

Key Messages

- Norfolk PSVs completed on average 65 hours per year volunteering, more than the national average.
- 43% of PSVs had less than 3 years' service with 46% having been a volunteer for over 5 years.
- In total, 33 PSVs completed the national survey, achieving an estimated 29% response rate from Norfolk Constabulary. The results show that PSVs in Norfolk 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
 - 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 Norfolk were for more opportunities to volunteer, and to be made to feel more valued and included.

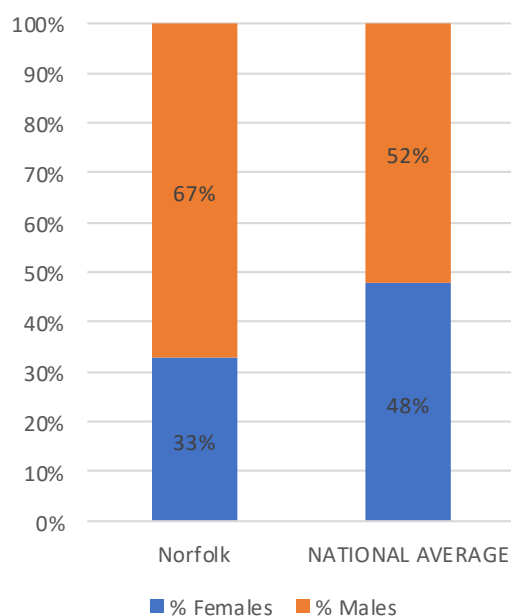
Introduction

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

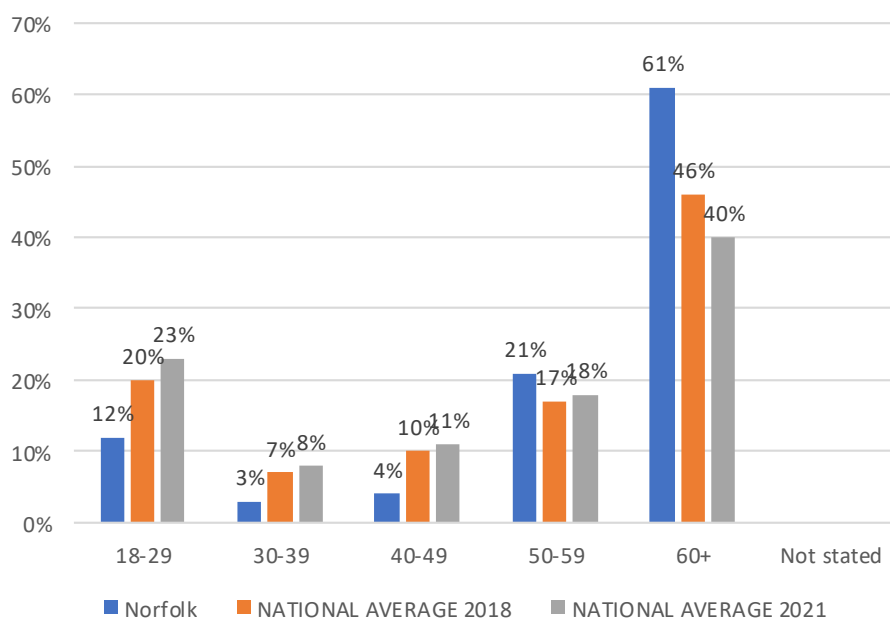
Key Statistics from Benchmarking Report

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. Norfolk's PSVs completed **7316 hours** over the year 2020/2021, meaning their PSVs completed on average **65 hours per year**, which is more than the national average. In terms of demographic profile, compared to the national average, Norfolk has a higher proportion of male PSVs and those over 60, and more PSVs with over 5 years' of service.

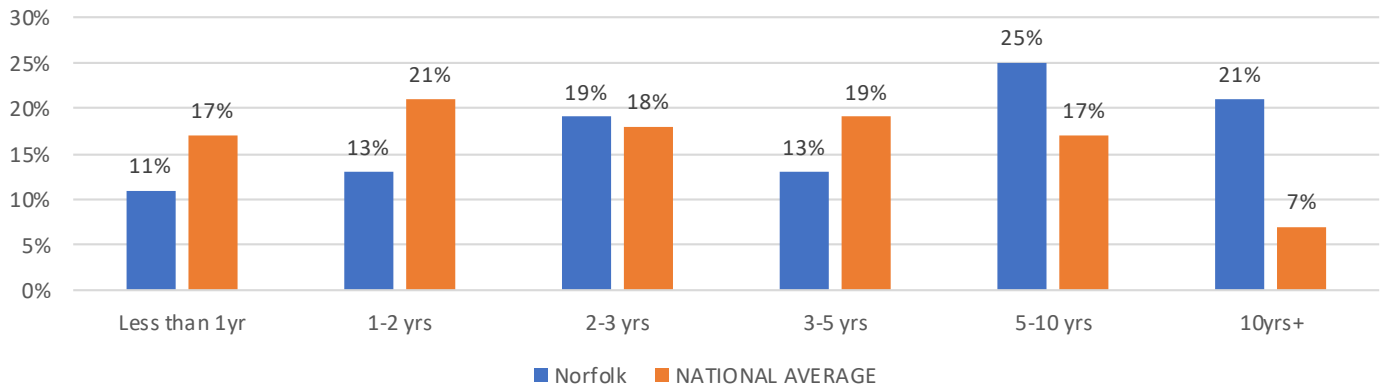
Gender Profile



Age profile



Length of Service Profile



Leavers

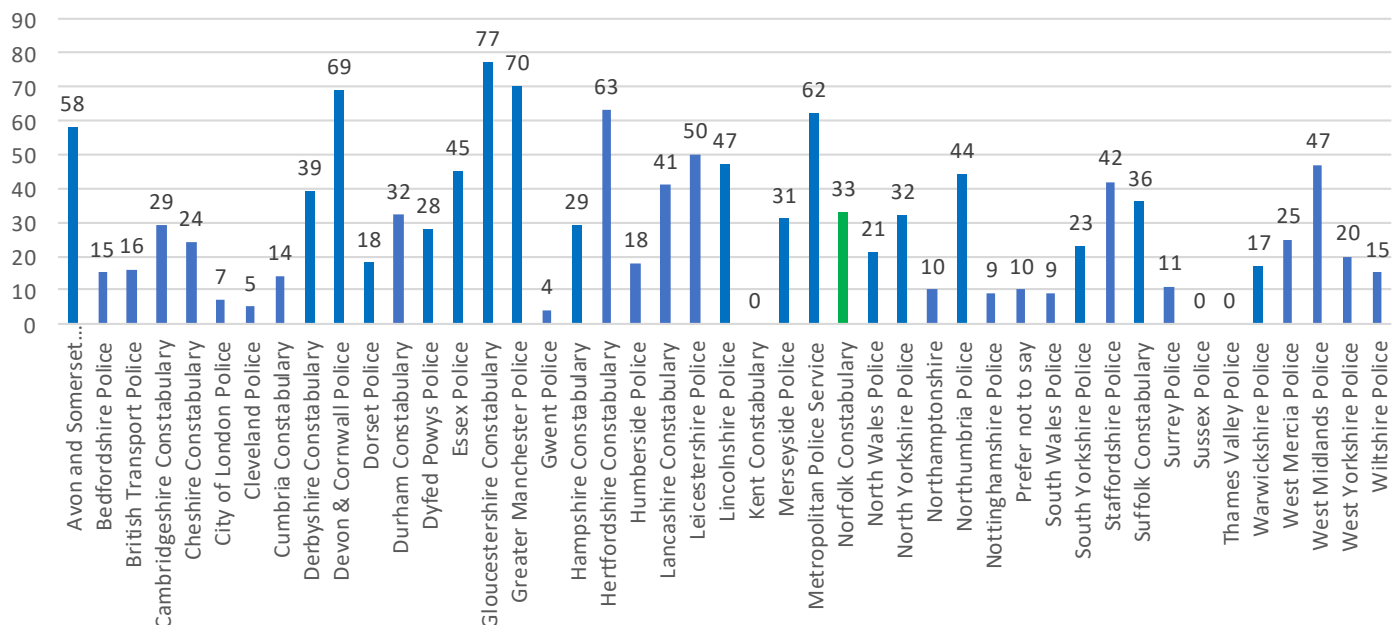
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Norfolk, there were 29 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 57 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (55%), followed by 'Other' (17%).

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 **33** PSVs who completed the survey from Norfolk, which represents a **29%** response rate against benchmarking data where it was detailed there are **112** PSVs.

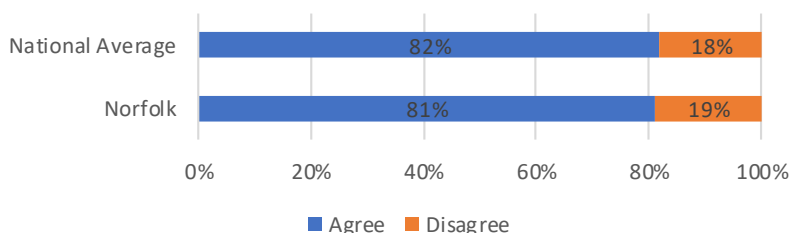
PSV Survey Responses per Force



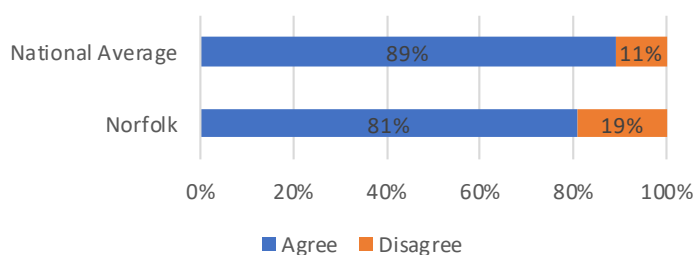
Key Findings

MANAGEMENT: A similar proportion of PSVs in Norfolk, compared to PSVs nationally, felt their Force maximised the time they gave, and a smaller proportion agreed that they felt supported by their line manager. However, a larger proportion of PSVs in Norfolk felt their Force communicates with them sufficiently.

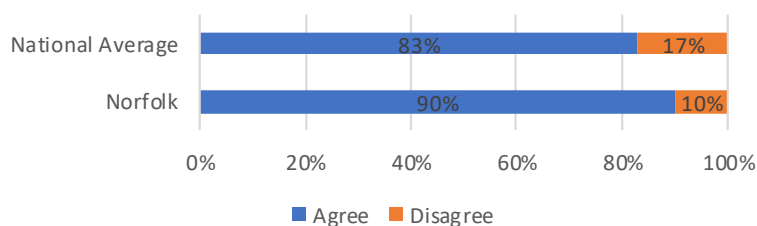
I feel the Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

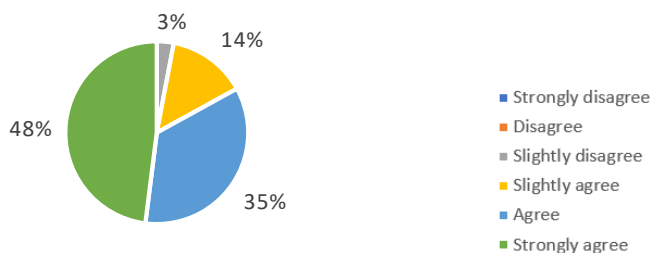


RELATIONSHIPS WITH OFFICERS AND STAFF:

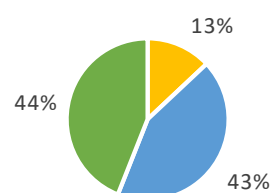
In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for staff than for officers.

"I feel part of the team helping my community to be safe from crime"

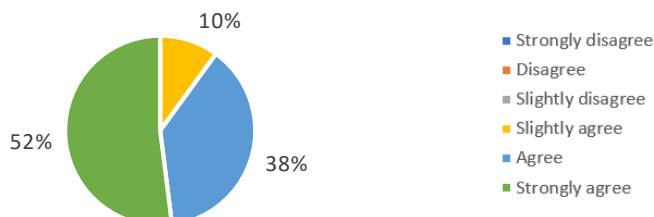
I feel respected by officers



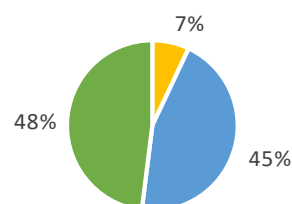
I have a good relationship with officers



I feel respected by staff



I have a good relationship with staff

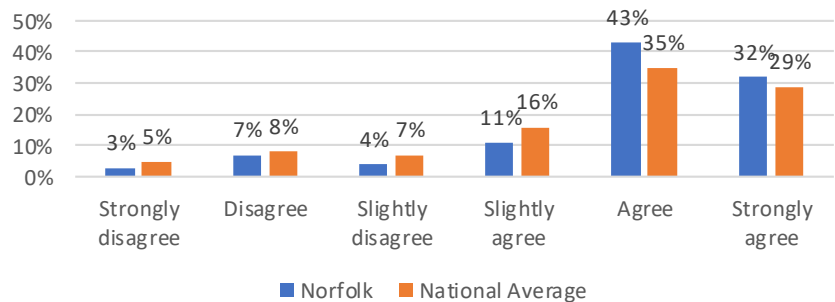


"I am often told by other people in the department that it is essential that volunteers help out and keep things running smoothly"



TRAINING: In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (86%) compared to the national average (80%).

I am receiving sufficient ongoing training to remain effective in my volunteering role



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

17 PSVs from Norfolk Constabulary recommended ways in which their volunteering experience could be improved. Some suggestions were for more opportunities to volunteer, and to be made to feel more valued and included.

“Having more to do”

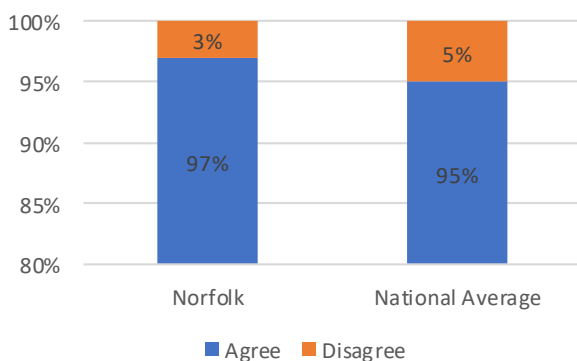
“I would like to become more involved”

“More positive press about the role/volunteering that I do”

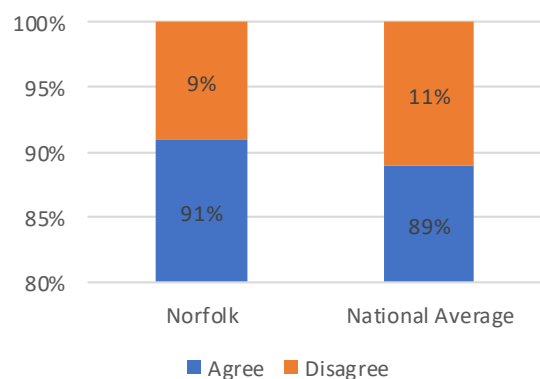
“Be made to feel part of a team and valued as such”

MORALE AND VALUE: A higher proportion of PSVs from Norfolk 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



IPSCJ Point of Contact: Dr Matthew Callender

matthew.callender@northampton.ac.uk

Follow at: @MattCallender1

IPSCJ Email: ipscj@northampton.ac.uk

Follow at: @ipscj

IPSCJ Address:

Institute for Public Safety, Crime and Justice,
Development Hub, University of Northampton,
Northampton,
NN1 5PH