

Key Messages

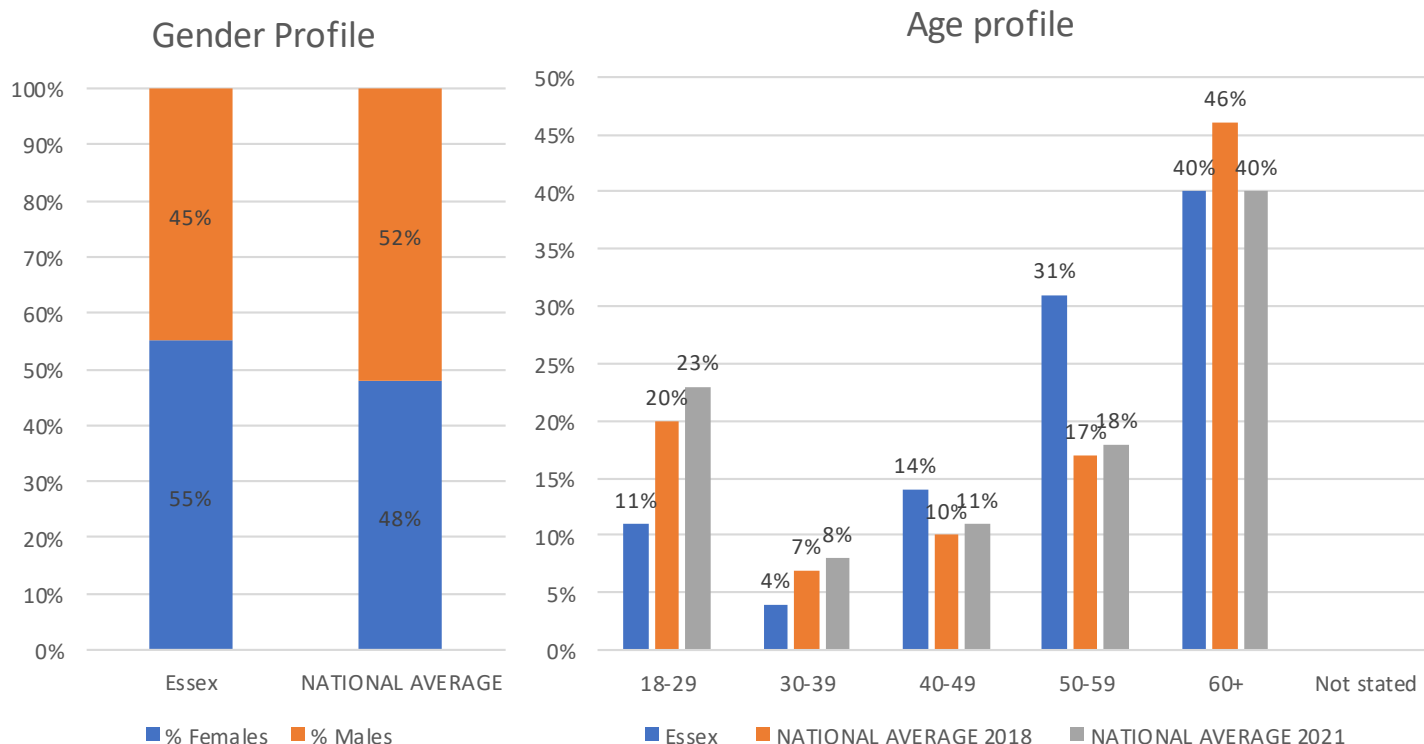
- 44% of PSVs had less than 3 years' service with 27% having been a volunteer for over 5 years.
- In total, 45 PSVs completed the national survey, achieving an estimated 25% response rate from Essex Police. The results show that PSVs in Essex compared to the national average were:
 - Less likely to agree that the Force maximises the use of the time that they give;
 - Just as likely to feel the Force communicates sufficiently;
 - Less likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
 - Less likely to feel their morale was good and less likely to agree they felt valued.
- The most common suggestions to improve the volunteering experience in Essex were for more opportunities to volunteer utilising PSVs' skillsets.

Introduction

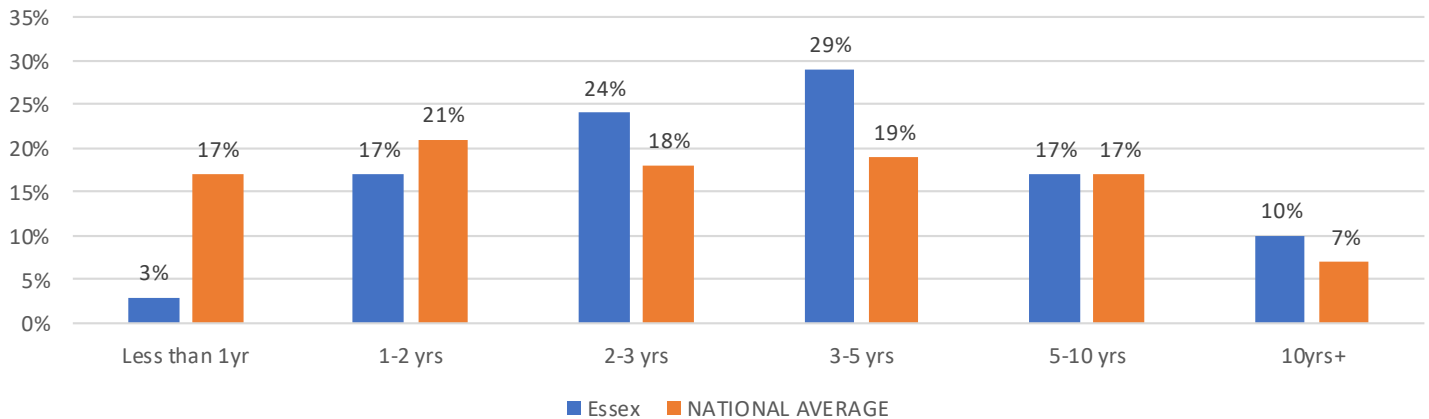
The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Essex. Therefore, it is supplementary to the national benchmarking report (Britton *et al.*, 2021) and the national survey results report (Callender *et al.*, 2021).

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. Essex Police did not provide data regarding the total number of hours carried out over the year by PSVs. In terms of demographic profile, in comparison to the national average, Essex has a higher proportion of female PSVs compared to the national average and fewer PSVs under 29.



Length of Service Profile



Leavers

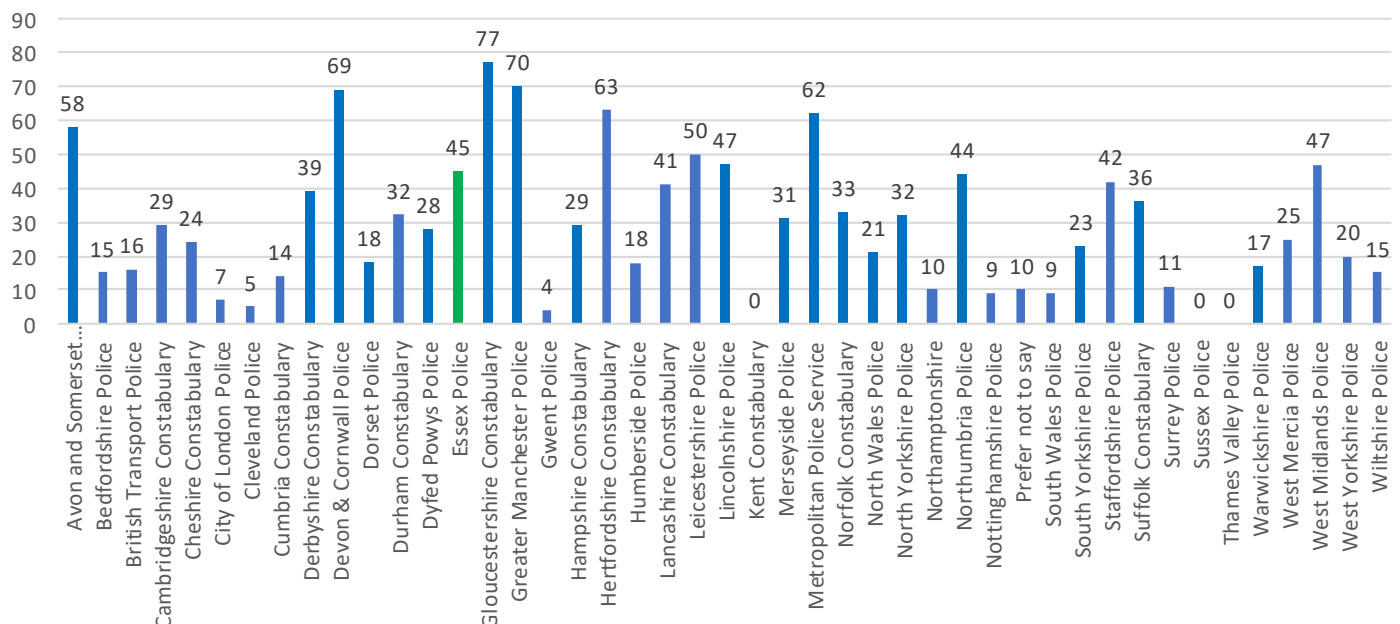
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Essex, there were 20 leavers captured in the benchmarking file for the year 20/21. No information was given regarding the average length of service of PSVs prior to them leaving.

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 **45** PSVs who completed the survey from Essex, which represents a **25%** response rate against benchmarking data where it was detailed there are **180** PSVs.

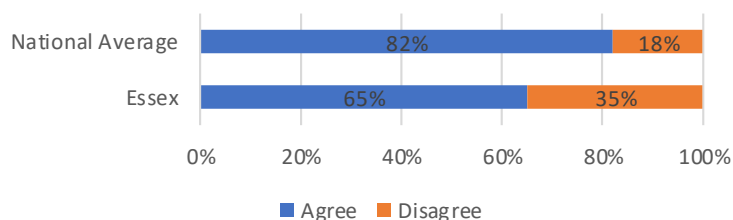
PSV Survey Responses per Force



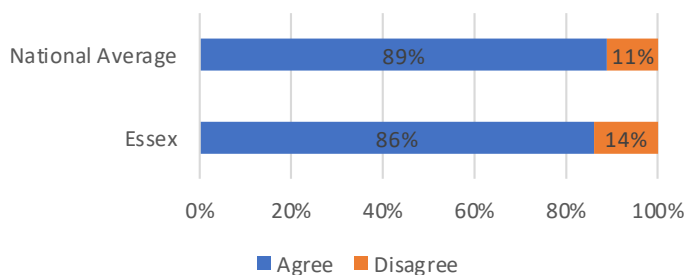
Key Findings

MANAGEMENT: Results from the survey were mixed in terms of management: a similar proportion of PSVs felt supported by their line manager and the same proportion to the national average felt the Force communicates with them sufficiently. However, a lower proportion of PSVs in Essex compared to PSVs nationally felt their force maximised the time they gave.

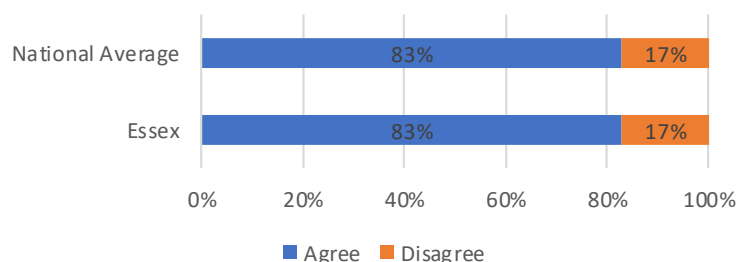
I feel the force maximises the time I give them



I feel supported by my line manager



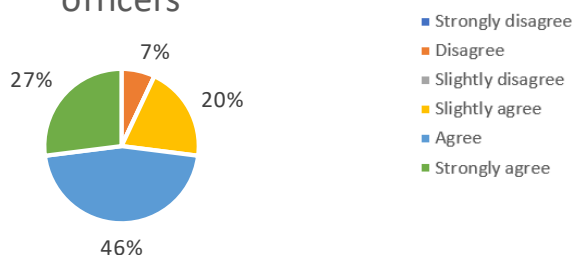
The Force communicates sufficiently with me as a volunteer



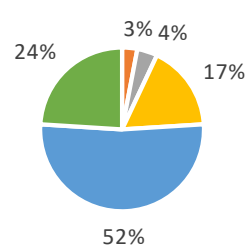
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for relationships with staff than they were for officers.

“The officers are very supportive and want to make the best for you and out of you”

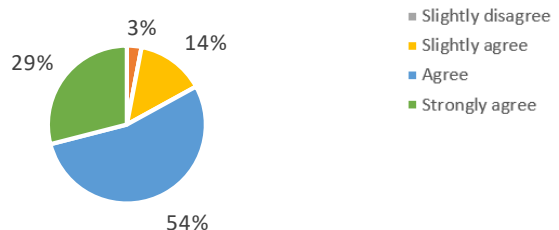
I feel respected by officers



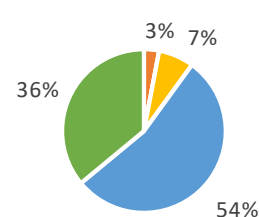
I have a good relationship with officers



I feel respected by staff

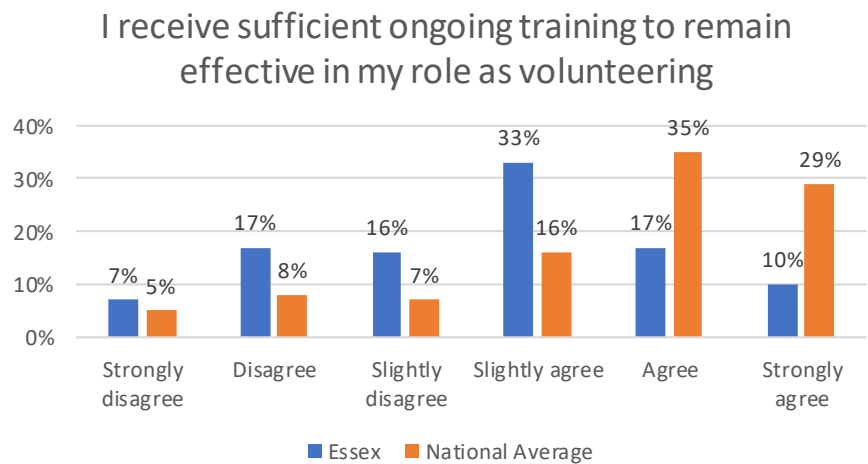


I have a good relationship with staff



“I feel volunteering is a worthwhile thing to do as it is helping the community and the police force. The volunteers, if trained, can contribute to areas that leave the police force to deal with more important issues that need addressing”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (60%) compared to the national average (80%).



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

35 PSVs from Essex Police recommended ways in which their volunteering experience could be improved. The most common suggestion was for more opportunities to volunteer, particularly ones which utilised each volunteer's skills.

"It would be better if I could do more hours. Also, if I could do different tasks, so that I can learn more skills"

"More involvement in day to day police tasking. More variety in the type of work that I can be involved in. More exposure to working in the teams so it feels like I can contribute using the skills I have. No one has asked about my skills as many are transferable to volunteer policing neither has anyone asked about what exposure I've had to policing in the past"

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

