

Key Messages

- Dorset PSVs completed 3802 volunteer hours over the year, approximately 32 hours per volunteer. This is more than the national average.
- 40% of PSVs had less than 3 years' service with 35% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Personal Reasons'.
- In total, 18 PSVs completed the national survey, achieving an estimated 15% response rate from Dorset. The results show that PSVs in Dorset compared to the national average were:
 - Slightly 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 feel they received 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 Dorset were for increased resources, more opportunities, and better communication.

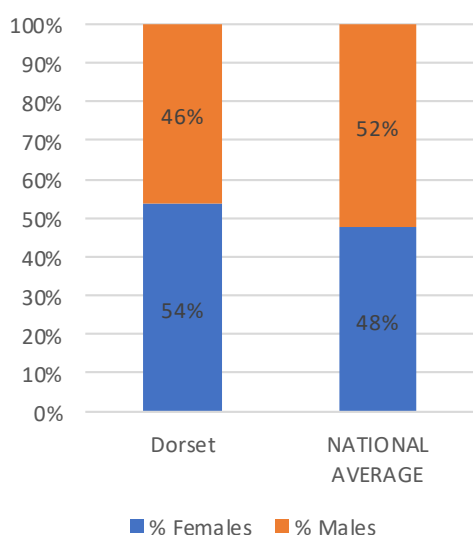
Introduction

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

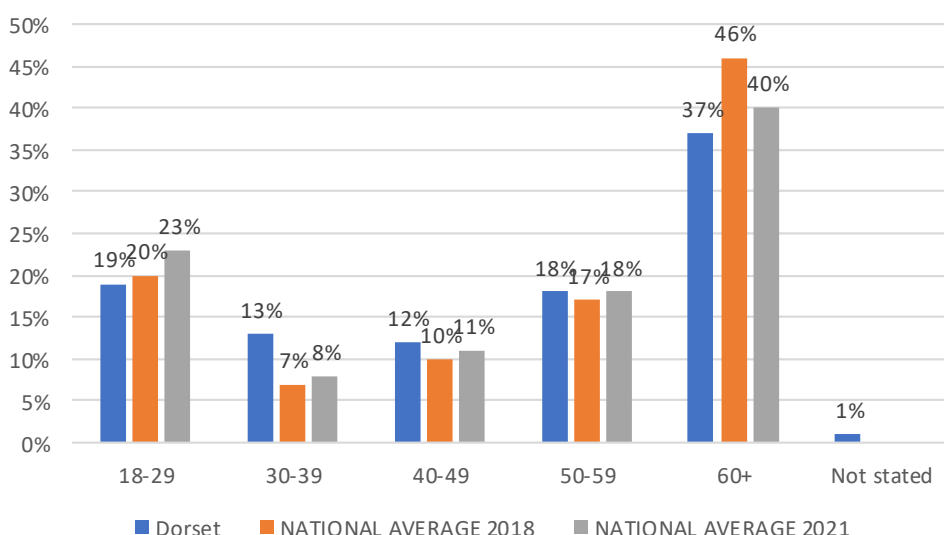
Key Statistics from Benchmarking Report

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. Dorset's PSVs completed **3802** hours in total over the year, equating to approximately **32 hours per year** for each PSV, more than the national average. In terms of demographic profile, Dorset has a higher proportion of female PSVs compared to the national average, a similar proportion of PSVs under 29, and a higher proportion of PSVs who have more than 3 years' service.

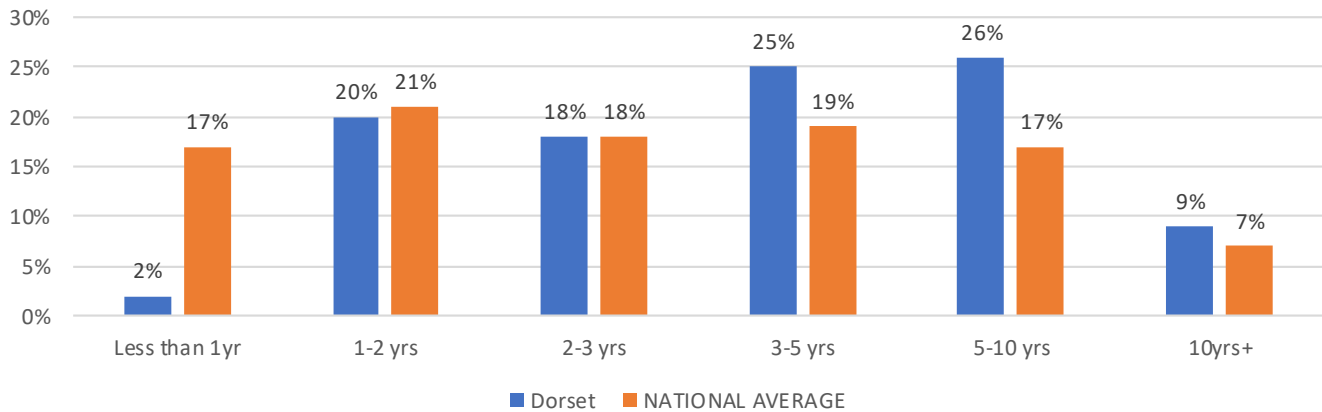
Gender Profile



Age profile



Length of Service Profile



Leavers

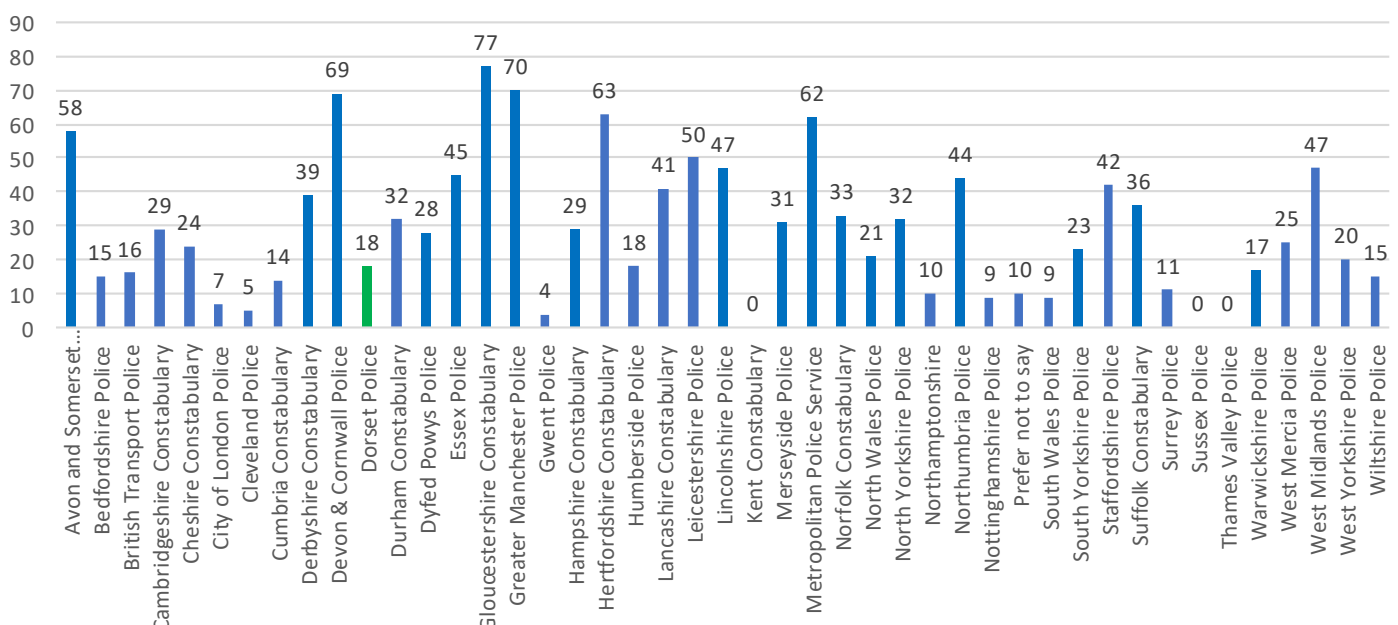
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Dorset, there were 27 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 86. The most common reason for leaving the PSV role was recorded as 'Personal Reasons', with 53% of the sample leaving due to this, followed by 'Career Change' (16%).

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 **18** PSVs who completed the survey from Dorset, which represents a **15%** response rate against benchmarking data where it was detailed there are **119** PSVs.

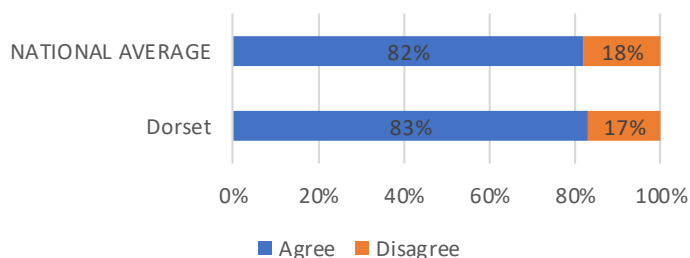
PSV Survey Responses per Force



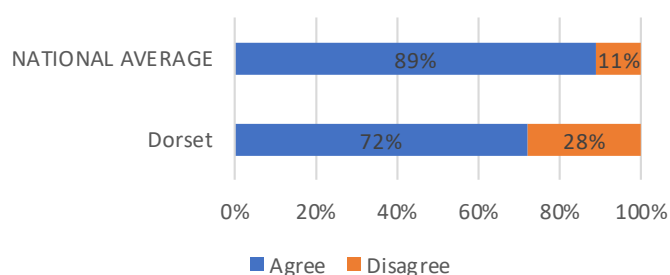
Key Findings

MANAGEMENT: Results from the survey were mixed in terms of management, with a similar proportion of PSVs agreeing that the Force maximises the time they give them. However, a lower proportion of PSVs in Dorset compared to PSVs nationally felt supported by their line manager and that their Force communicates with them sufficiently.

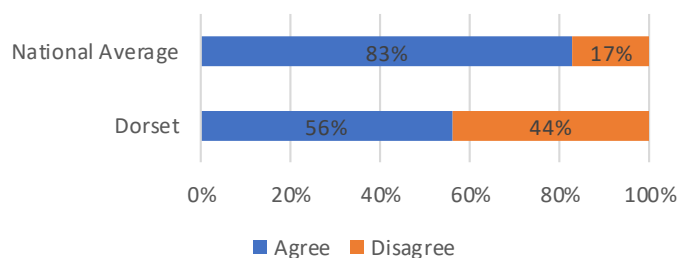
The force maximises the time I give them



I feel supported by my line manager



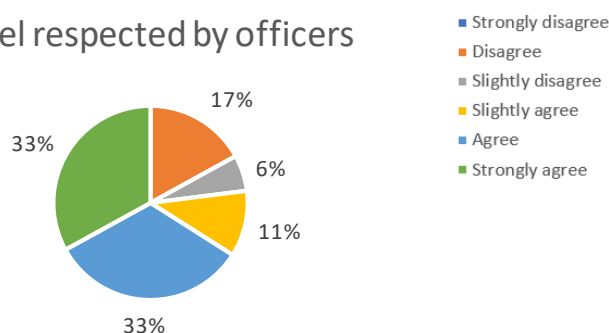
The Force communicates sufficiently with me as a volunteer



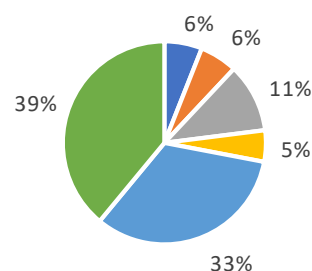
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for relationships with staff than they were for officers.

“Doing this work enables police staff to do more productive work and it takes their workload away”

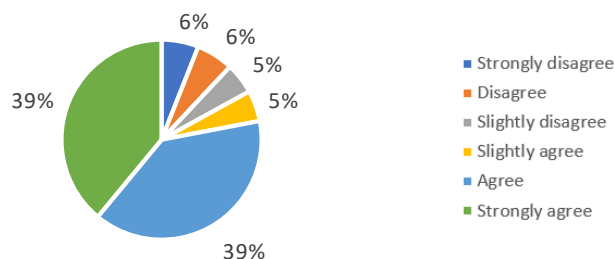
I feel respected by officers



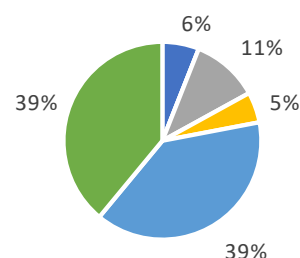
have a good relationship with officers



I feel respected by staff



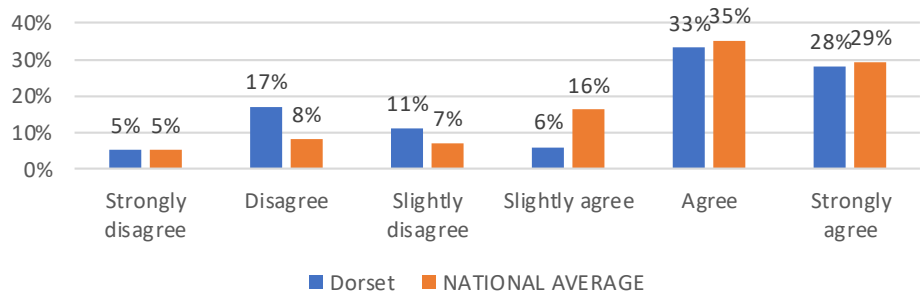
I have a good relationship with staff



“It's an honour and a privilege to work and help Dorset Police. They make you feel that your role as a volunteer is a help to them”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (67%) compared to the national average (80%).

I receive sufficient ongoing training to remain effective in my volunteering role



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

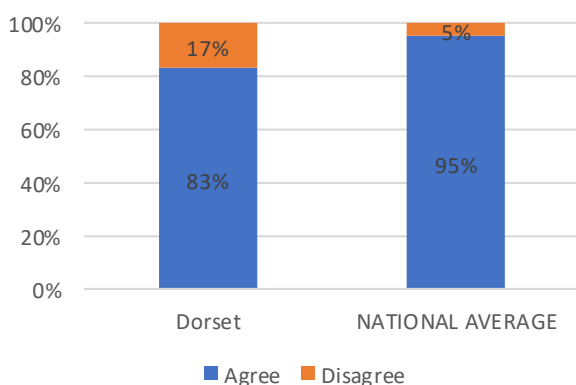
17 PSVs from Dorset Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for increased resources, more opportunities, and better communication.

“There are many talented volunteers from all walks of life whose skills could be used more, rather than leaving them in the dark. I think we should be listened to more by having meetings once or twice a year”

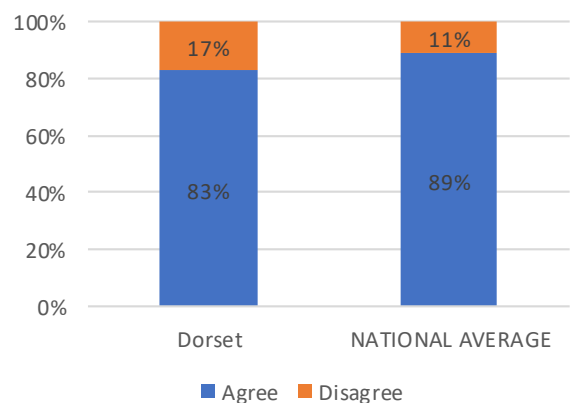
“More contact, more training, pass on outcomes from evidence I find, more updates on current situations”

MORALE AND VALUE: Fewer PSVs from Dorset 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



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