

### Key Messages

- Merseyside PSVs completed on average 17 hours per year volunteering, less than the national average.
- 53% of PSVs had less than 3 years' service with 40% having been a volunteer for over 5 years.
- In total, 31 PSVs completed the national survey, achieving an estimated 36% response rate from Merseyside Police. The results show that PSVs in Merseyside compared to the national average were:
  - Less 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
  - Less likely to feel their morale was good and less likely to agree they felt valued.
- The most common suggestion to improve the PSV experience in Merseyside were for more opportunities to volunteer with a better use of volunteers' skillsets, and better communication.

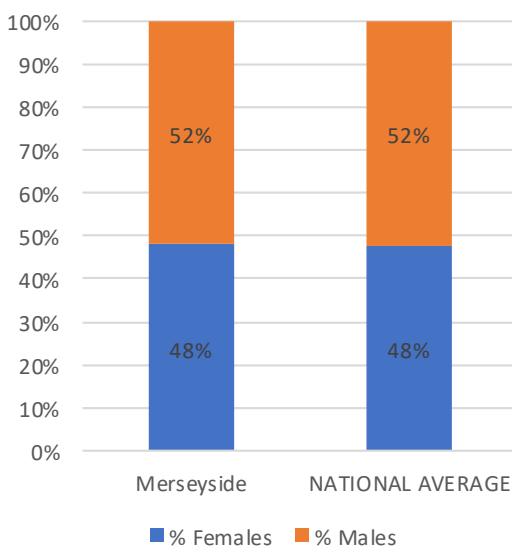
### Introduction

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

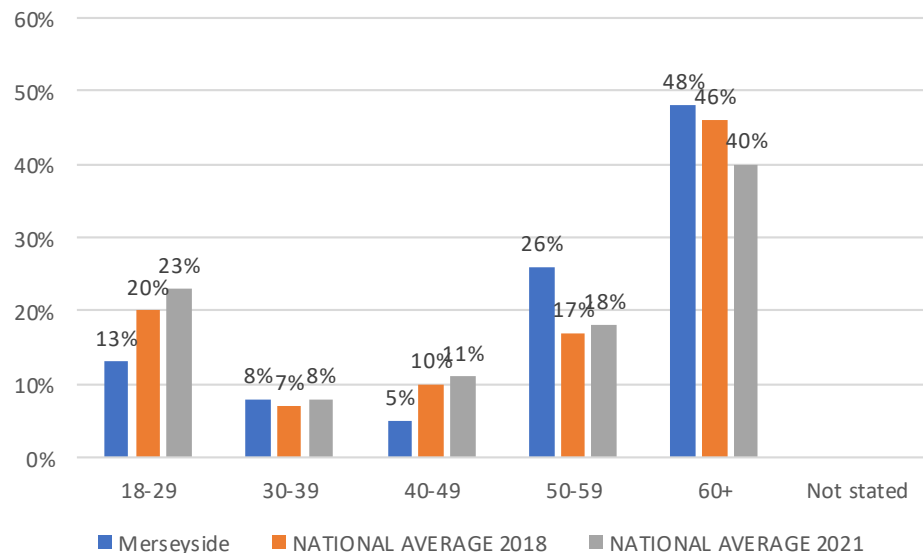
### Key Statistics from Benchmarking Report

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. Merseyside PSVs completed **1446 hours** over the year 2020/2021, meaning their PSVs completed on average **17 hours per year**, which is less than the national average. In terms of demographic profile, compared to the national average, Merseyside has the same gender split amongst PSVs, a higher proportion of PSVs over 50, and more PSVs with more than 10 years' service.

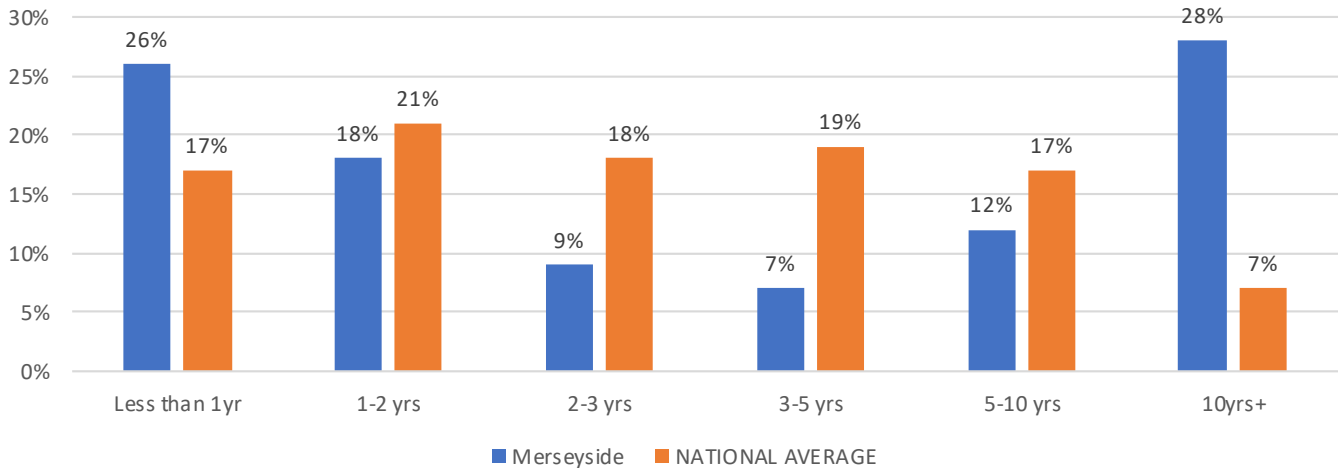
**Gender Profile**



**Age profile**



## Length of Service Profile



## Leavers

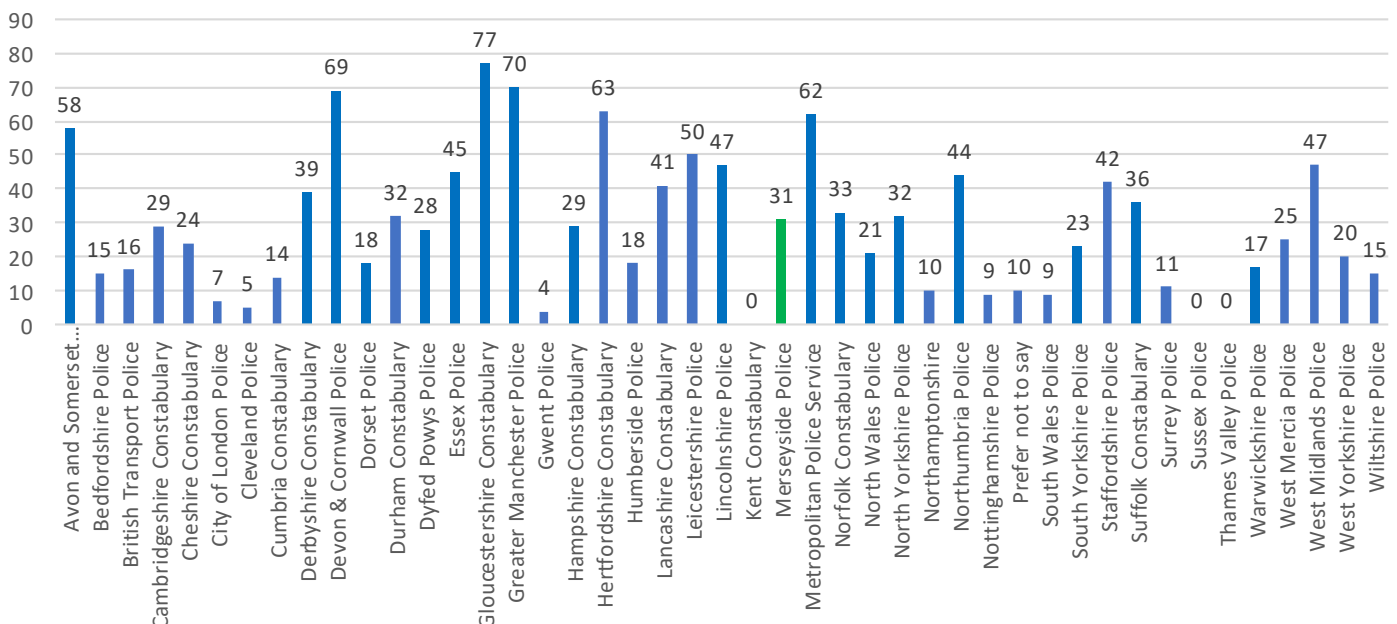
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Merseyside, there were 9 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 89 months as a PSV before leaving. The most common reason for leaving was given as 'Volunteering role ended' (55%), followed by 'Personal reasons' (33%).

## 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 **31** PSVs who completed the survey from Merseyside, which represents a **36%** response rate against benchmarking data where it was detailed there are **85** PSVs.

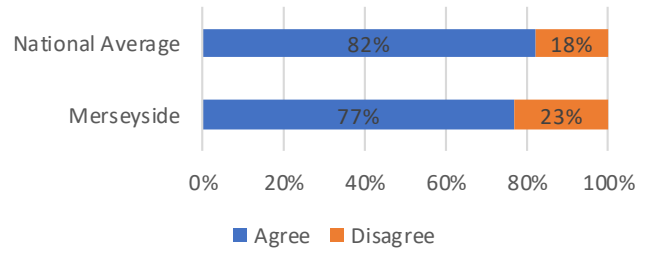
## PSV Survey Responses per Force



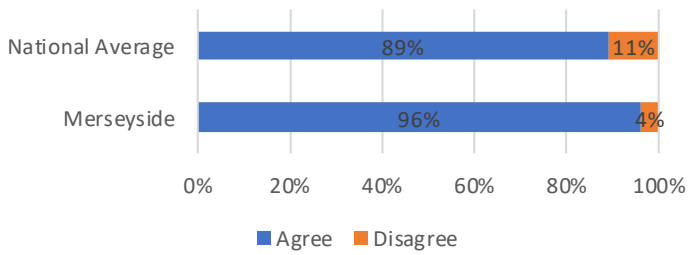
## Key Findings

**MANAGEMENT:** Results from the survey were mixed in terms of management: a smaller proportion of PSVs in Merseyside, compared to PSVs nationally, felt their Force maximised the time they gave, however, a larger proportion felt supported by their line manager. A smaller proportion of Merseyside PSVs felt their Force communicates sufficiently with them.

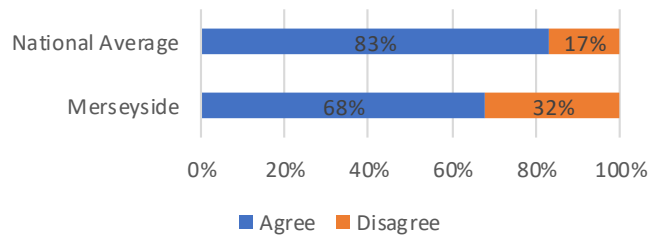
The Force maximises the time I give them



I feel supported by my line manager



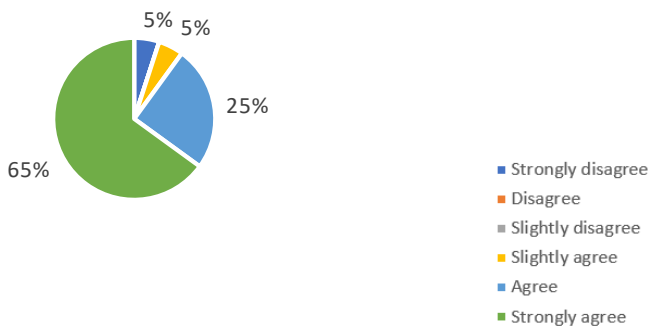
The Force communicates sufficiently with me as a volunteer



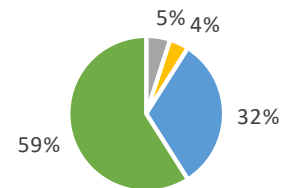
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for staff than for officers.

*“The Police do a very stressful job and if I can help it will give me a great sense of satisfaction”*

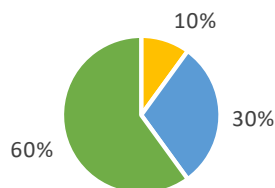
I feel respected by officers



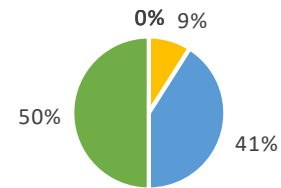
I have a good relationship with officers



I feel respected by staff



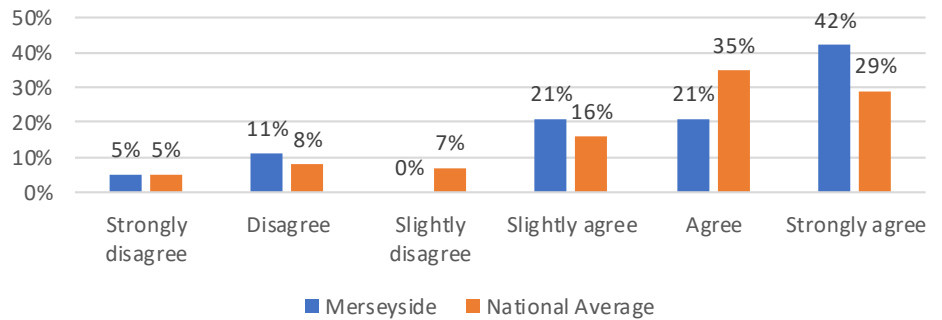
I have a good relationship with staff



*“By volunteering, my colleagues can get on with their daily duties without having to take on extra administrative tasks”*

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



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

20 PSVs from Merseyside 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 better communication.

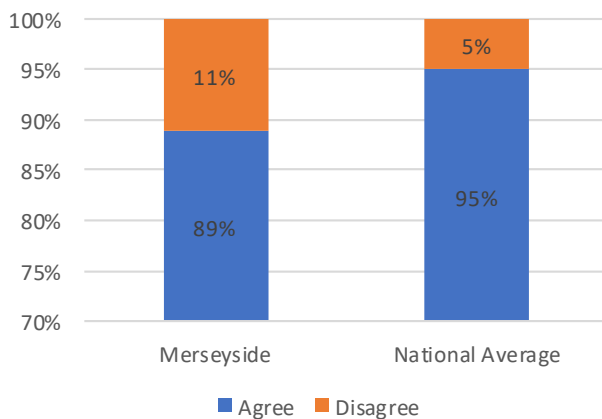
*“To be given the opportunity to be involved...To be told if the programme is no longer continuing or if they did not think you were suitable for the role”*

*“I think I should have had my skills analysed and utilised to the full”*

*“I think volunteering could be improved by communicating a bit better on a regular basis”*

**MORALE AND VALUE:** A lower proportion of PSVs from Merseyside described their morale as good and felt valued by their Force compared to the national average.

### I would describe my morale as good



### I feel valued by my Force

