

### Key Messages

- Humberside PSVs completed on average 44 hours per year volunteering, more than the national average.
- 67% of PSVs had less than 3 years' service with 23% having been a volunteer for over 5 years.
- In total, 18 PSVs completed the national survey, achieving an estimated 13% response rate from Humberside Police. The results show that PSVs in Humberside compared to the national average were:
  - Slightly less 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
  - Slightly less 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 Humberside were for more opportunities to volunteer and better communication.

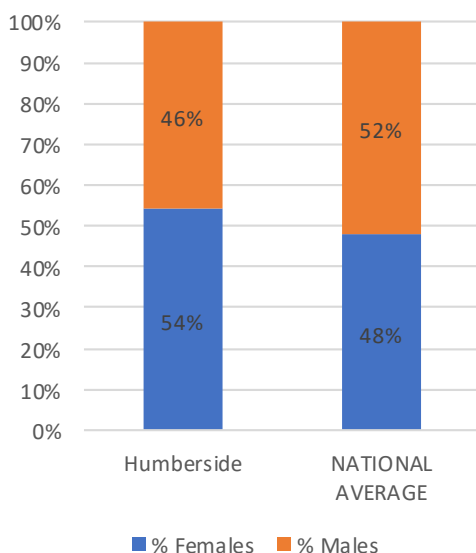
### Introduction

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

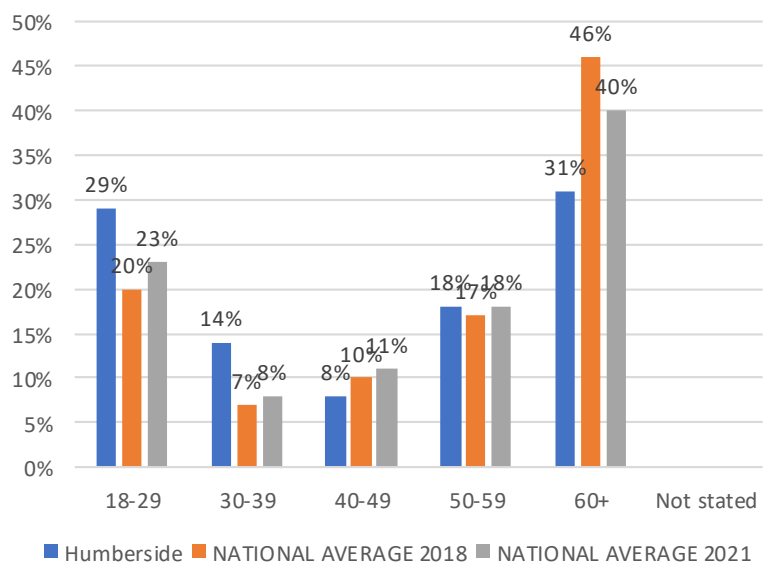
### Key Statistics from Benchmarking Report

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. Humberside PSVs completed **6180 hours** over the year 2020/2021, meaning their PSVs completed on average **44 hours per year**, which is more than the national average. In terms of demographic profile, in comparison to the national average, Humberside has a higher proportion of female PSVs, a similar age profile, and fewer PSVs with less than 3 years' experience.

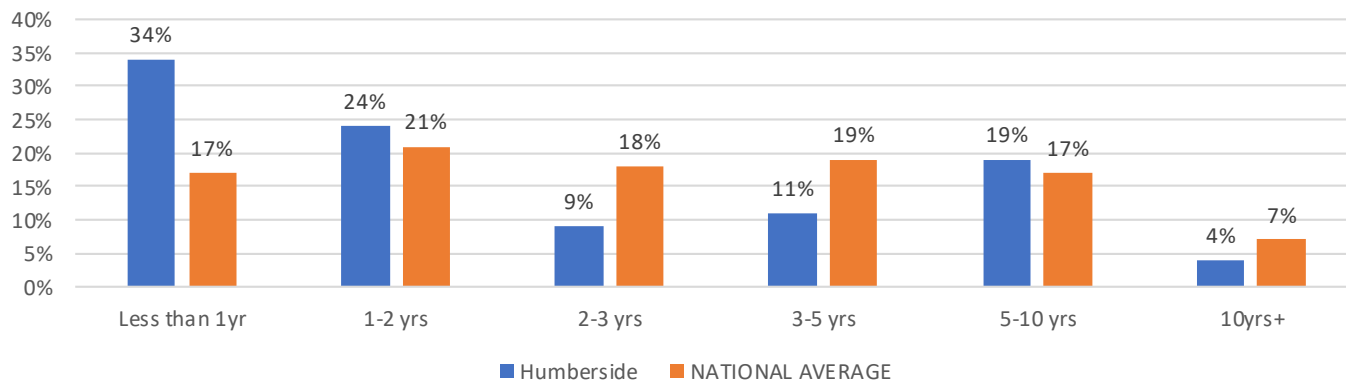
**Gender Profile**



**Age profile**



## Length of Service Profile



## Leavers

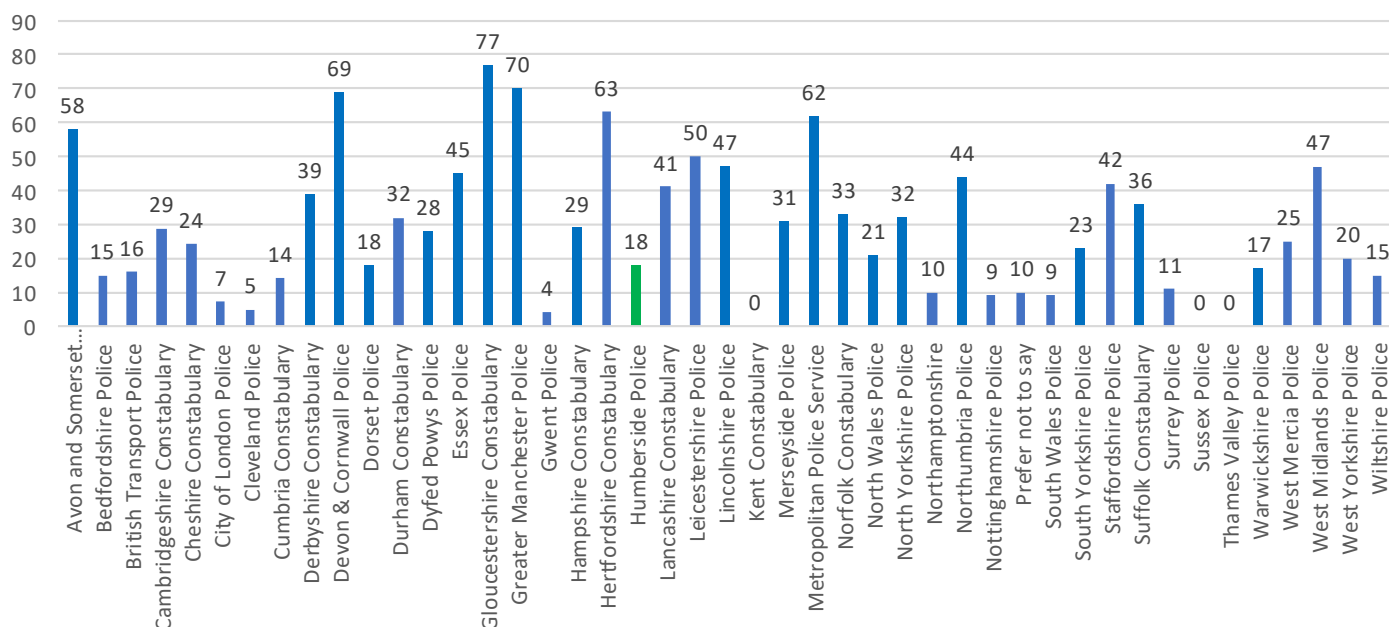
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Humberside, there were 40 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 27 months as a PSV before leaving. The most common reason for leaving was recorded as 'Terminated' (54%), followed by 'Personal Reasons' (25%).

## 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 **18** PSVs who completed the survey from Humberside, which represents a **13%** response rate against benchmarking data where it was detailed there are **140** PSVs.

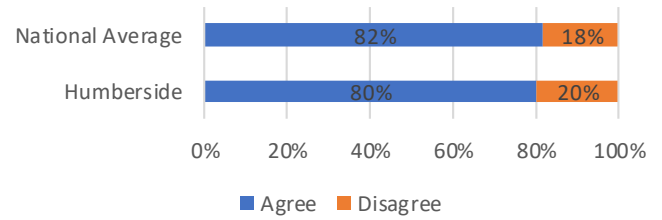
## PSV Survey Responses per Force



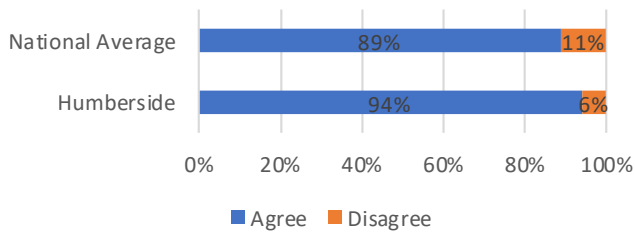
## Key Findings

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

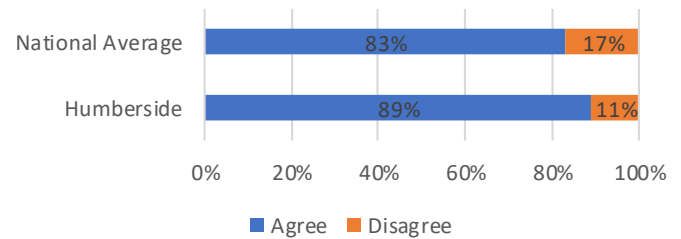
### The Force maximises the time I give them



### I feel supported by my line manager



### The Force communicates sufficiently with me as a volunteer

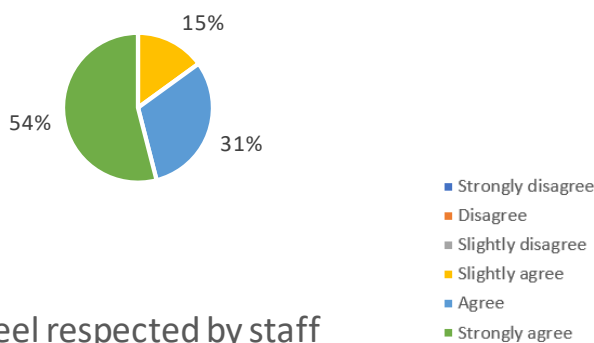


## RELATIONSHIPS WITH OFFICERS AND STAFF:

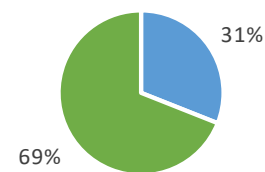
Responses were very positive in terms of relationships with officers and staff, whilst relationships with staff were slightly better, all PSVs agreed with the following statements about both officers and staff.

*“I always feel that my contribution is needed and is valued”*

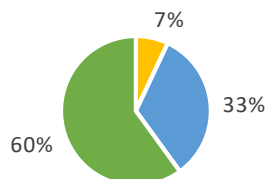
### I feel respected by officers



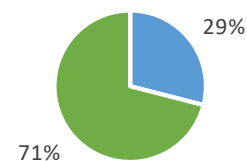
### I have a good relationship with officers



### I feel respected by staff



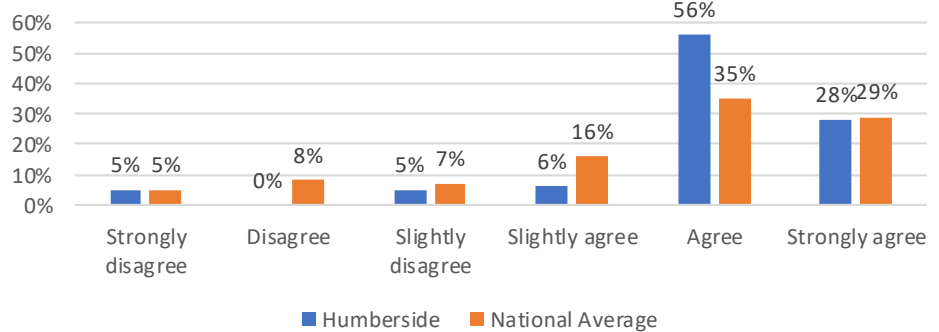
### I have a good relationship with staff



*“We are regularly told how our support is making a difference within the force, we are often told by the various departments how we have supported them to make a difference too”*

### 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 (90%) compared to the national average (80%).



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

12 PSVs from Humberside recommended ways in which their volunteering experience could be improved. The most common suggestion was for more opportunities to volunteer, although some also highlighted the need for better communication.

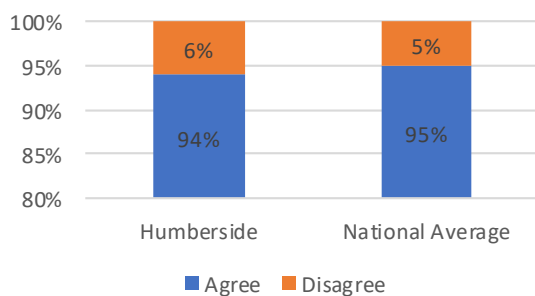
*“More opportunities for volunteers who work full time in a day job”*

*“When volunteer opportunities are limited the roles shouldn't be allocated on a first come first served basis. Perhaps a selection criterion could be applied”*

*“There was no response to any emails I sent to how the recruitment process was progressing. I had given up hope that I would be accepted when I received an email to ask if I was still interested”*

**MORALE AND VALUE:** A slightly smaller proportion of PSVs from Humberside compared to the national average felt their morale was good, whilst a higher proportion of PSVs agreed that they felt valued by their force.

### I would describe my morale as good



### I feel valued by my Force

