

### Key Messages

- Greater Manchester Police’s PSVs completed on average 50 hours per year volunteering, more than the national average.
- 56% of PSVs had less than 3 years’ service with 24% having been a volunteer for over 5 years.
- In total, 70 PSVs completed the national survey, achieving an estimated 72% response rate from Greater Manchester Police. The results show that PSVs in Greater Manchester 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 suggestion to improve the PSV experience in Greater Manchester were for more opportunities to volunteer.

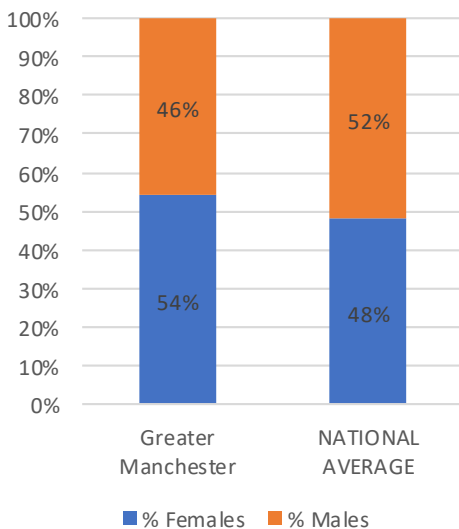
### Introduction

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

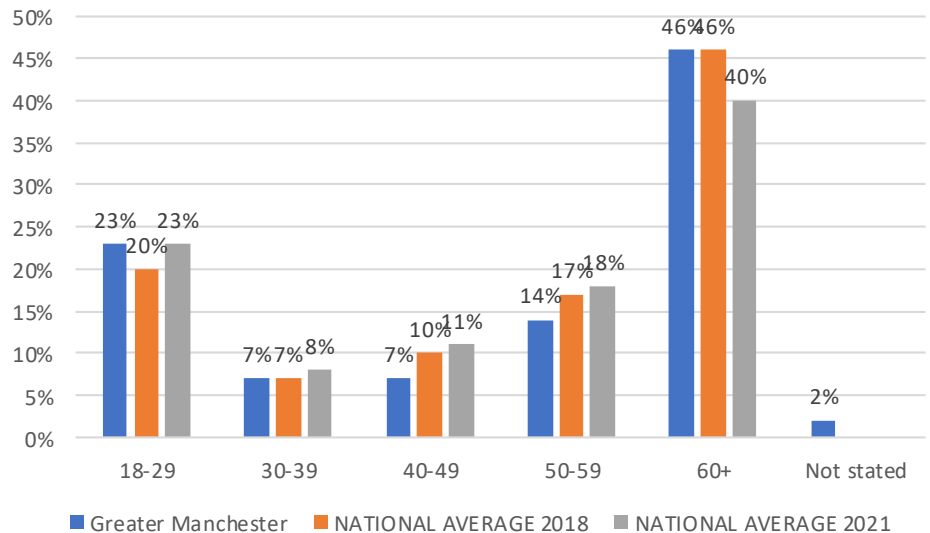
### Key Statistics from Benchmarking Report

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. Greater Manchester Police PSVs completed **4831 hours** over the year 2020/2021, meaning their PSVs completed on average **50 hours per year**, which is more than the national average. In terms of demographic profile, in comparison to the national average, Greater Manchester Police has a higher proportion of female PSVs compared to the national average and a similar age profile as the National Average in 2018 and 2021.

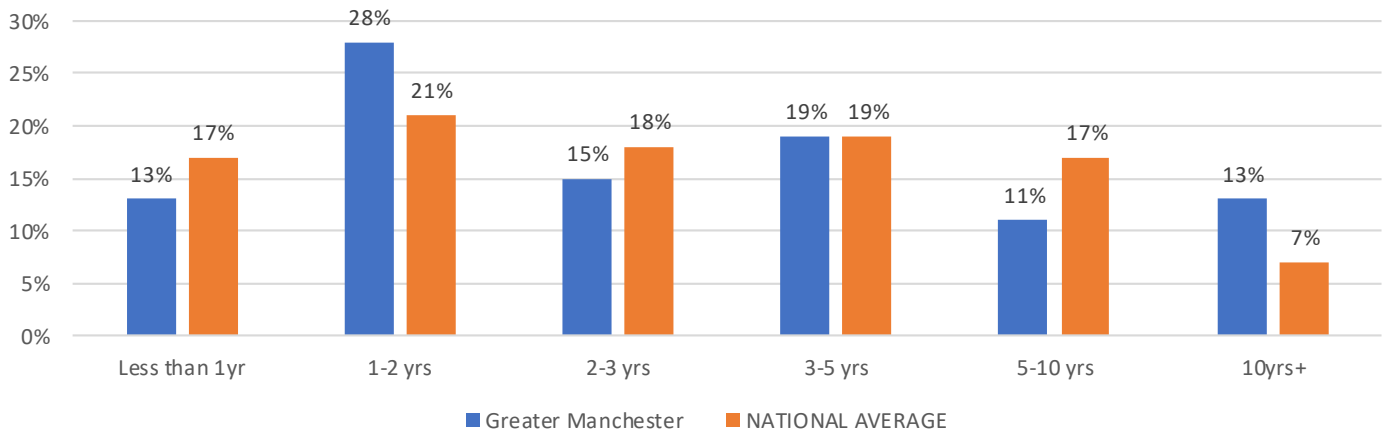
**Gender Profile**



**Age profile**



### Length of Service Profile



### Leavers

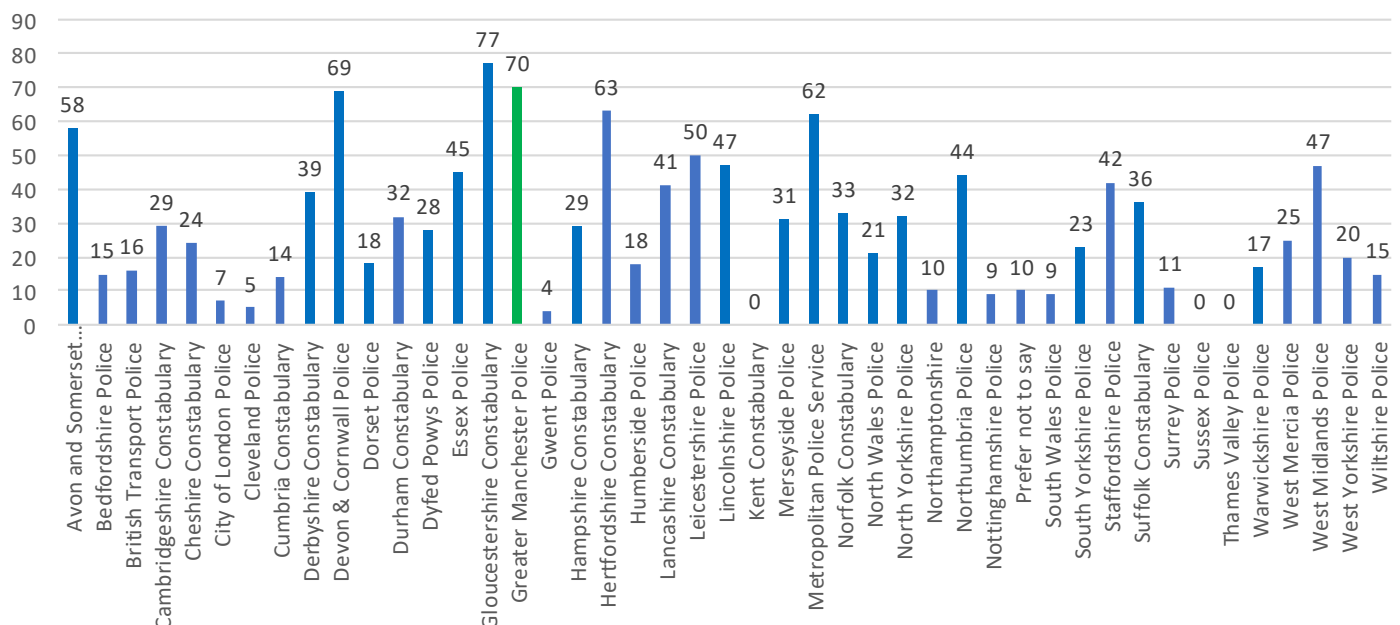
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Greater Manchester, there were 37 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 23 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (62%), followed by 'Other' (21%).

### 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 **70** PSVs who completed the survey from Greater Manchester, which represents a **72%** response rate against benchmarking data where it was detailed there are **97** PSVs.

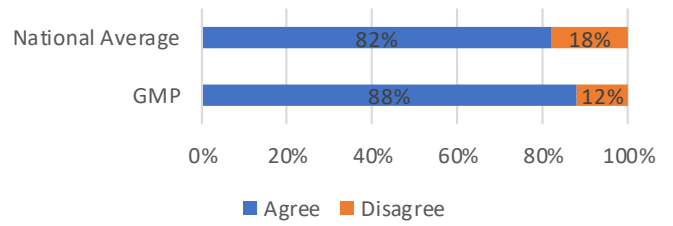
### PSV Survey Responses per Force



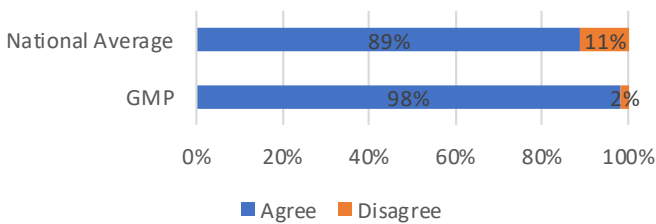
## Key Findings

**MANAGEMENT:** Results from the survey were positive in terms of management: a higher proportion of PSVs in Greater Manchester compared to PSVs nationally felt their force maximised the time they gave, and nearly all PSVs agreed they felt supported by their line manager.

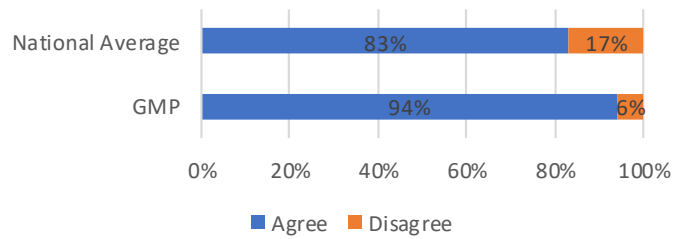
I feel the Force maximises the time I give them



I feel supported by my line manager



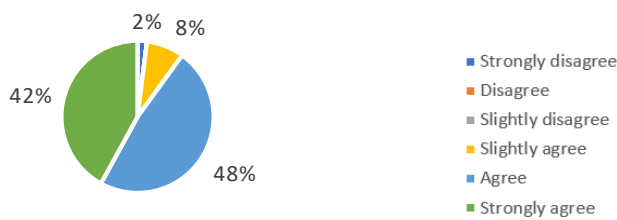
The Force communicates sufficiently with me as a volunteer



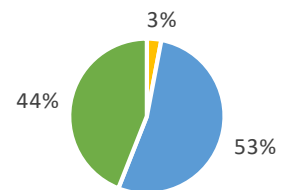
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for relationships with staff than they were for officers.

*“I feel I contribute positively in reducing the workload members of the force face on top of all their regular duties”*

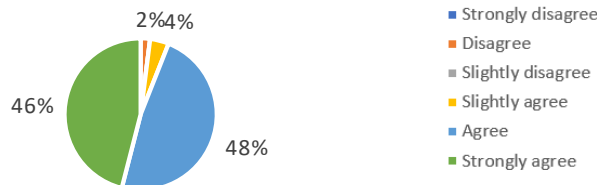
I feel respected by officers



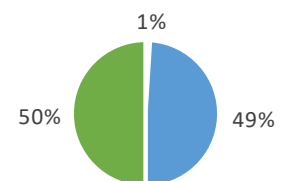
I have a good relationship with officers



I feel respected by staff



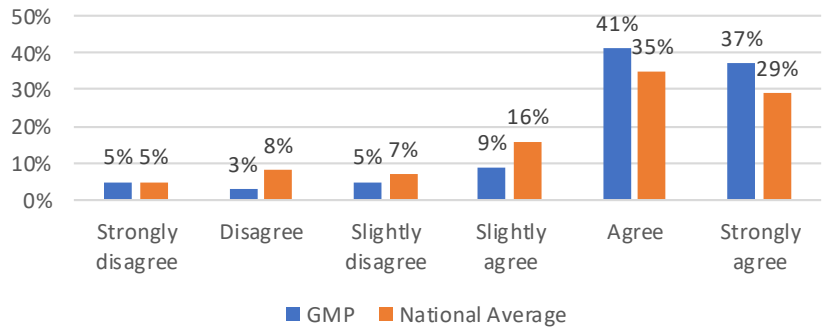
I have a good relationship with staff



*“My manager acknowledges our contributions on a regular basis and often to a wider audience”*

### 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 a volunteer (87%) compared to the national average (80%).



### Greater Manchester Police PSV Feedback: How can the volunteering experience be improved?

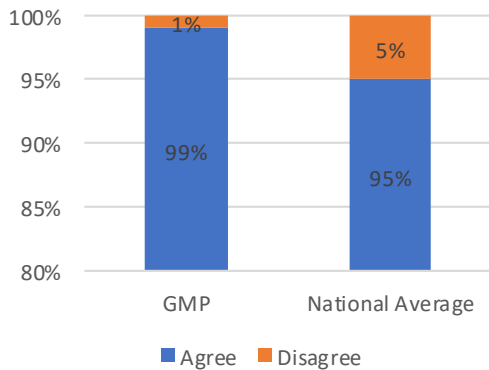
25 PSVs from Greater Manchester Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer.

*“Make it easier to volunteer across divisions or be made aware of volunteer opportunities in other divisions which can be done as one-off activities to help with demand”*

*“I would like to see opportunities for flexibility within volunteering increased e.g. by advertising other voluntary vacancies so that we can see the bigger picture and perhaps have a change of role”*

**MORALE AND VALUE:** Morale was good for PSVs from Greater Manchester, with almost all PSVs feeling morale was good and a higher proportion of PSVs feeling valued by their force compared to the national average.

### I would describe my morale as good



### I feel valued by my Force

