

Key Messages

- Hertfordshire Constabulary's PSVs completed on average 26 hours per year volunteering, similar to the national average.
- 39% of PSVs had less than 3 years' service with 31% having been a volunteer for over 5 years.
- In total, 63 PSVs completed the national survey, achieving an estimated 36% response rate from Hertfordshire Constabulary. The results show that PSVs in Hertfordshire compared to the national average were:
 - More likely to agree that the Force maximises the use of the time that they give;
 - Slightly 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 Hertfordshire were for more opportunities to volunteer.

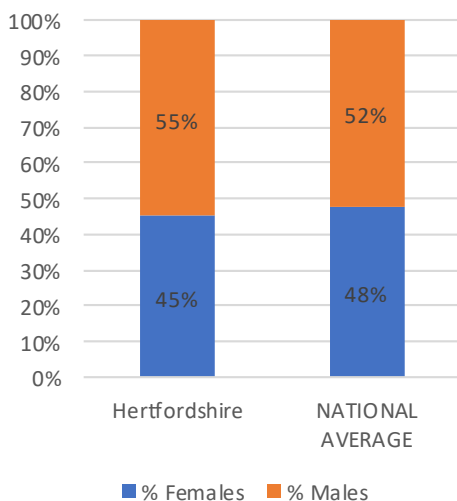
Introduction

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

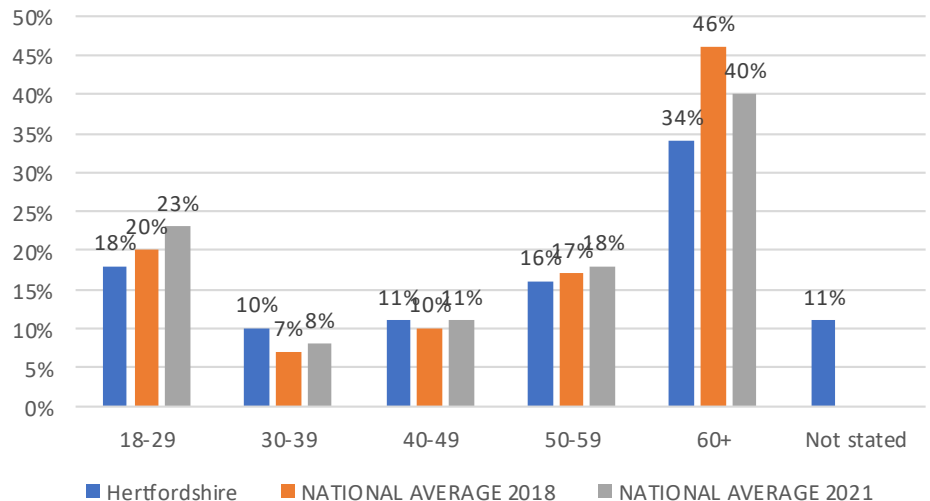
Key Statistics from Benchmarking Report

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. Hertfordshire PSVs completed **4557 hours** over the year 2020/2021, meaning their PSVs completed on average **26 hours per year**, which is similar to the national average. In terms of demographic profile, in comparison to the national average, Hertfordshire has a slightly lower proportion of female PSVs, a similar age profile, and fewer PSVs with less than 3 years' experience.

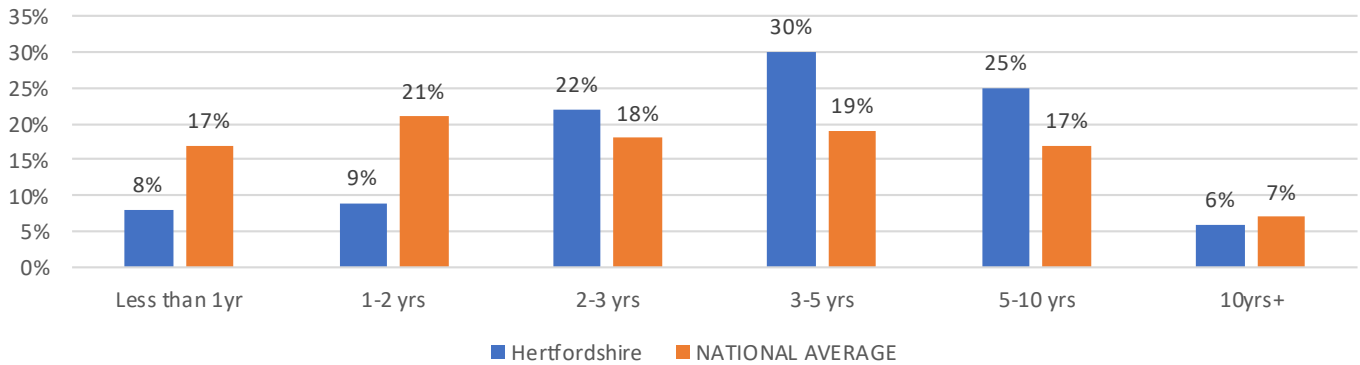
Gender Profile



Age profile



Length of Service Profile



Leavers

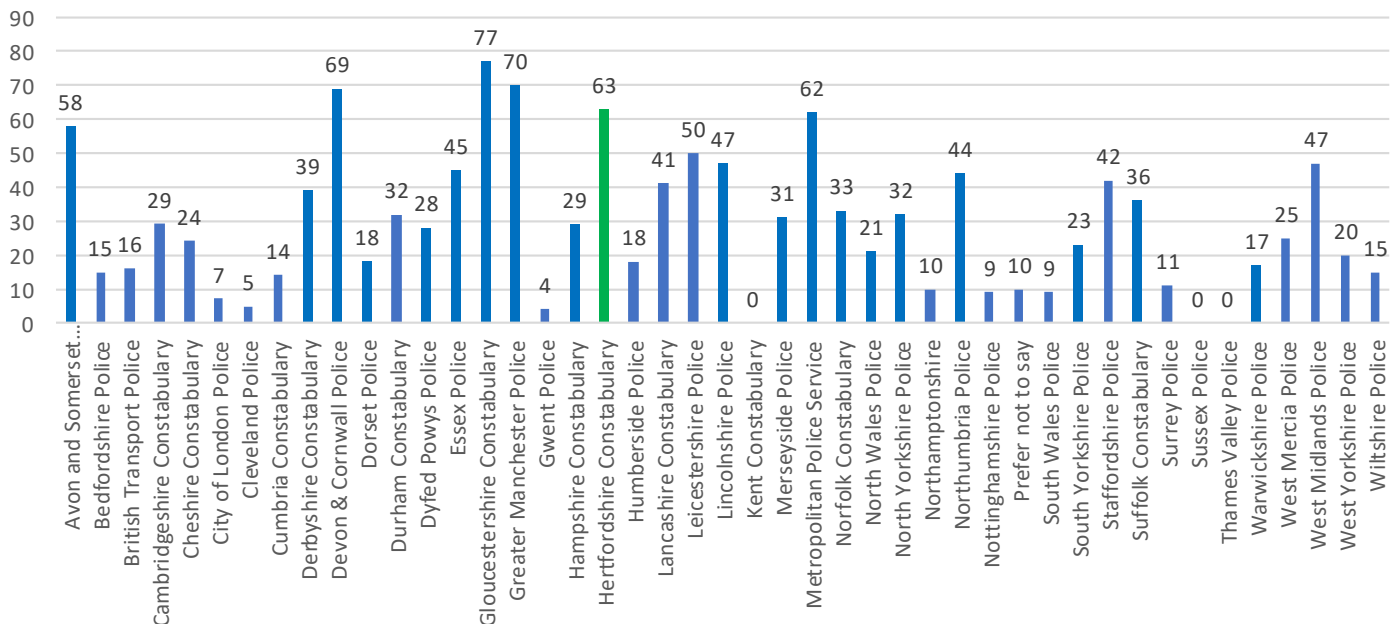
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Hertfordshire, there were 13 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 40 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (88%), followed by 'Deceased' (12%).

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 **63** PSVs who completed the survey from Hertfordshire, which represents a **36%** response rate against benchmarking data where it was detailed there are **174** PSVs.

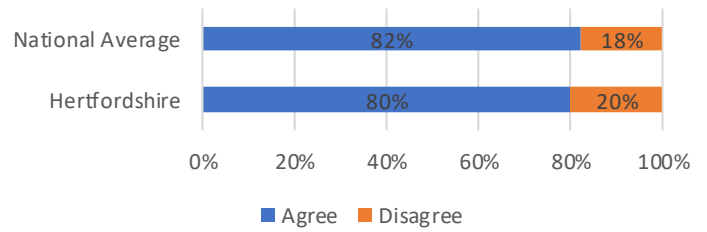
PSV Survey Responses per Force



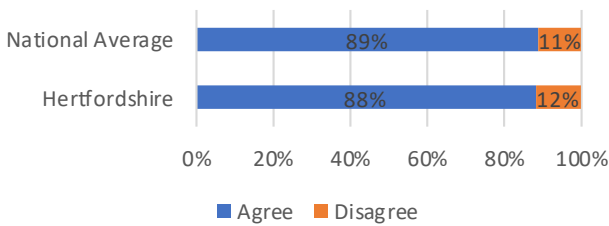
Key Findings

MANAGEMENT: In terms of management: a slightly lower proportion of PSVs in Hertfordshire compared to PSVs nationally felt their force maximised the time they gave and felt supported by their line manager, and a slightly higher proportion felt their Force communicated with them sufficiently.

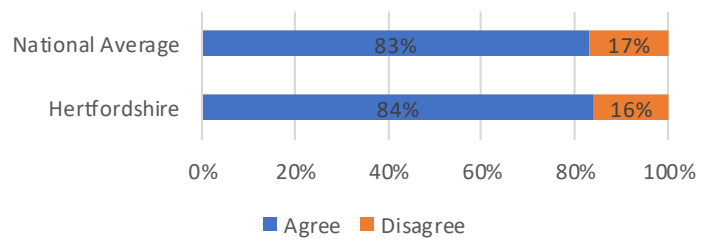
I feel the Force maximises the time I give them



I feel supported by my line manager



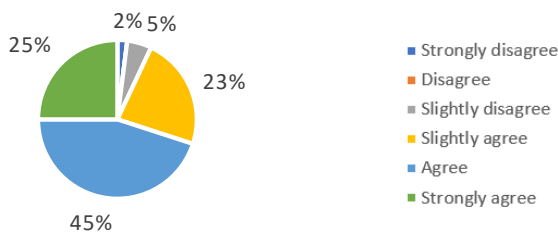
The Force communicates sufficiently with me as a volunteer



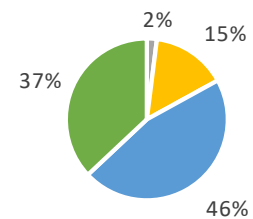
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for relationships with staff than they were for officers.

“I feel by helping the police I am contributing to the wider public”

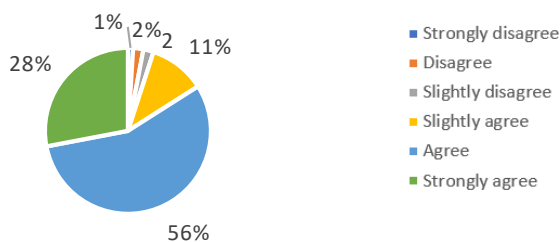
I feel respected by officers



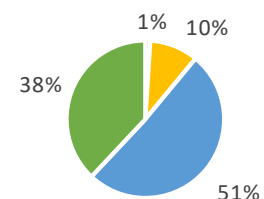
I have a good relationship with officers



I feel respected by staff



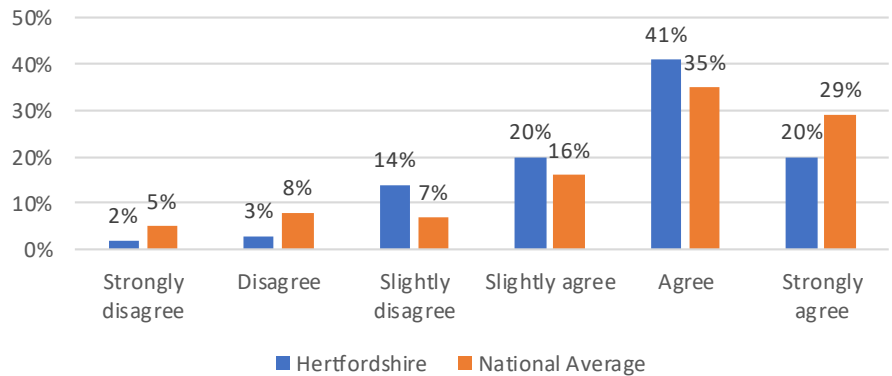
I have a good relationship with staff



“I am told I am making a difference and I see that staff are free to carry out duties in the time my contribution saves them”

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 (81%) compared to the national average (80%).



Hertfordshire Constabulary PSV Feedback: How can the volunteering experience be improved?

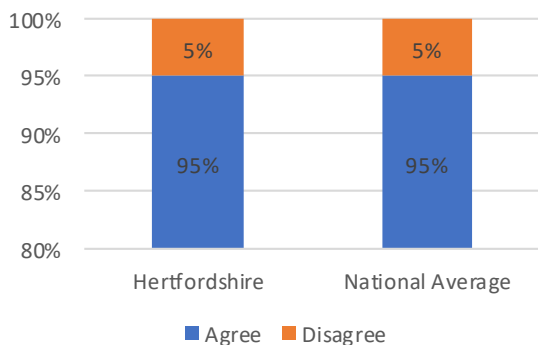
39 PSVs from Hertfordshire recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer and better utilisation of volunteers' skillsets.

“By permitting my involvement in some of the higher-level activities. Although, this happens on occasion, I would still like to be given even more involvement”

“Maybe utilise my experience and skills more as I worked for a police force before I retired and feel I could contribute more than I am”

MORALE AND VALUE: As large a proportion of PSVs from Hertfordshire compared to the national average felt their morale was good and a slightly lower proportion of PSVs agreed that they felt valued by their force.

I would describe my morale as good



I feel valued by my Force

