

Key Messages

- Lancashire volunteers completed on average 39 hours per year volunteering, more than the national average.
- 54% of PSVs had less than 3 years' service with 15% having been a volunteer for over 5 years.
- In total, 41 PSVs completed the national survey, achieving an estimated 11% response rate from Lancashire Police. The results show that PSVs in Lancashire compared to the national average were:
 - Slightly more likely to agree that the Force maximises the use of the time that they give;
 - Less likely to feel the Force communicates sufficiently;
 - Slightly more likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
 - Slightly more likely to feel their morale was good and just as likely to agree they felt valued.
- The most common suggestion to improve the PSV experience in Lancashire were for more opportunities to volunteer, better communication, and for volunteers to be made to feel more valued.

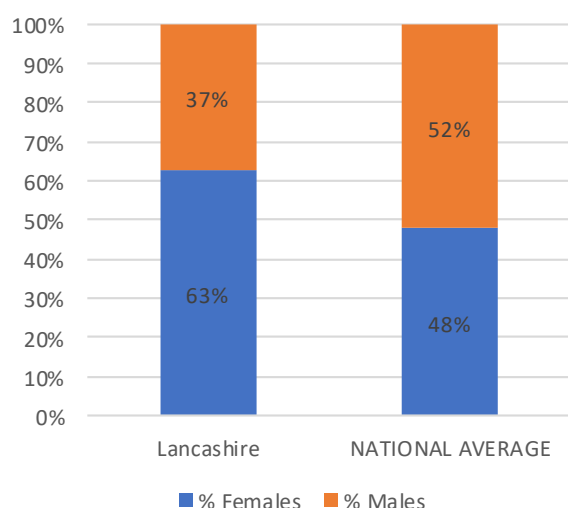
Introduction

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

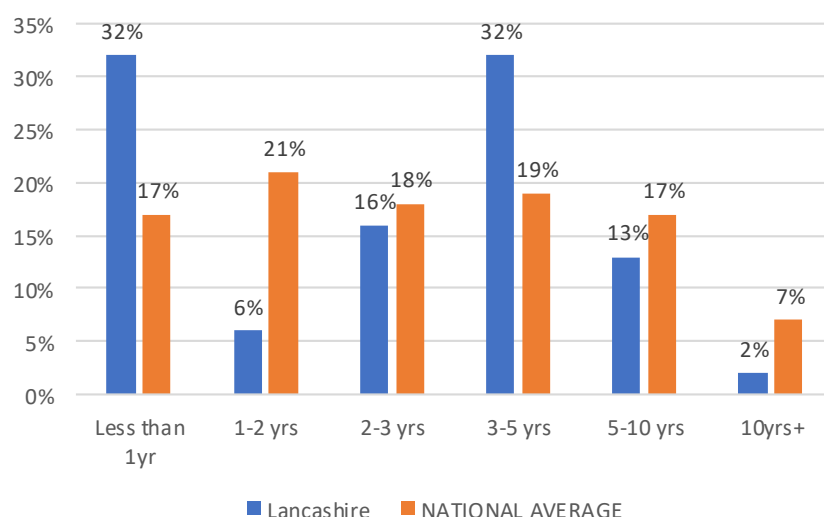
Key Statistics from Benchmarking Report

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. Lancashire volunteers completed **14100 hours** over the year 2020/2021, meaning each completed on average **39 hours per year**, which is more than the national average. In terms of demographic profile, in comparison to the national average, Lancashire has a higher proportion of female volunteers, and a similar amount of PSVs with less than 3 years' experience. It was not possible to formulate an age profile, as the data supplied by Lancashire for 'Age' totalled around 6200 volunteers, presumably from the Lancashire Volunteering Partnership and not representing just PSVs.

Gender Profile



Length of Service Profile



Leavers

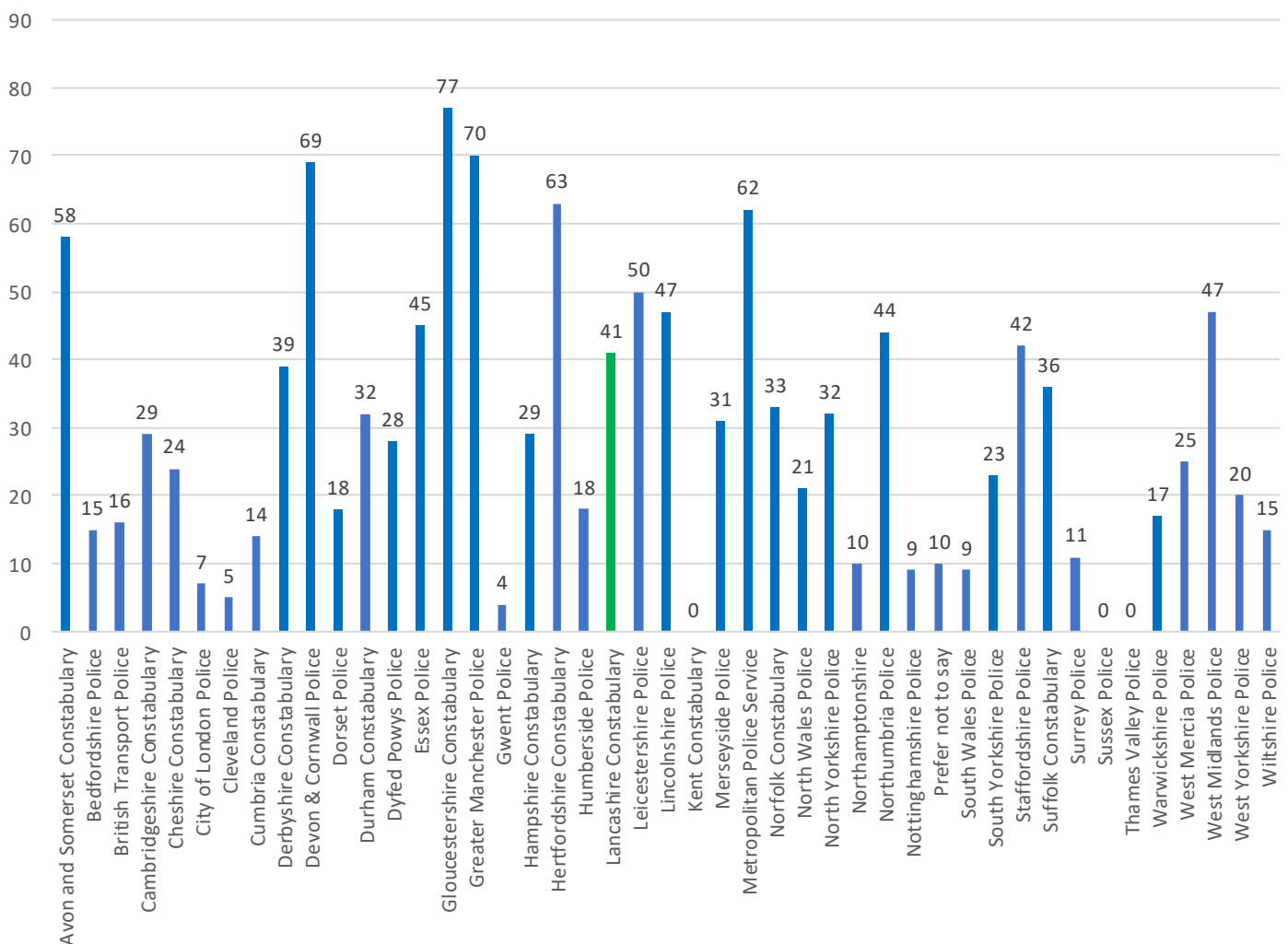
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Lancashire, there were 210 leavers captured in the benchmarking file for the year 20/21, it was unclear whether these were PSV leavers, or leavers from the Volunteering Partnership scheme more broadly. No data was provided regarding how long leavers had served, or their reasons for 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 **41** PSVs who completed the survey from Lancashire, which represents a **11%** response rate against benchmarking data where it was detailed there are **357** PSVs.

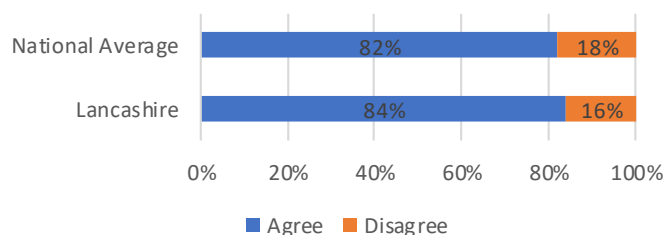
PSV Survey Responses per Force



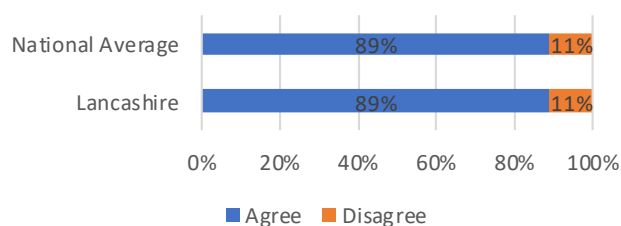
Key Findings

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

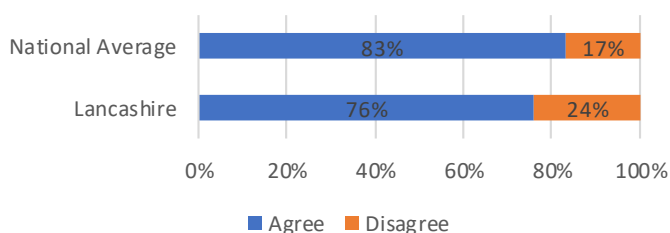
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

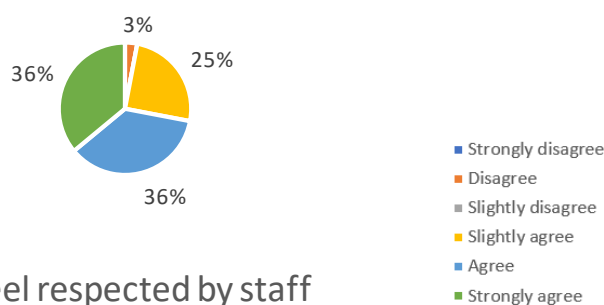


RELATIONSHIPS WITH OFFICERS AND STAFF:

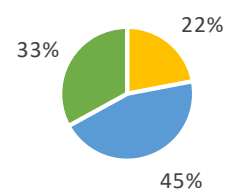
Responses were very positive in terms of relationships with officers and staff, whilst relationships with staff were slightly better, all PSVs agreed with the following statements about both officers and staff.

“By my volunteering it helps free up others to do the bigger policing issues”

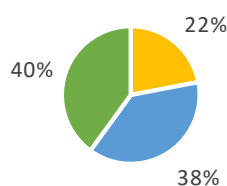
I feel respected by officers



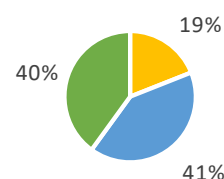
I have a good relationship with officers



I feel respected by staff



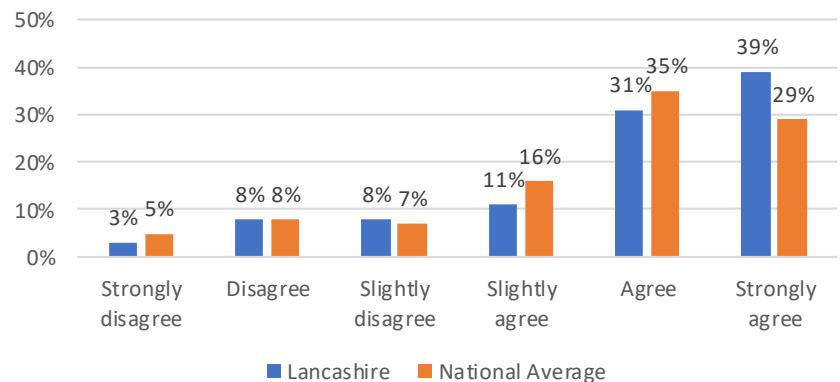
I have a good relationship with staff



“I am another pair of hands or eyes. I bring a different viewpoint or perspective to the task or role”

TRAINING: In terms of training, slightly 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%).

I receive sufficient ongoing training to remain effective in my volunteering role



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

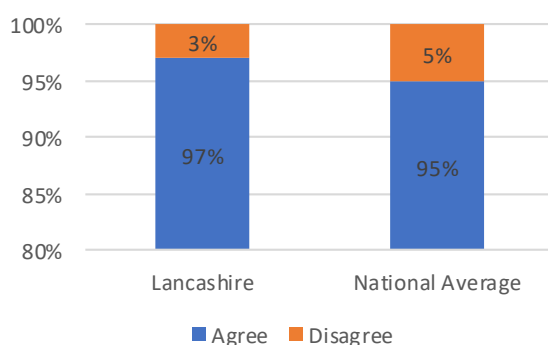
30 PSVs from Lancashire Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer, better communication, and for volunteers to be made to feel more valued and included by the force.

“More involvement in my role, better communication, to be utilised better, as I can help to improve the programme that I deliver however my opinion isn’t always asked for”

“More positive support from senior ranks as well as police constables. Some officers see the cadets as a negative and are not willing to support them, although most officers have no idea what the cadets are!”

MORALE AND VALUE: A slightly larger proportion of PSVs from Lancashire compared to the national average felt their morale was good, whilst the proportion of PSVs who agreed that they felt valued by their force was the same as the national average.

I would describe my morale as good



I feel valued by my Force

