

Key Messages

- 54% of PSVs had less than 3 years' service with 25% having been a volunteer for over 5 years.
- In total, 77 PSVs completed the national survey, achieving an estimated 32% response rate from Gloucestershire Constabulary. The results show that PSVs in Gloucestershire compared to the national average were:
 - More likely to agree that the Force maximises the use of the time that they give;
 - More likely to feel the Force communicates sufficiently;
 - More likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
 - More likely to feel their morale was good and more likely to agree they felt valued.
- The most common suggestions to improve the volunteering experience in Gloucestershire were for more opportunities, increased resources, and better training.

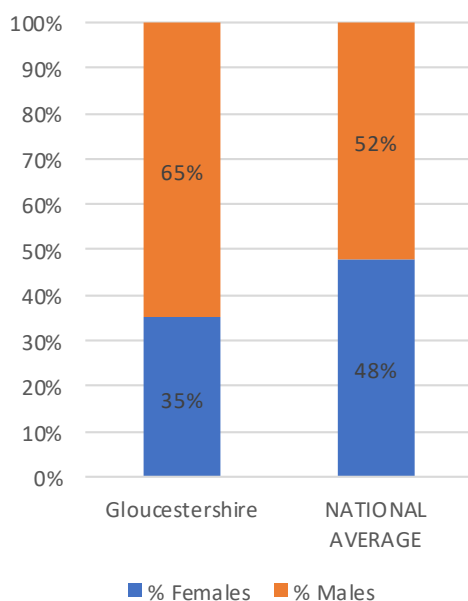
Introduction

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

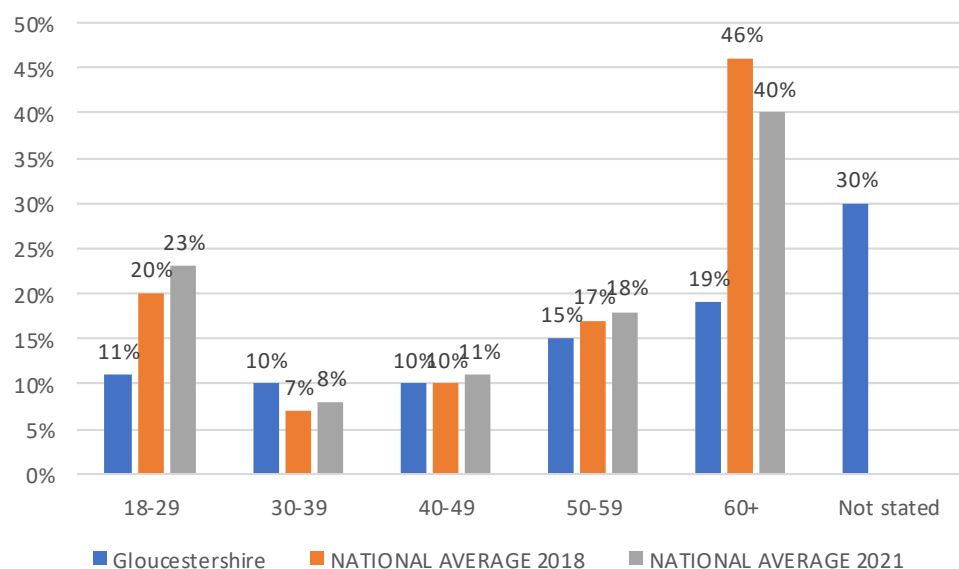
Key Statistics from Benchmarking Report

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. Gloucestershire Constabulary 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, Gloucestershire has a higher proportion of male PSVs compared to the national average and fewer PSVs under 29.

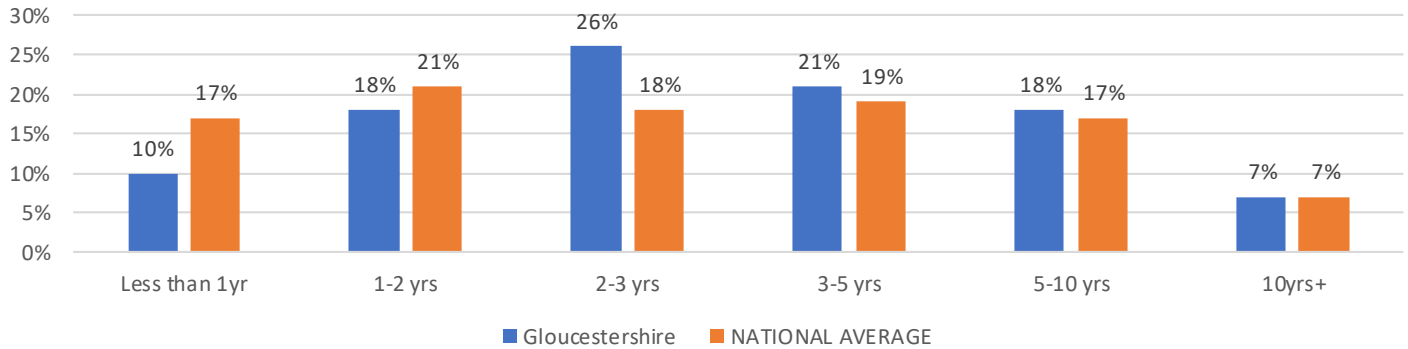
Gender Profile



Age profile



Length of Service Profile



Leavers

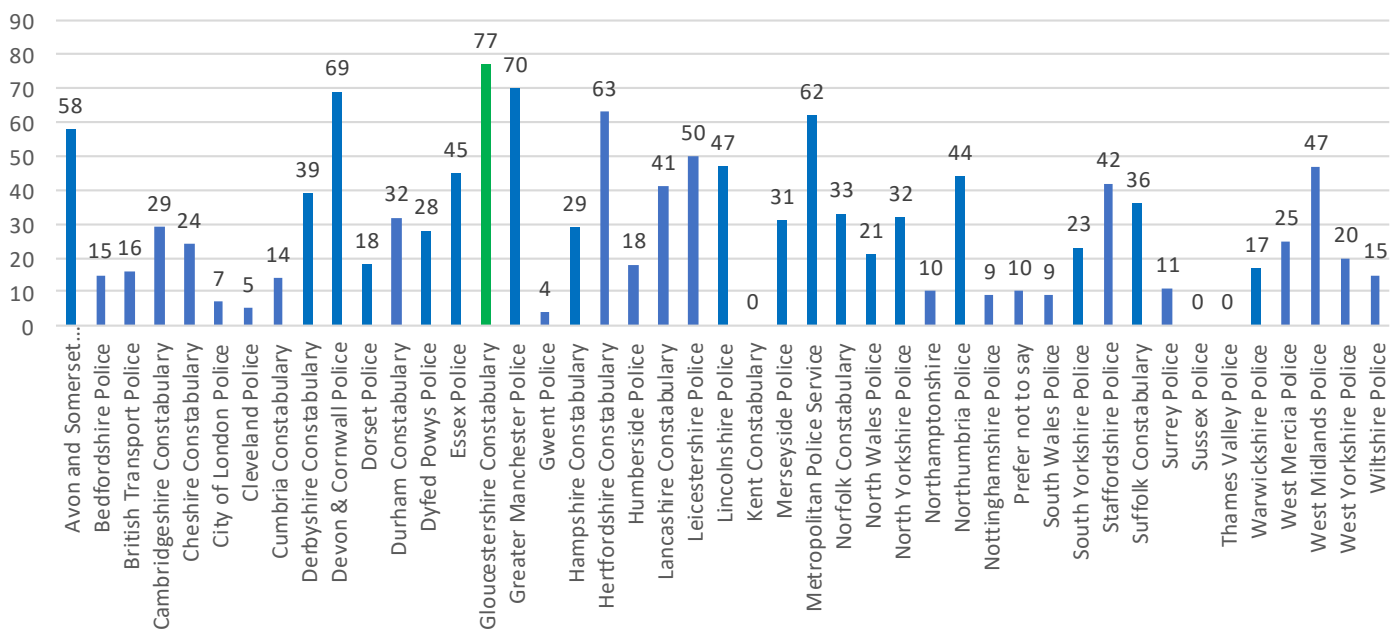
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Gloucestershire, there were 16 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 45 months as a PSV before leaving. The most common reason for leaving was given as 'Found other volunteering' (50%), followed by changing career.

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 **77** PSVs who completed the survey from Gloucestershire, which represents a **32%** response rate against benchmarking data where it was detailed there are **244** PSVs.

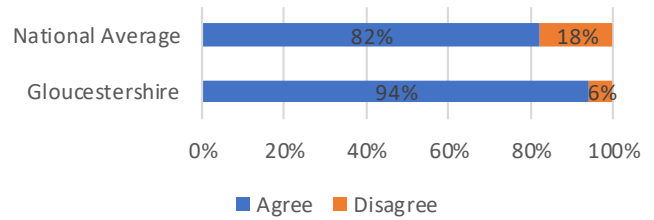
PSV Survey Responses per Force



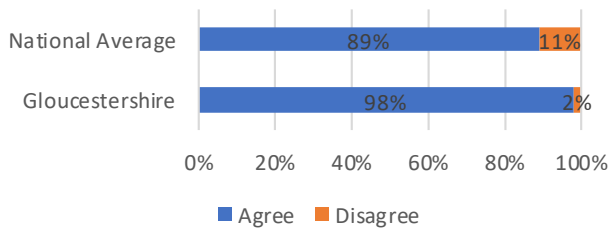
Key Findings

MANAGEMENT: Results from the survey were positive in terms of management: a higher proportion of PSVs in Gloucestershire compared to PSVs nationally felt supported by their line manager and felt their Force maximised the time they gave and communicated with them sufficiently.

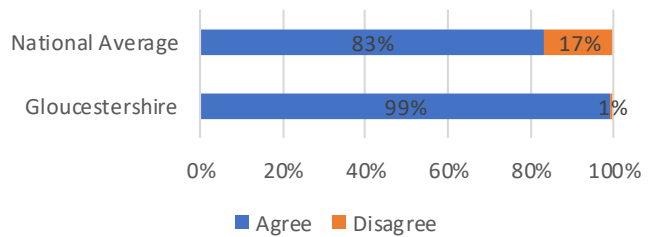
I feel the Force maximises the time I give them



I feel supported by my line manager



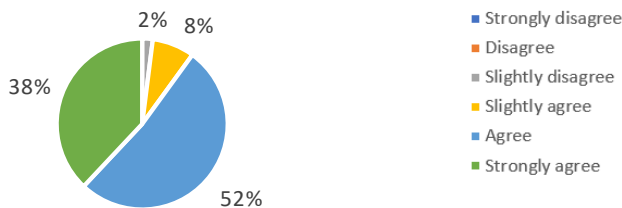
The Force communicates sufficiently with me as a volunteer



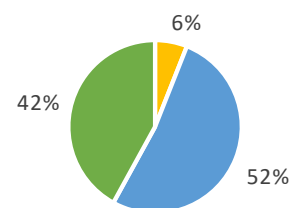
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for relationships with staff than they were for officers.

“I like to feel that because of what I do there is an extra officer who is able to do their job more efficiently”

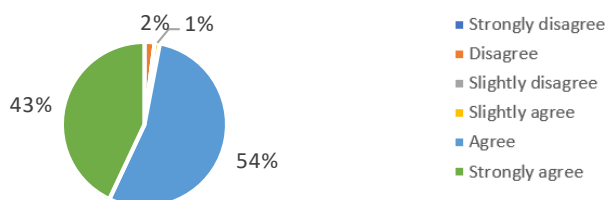
I feel respected by officers



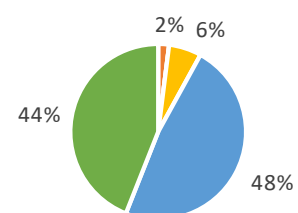
I have a good relationship with officers



I feel respected by staff



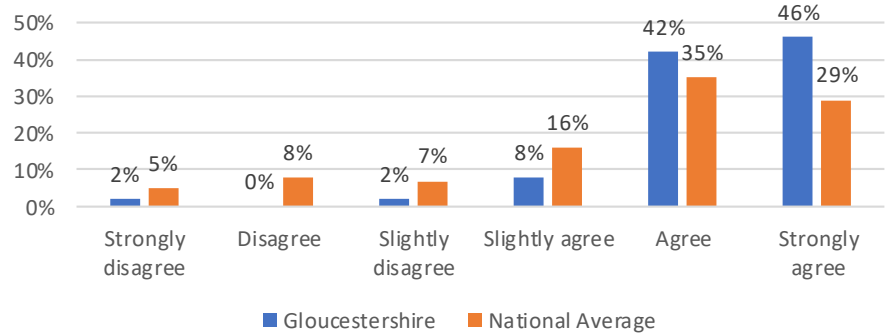
I have a good relationship with staff



“Regular updates about the work that we do and good communication from the PCC and Chief Constable leave me feeling valued and clear about the impact of my volunteering”

I am receiving sufficient ongoing training to remain effective in my volunteering role

TRAINING: In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (96%) compared to the national average (80%).



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

27 PSVs from Gloucestershire Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer, increased resources, and better training.

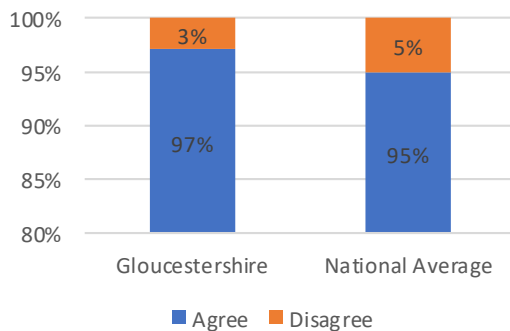
“Having the opportunity to move to different roles when available”

“Vehicle to travel around the county. We had a dedicated vehicle which went when the paid member of staff retired”

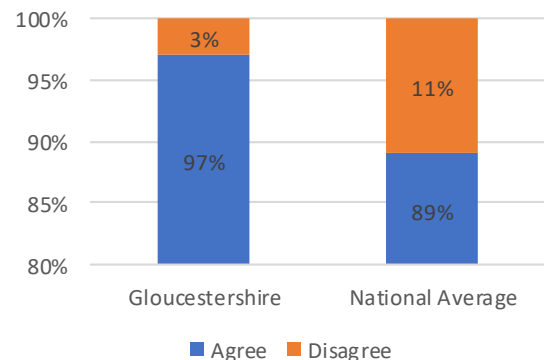
“Structured training provided instead of learn as you go approach”

MORALE AND VALUE: Morale was good for PSVs from Gloucestershire, with more feeling morale was good and that they felt valued by their force compared to the national average.

I would describe my morale as good



I feel valued by my Force



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