

## Key Messages

- Lincolnshire PSVs completed on average 16 hours per year volunteering, less than the national average.
- 40% of PSVs had less than 3 years' service with 33% having been a volunteer for over 5 years.
- In total, 47 PSVs completed the national survey, achieving an estimated 27% response rate from Lincolnshire Police. The results show that PSVs in Lincolnshire 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 Lincolnshire were for more opportunities to volunteer with a better use of volunteers' skillsets, and for PSVs to feel more valued and included.

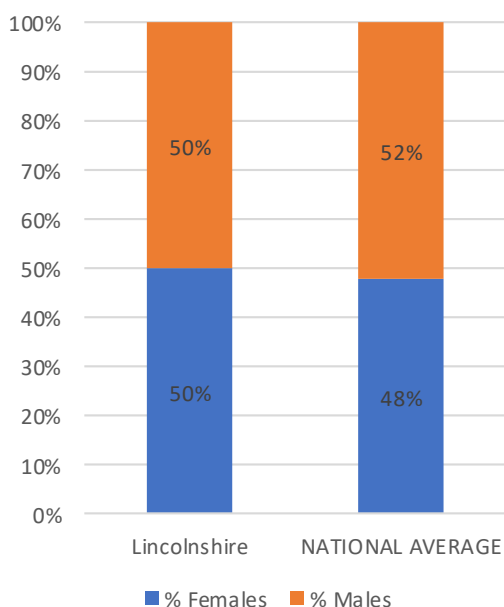
## Introduction

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

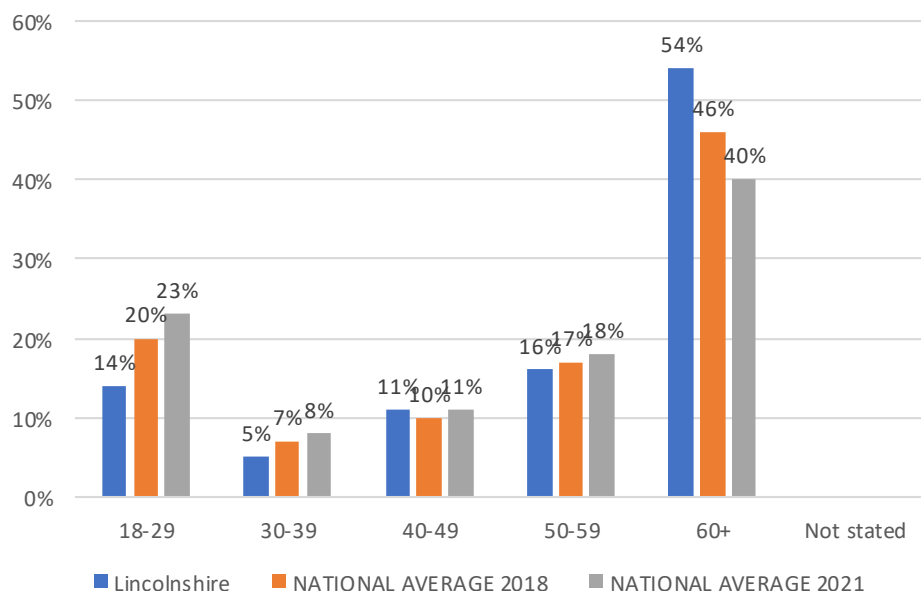
## Key Statistics from Benchmarking Report

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. Lincolnshire PSVs completed **2770 hours** over the year 2020/2021, meaning their PSVs completed on average **16 hours per year**, which is less than the national average. In terms of demographic profile, Lincolnshire has an equal gender split amongst PSVs, and, compared to the national average has a higher proportion of PSVs over 60, and has fewer PSVs with less than 3 years' service.

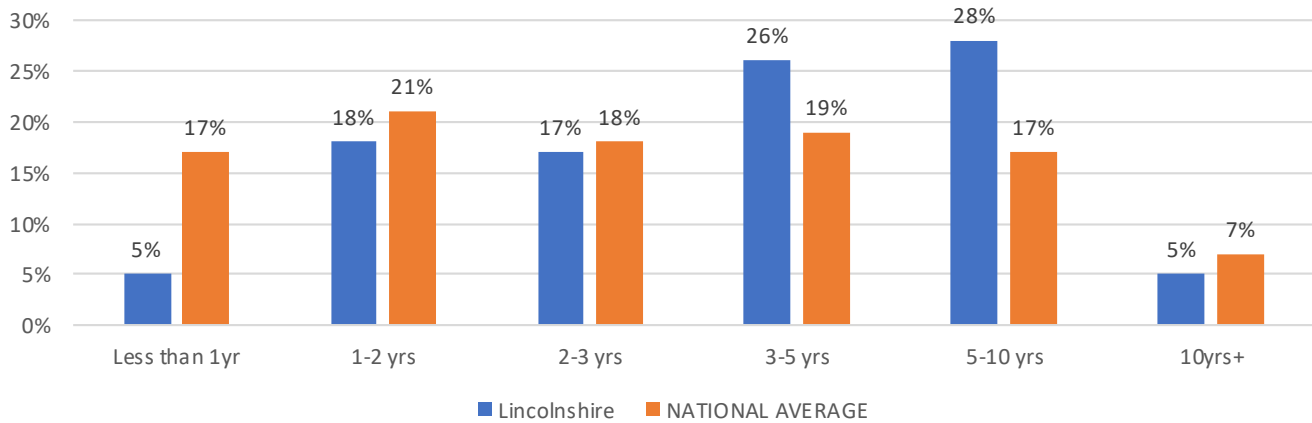
**Gender Profile**



**Age profile**



### Length of Service Profile



### Leavers

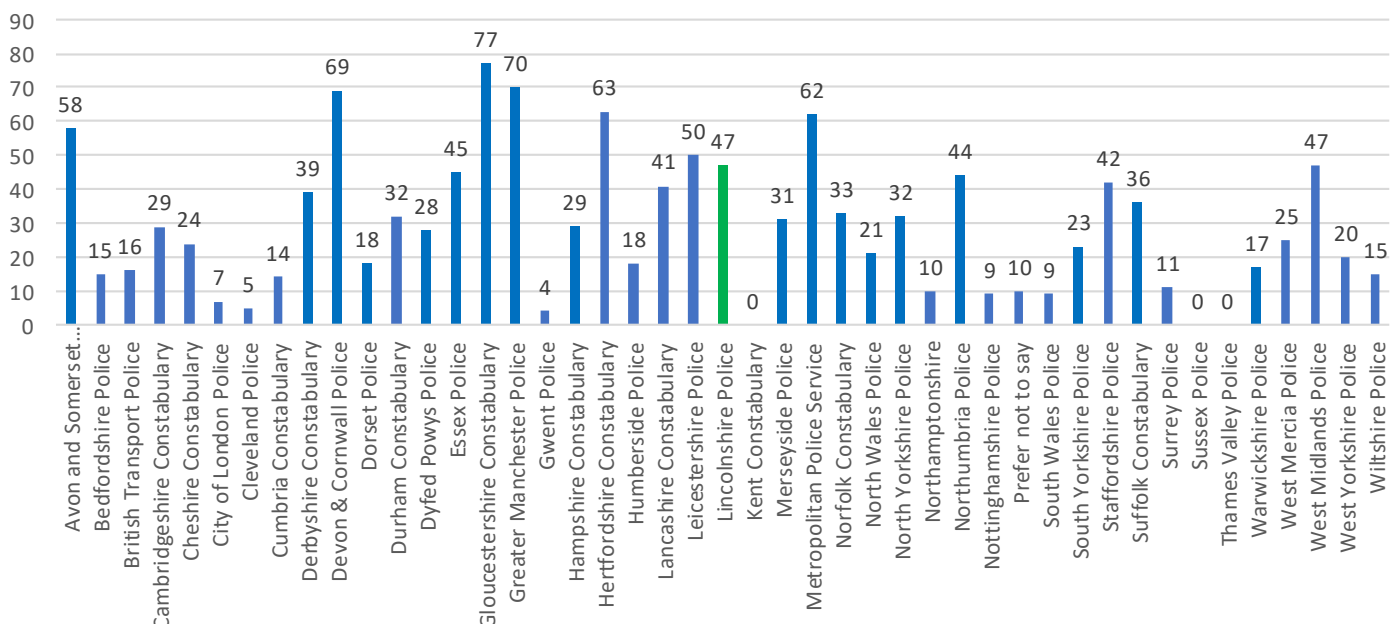
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Lincolnshire, there were 61 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 39 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (46%), followed by 'Terminated' (32%).

### 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 **47** PSVs who completed the survey from Lincolnshire, which represents a **27%** response rate against benchmarking data where it was detailed there are **176** PSVs.

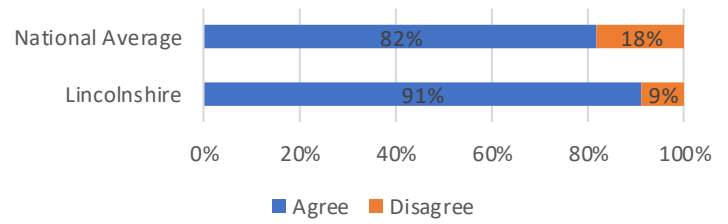
### PSV Survey Responses per Force



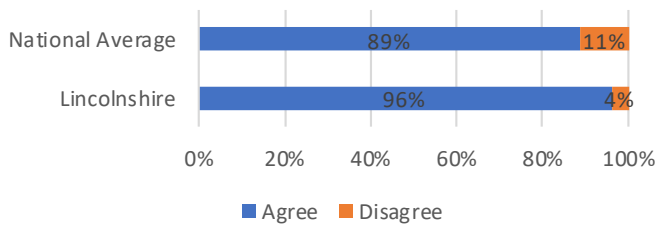
## Key Findings

**MANAGEMENT:** Results from the survey were positive in terms of management: a higher proportion of PSVs in Lincolnshire, compared to PSVs nationally, felt their Force maximised the time they gave, agreed they felt supported by their line manager, and felt the Force communicates with them sufficiently.

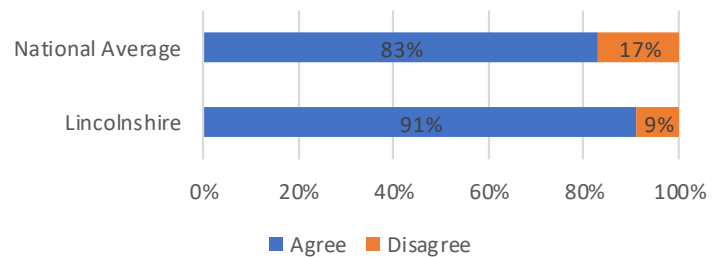
The Force maximises the time I give them



I feel supported by my line manager



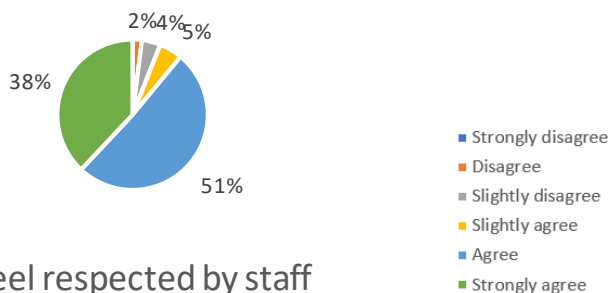
The Force communicates sufficiently with me as a volunteer



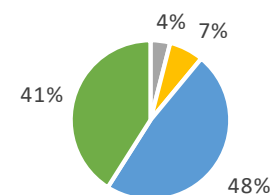
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff than for officers.

*“My volunteering hours free up employees to get more work done”*

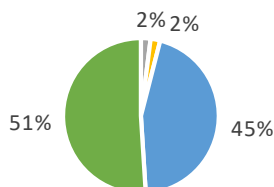
I feel respected by officers



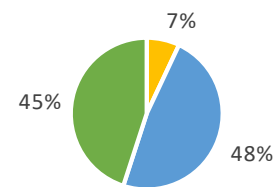
I have a good relationship with officers



I feel respected by staff



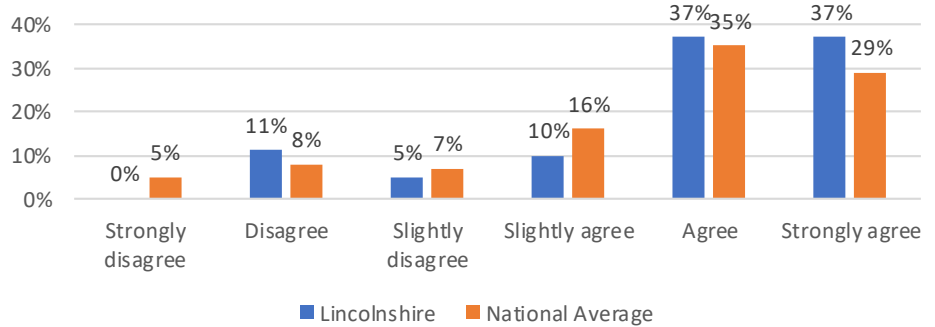
I have a good relationship with staff



*“During Volunteers Week, (volunteers are) celebrated by the Force. There are ongoing communications which highlight how volunteers are valued as a resource”*

### 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 (84%) compared to the national average (80%).



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

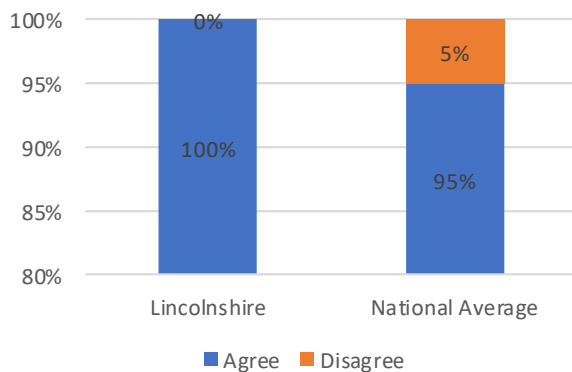
23 PSVs from Lincolnshire Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer with a better use of volunteers' skillsets, and for PSVs to feel more valued and included.

*“More contact with the investigating officers, less resentment on their part and recognition that I might have something to contribute as a retired Police Officer with a wealth of experience”*

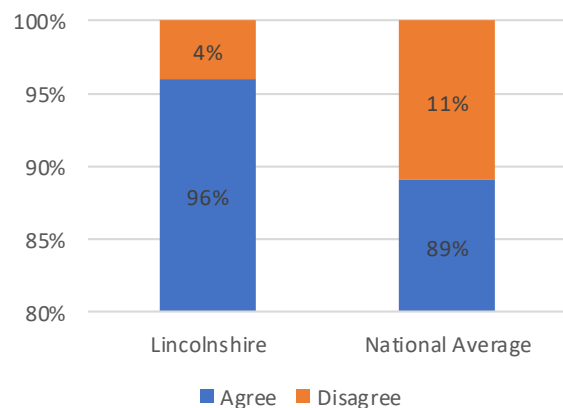
*“I am in a position where I could offer more support to Lincolnshire and it would be great to be able to discuss this and agree where and how I could support”*

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

### I would describe my morale as good



### I feel valued by my Force



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