I would describe my morale as being good



I feel valued by my force

