

Key Messages

- 50 PSVs completed the national survey from Leicestershire Police, achieving an estimated 17% response rate.
- The results show that PSVs in Leicestershire compared to the national average were:
 - Slightly less likely to agree that the Force maximises the use of the time that they give;
 - Less likely to feel supported by their line manager;
 - More likely to feel the Force communicates sufficiently;
 - Relationships with officers were slightly stronger than those with staff;
 - 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 Leicestershire were for more opportunities to volunteer with better utilisation of the volunteers' skillsets and better communication.

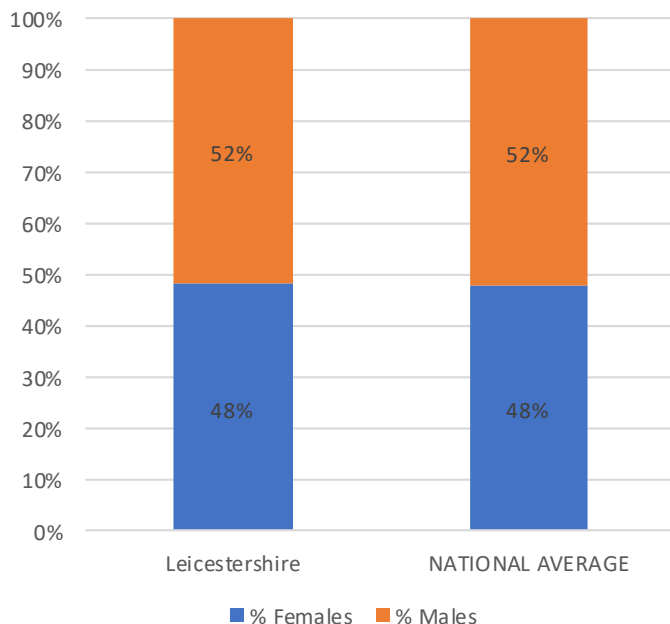
Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Leicestershire. 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. In terms of demographic profile, Leicestershire has a gender profile which matches the national average. No data was provided for age of volunteers, total number of hours completed by them, or length of service.

Gender Profile



Leavers

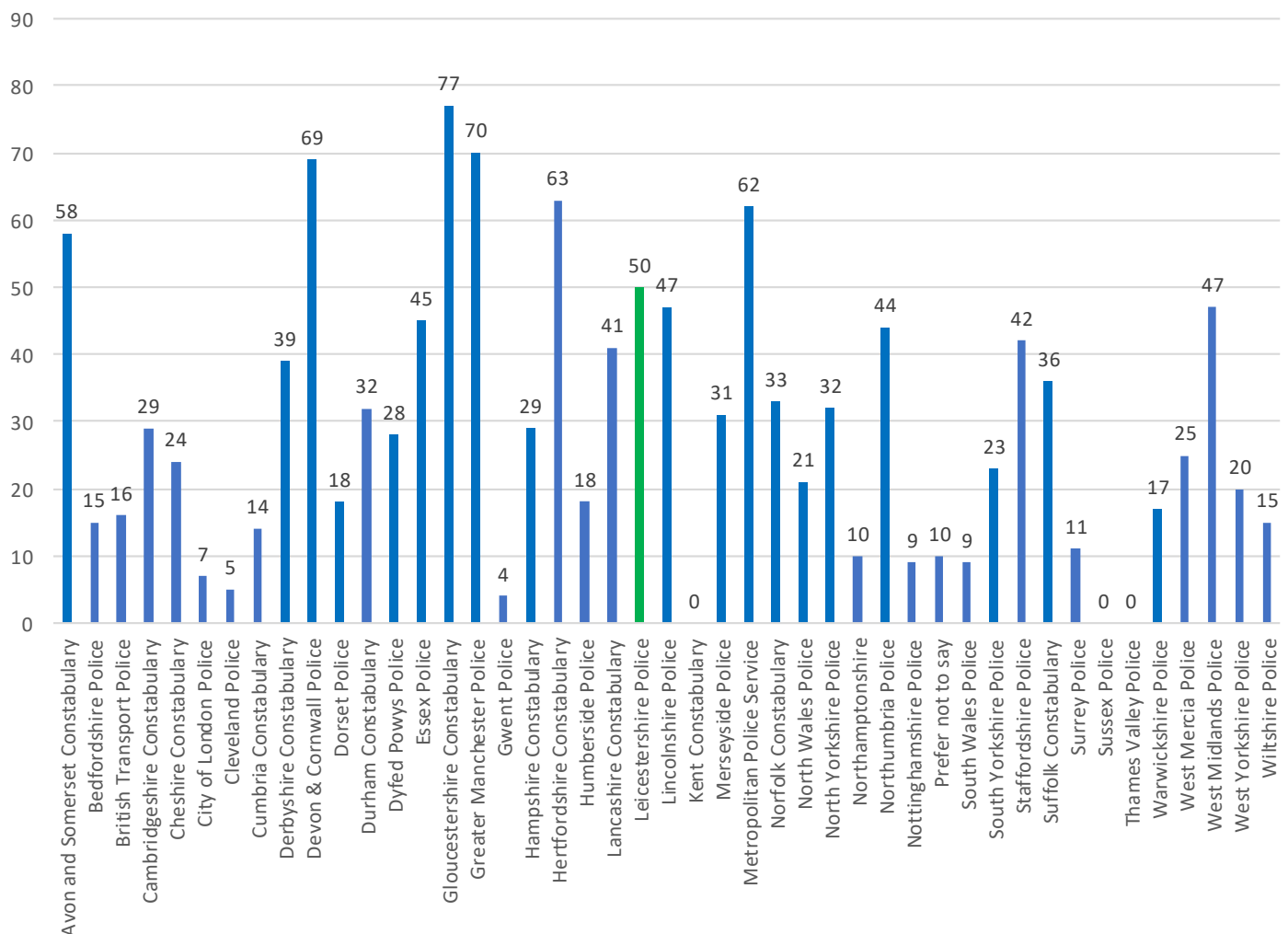
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Leicestershire, there were 36 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 25 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (38%), followed by 'Terminated' (22%).

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 **50** PSVs who completed the survey from Leicestershire, which represents a **17%** response rate against benchmarking data where it was detailed there are **287** PSVs.

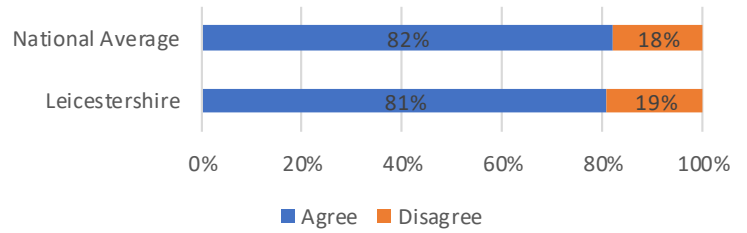
PSV Survey Responses per Force



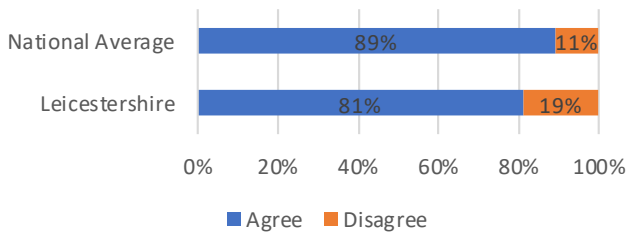
Key Findings

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

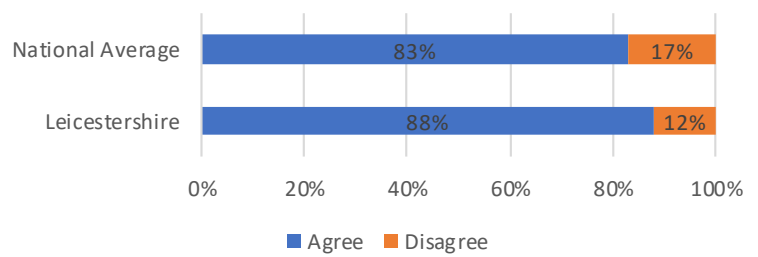
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

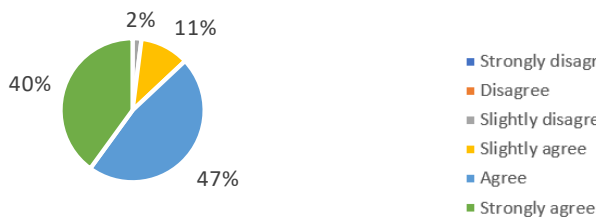


RELATIONSHIPS WITH OFFICERS AND STAFF:

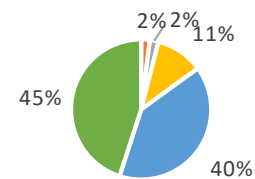
Responses were very positive in terms of relationships with officers and staff, however relationships with officers were slightly stronger than those with staff.

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

I feel respected by officers



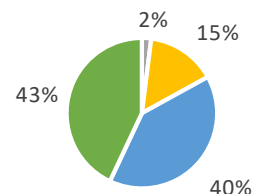
I have a good relationship with officers



I feel respected by staff



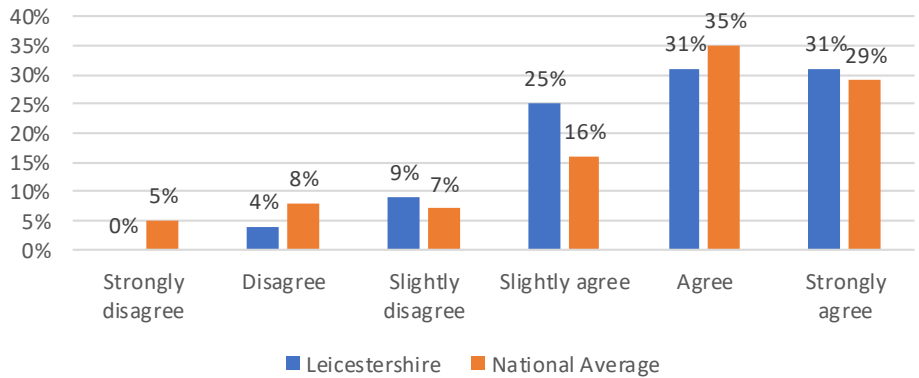
I have a good relationship with staff



“Volunteering shows results via positive community feedback and this strengthens links between police and community”

I receive 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%).



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

34 PSVs from Leicestershire recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer with better utilisation of the volunteers’ skillsets and better communication.

“I would love to do more activities and training maybe even organise events as i have in the past done that with many charities in Leicester”

“More should be done to promote the role and abilities of volunteers to the officers so that they could use the skills of volunteers more. Some officers are unaware that we exist and therefore never put any work our way”

MORALE AND VALUE: A slightly smaller proportion of PSVs from Leicestershire 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 slightly higher than the national average.

