

Key Messages

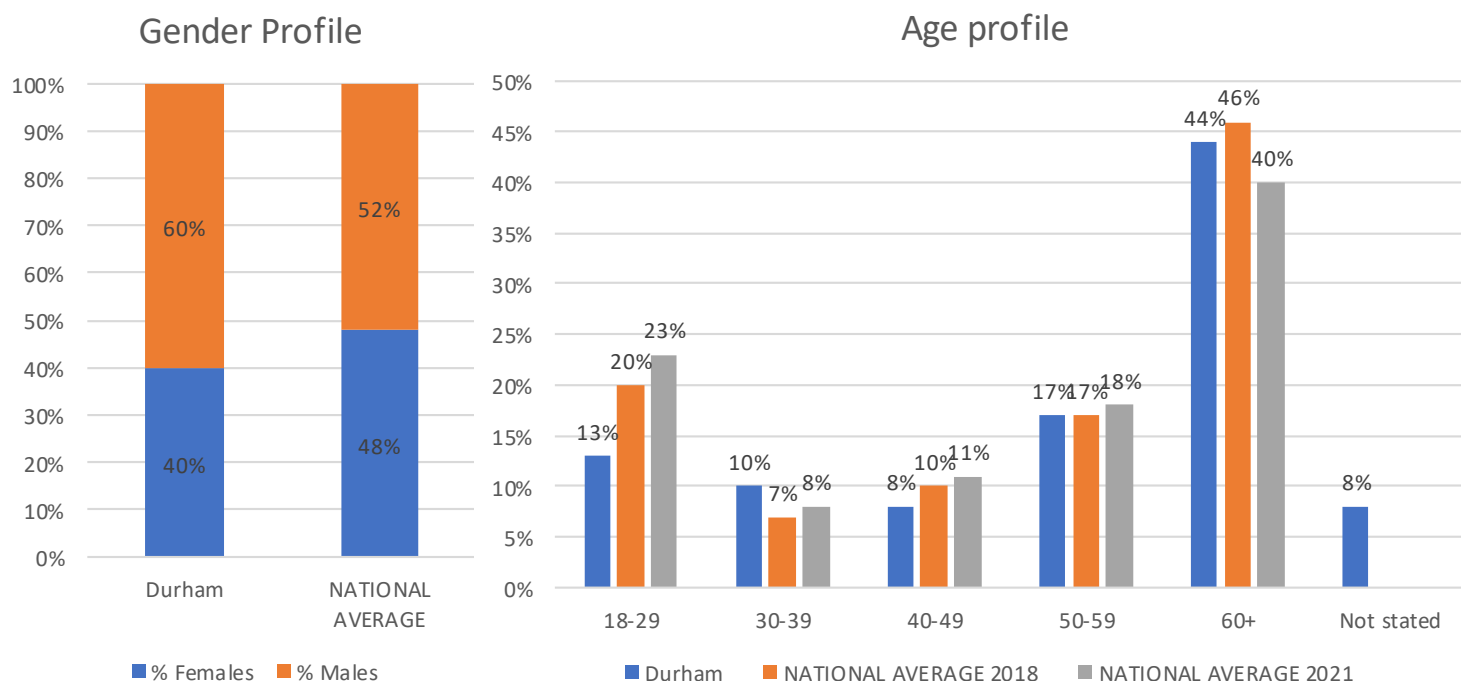
- 30% of PSVs had less than 3 years' service with 41% having been a volunteer for over 5 years. The most common reason for leaving was listed as 'Retired'.
- In total, 32 PSVs completed the national survey, achieving an estimated 51% response rate from Durham. The results show that PSVs in Durham compared 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;
 - Slightly 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 Durham were for more opportunities and better communication.

Introduction

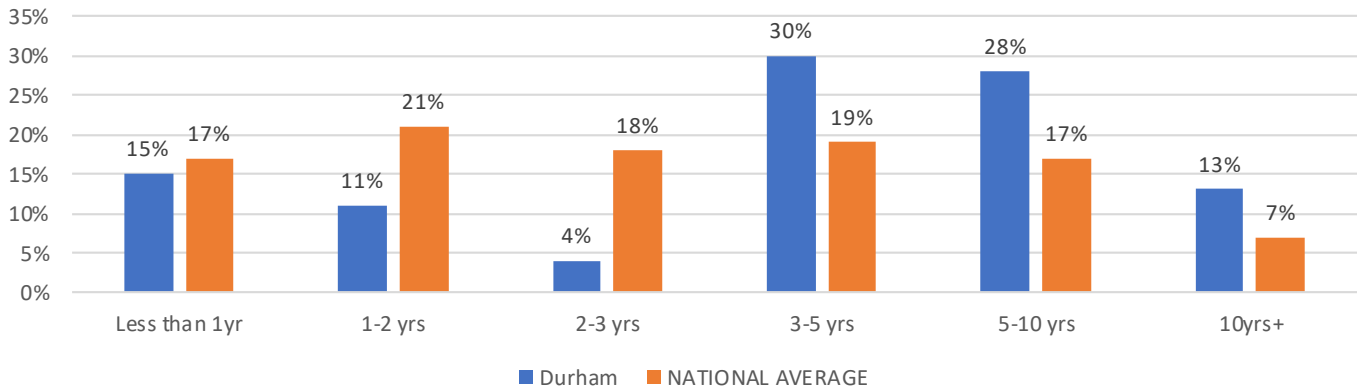
The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Durham. Therefore, it is supplementary to the national benchmarking report (Britton *et al.*, 2021) and the national survey results report (Callender *et al.*, 2021).

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. Durham did not provide data regarding the total number of PSV hours. In terms of demographic profile, Durham has a higher proportion of female PSVs compared to the national average, a lower proportion of PSVs under 29, and a higher proportion of PSVs who have more than 3 years' service.



Length of Service Profile



Leavers

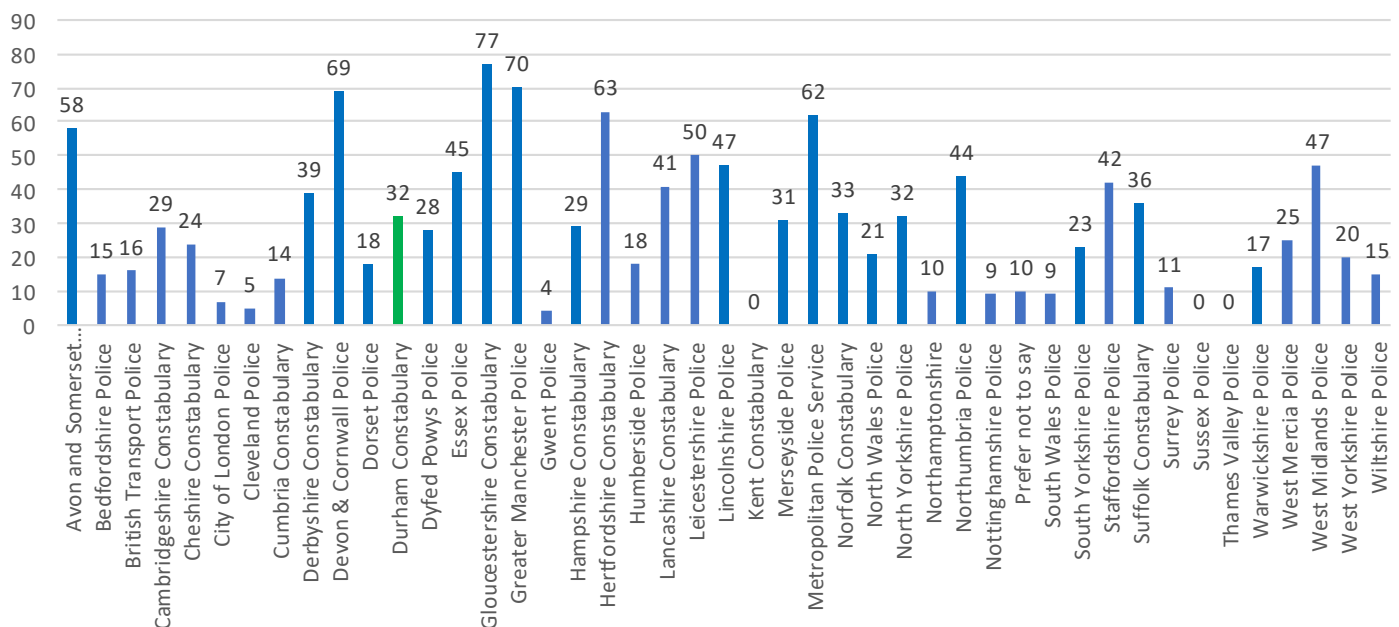
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 41. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this. 14.4% were stopping being a PSV due to a career change and 10% had their voluntary employment terminated.

In Durham, there were 12 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 41. The most common reason for leaving the PSV role was recorded as 'Retired', with 42% of the sample leaving due to this, followed by 'Career Change' (33%).

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 **32** PSVs who completed the survey from Durham, which represents a **51%** response rate against benchmarking data where it was detailed there are **63** PSVs.

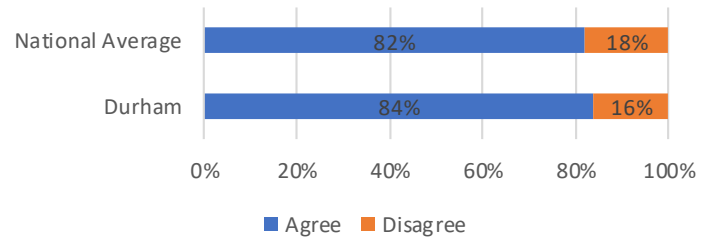
PSV Survey Responses per Force



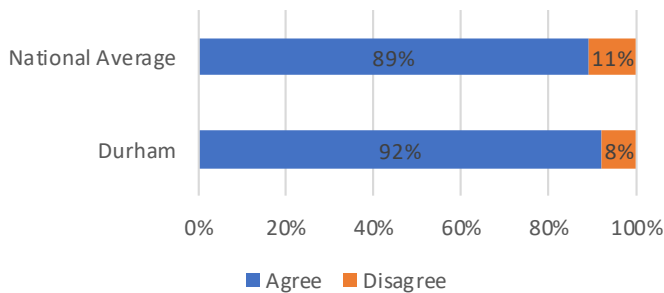
Key Findings

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 slightly higher proportion of PSVs in Durham compared to PSVs nationally felt supported by their line manager and a smaller proportion felt their Force communicates with them sufficiently.

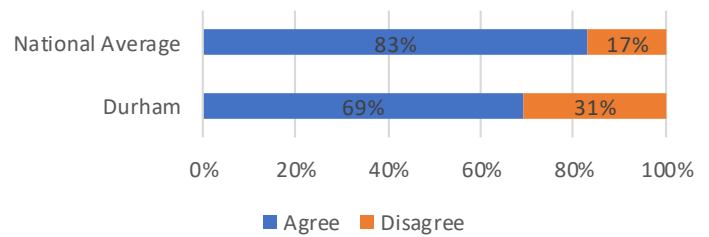
The force maximises the time I give them



I feel supported by my line manager



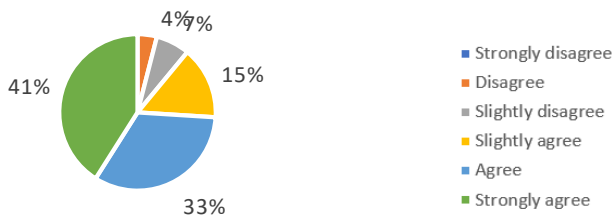
The Force communicates sufficiently with me as a volunteer



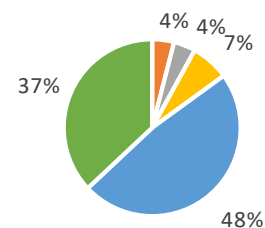
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for relationships with staff than they were for officers.

“I am another pair of hands or eyes. I bring a different viewpoint or perspective to the task or role”

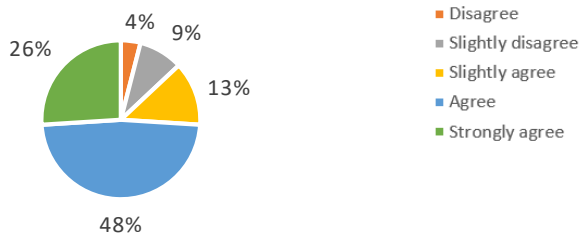
I feel respected by officers



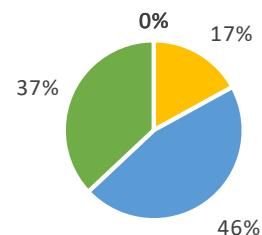
I have a good relationship with officers



I feel respected by staff



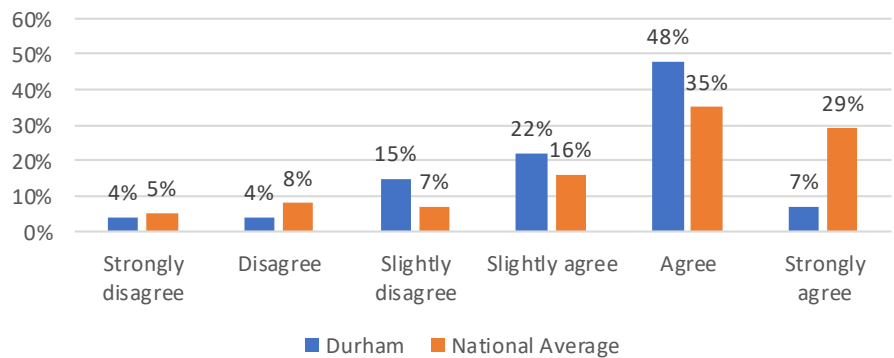
I have a good relationship with staff



“The force has embraced volunteers and participates with them in their duties”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (77%) compared to the national average (80%).

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



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

15 PSVs from Durham Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities and better communication.

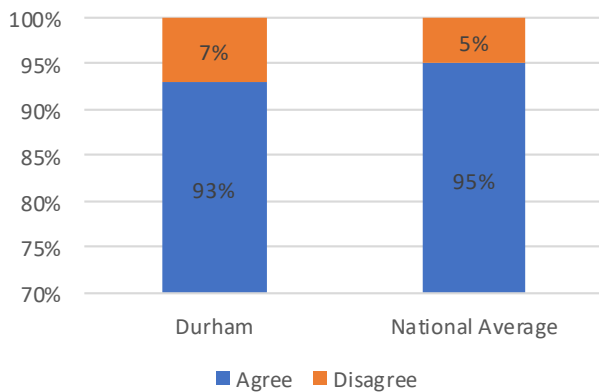
“Possibly via increased communication of volunteering opportunities available”

“Improved communication and support”

“More communication and involvement”

MORALE AND VALUE: Fewer PSVs from Durham 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

