

Key Messages

- North Wales PSVs completed on average 19 hours per year volunteering, less than the national average.
- 57% of PSVs had less than 3 years' service with 42% having been a volunteer for over 5 years.
- In total, 21 PSVs completed the national survey, achieving an estimated 27% response rate from North Wales Police. The results show that PSVs in North Wales 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 North Wales were for more opportunities to volunteer with volunteers' skillsets and experience being utilised, better training, and increased resources.

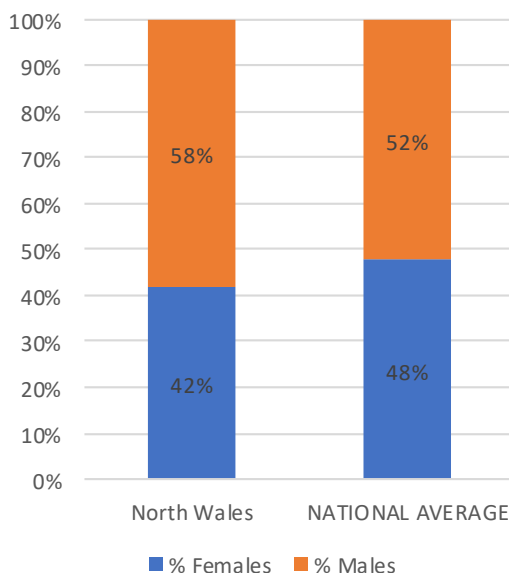
Introduction

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

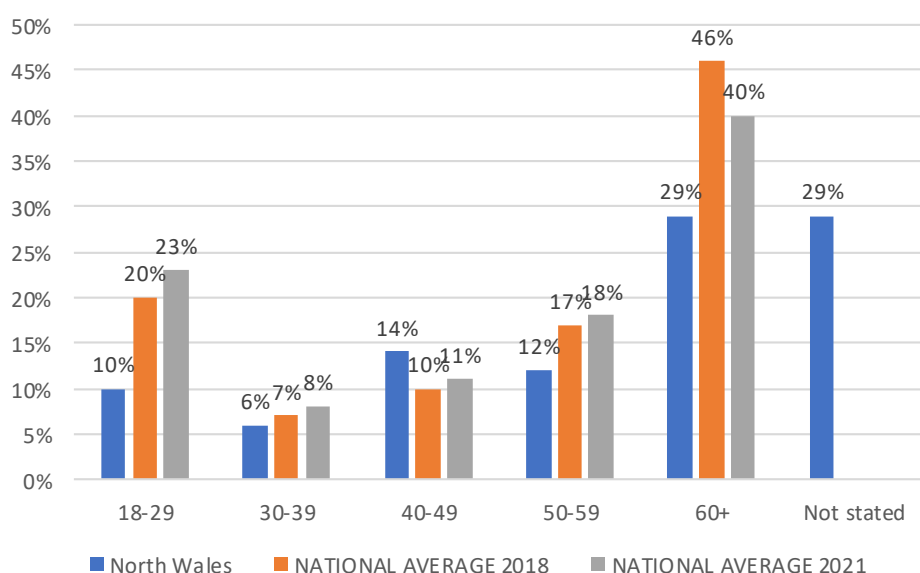
Key Statistics from Benchmarking Report

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. North Wales' PSVs completed **1426 hours** over the year 2020/2021, meaning their PSVs completed on average **19 hours per year**, which is less than the national average. In terms of demographic profile, compared to the national average, North Wales has a higher proportion of male PSVs and a lower proportion under 29, however this was difficult to determine as almost a third of PSVs did not state their age. North Wales also has a higher proportion of PSVs with less than 1 year of service.

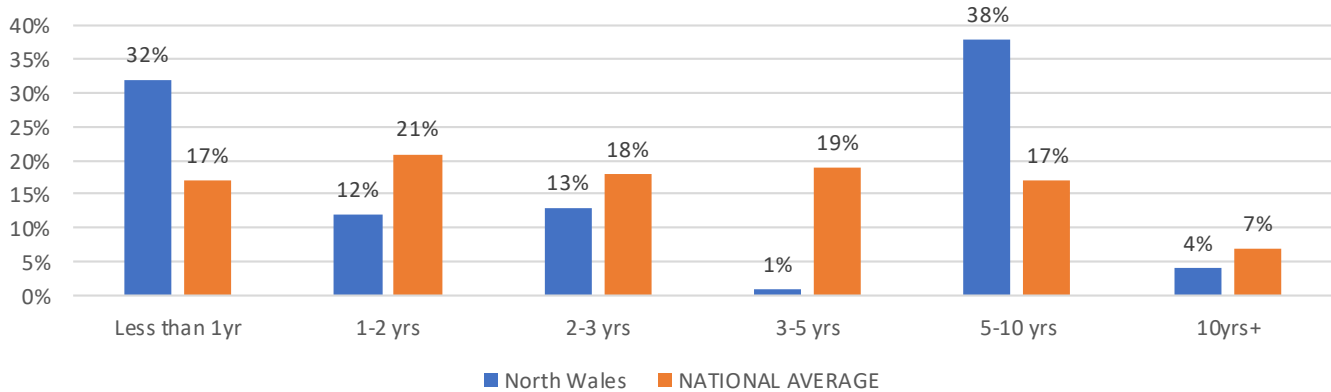
Gender Profile



Age profile



Length of Service Profile



Leavers

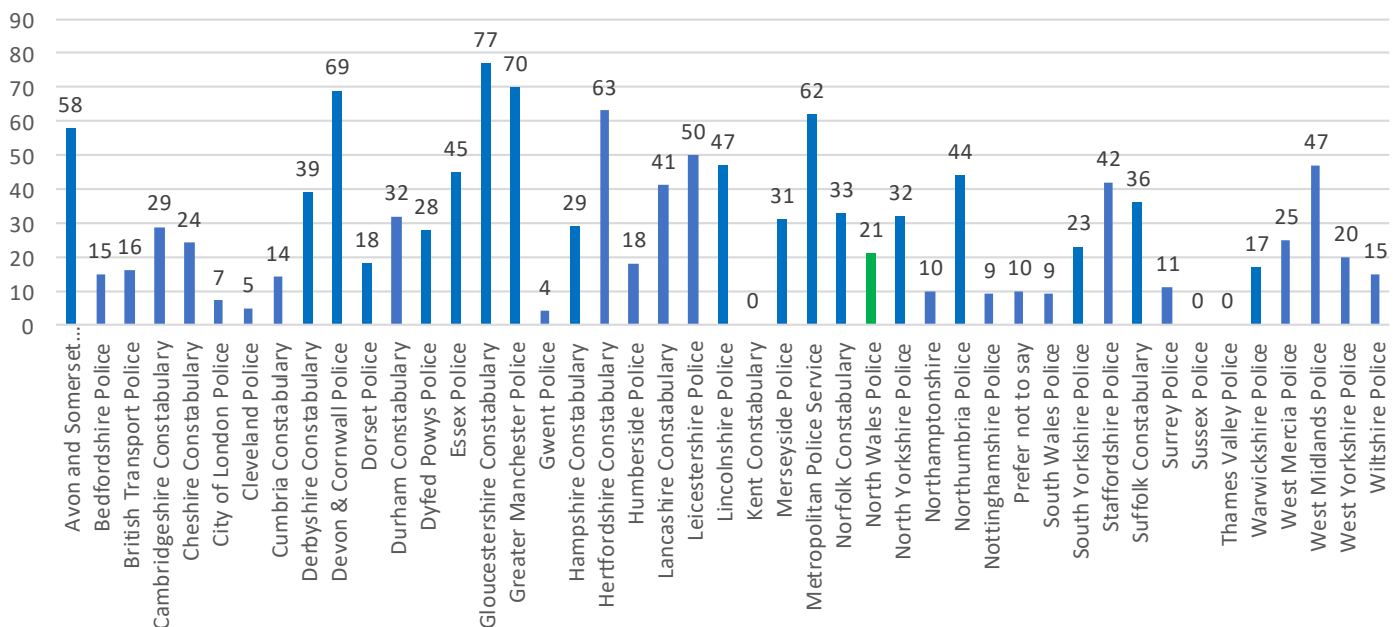
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In North Wales, there were 11 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 41 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (36%), and 'Retired' (36%).

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 **21** PSVs who completed the survey from North Wales, which represents a **27%** response rate against benchmarking data where it was detailed there are **77** PSVs.

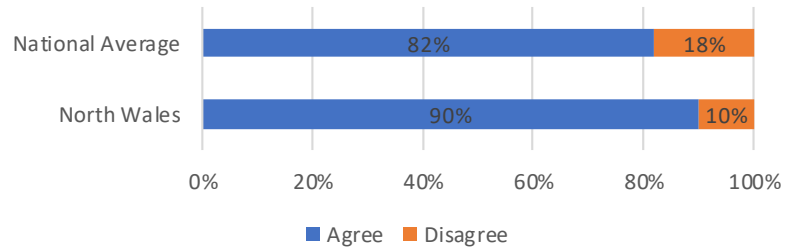
PSV Survey Responses per Force



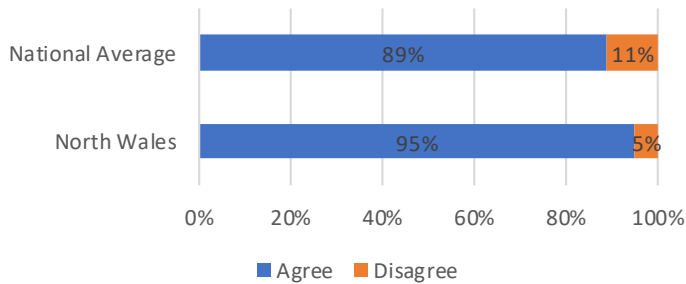
Key Findings

MANAGEMENT: A larger proportion of PSVs in North Wales, compared to the national average, felt supported by their line manager and that their Force maximises the time they give and communicates with them sufficiently.

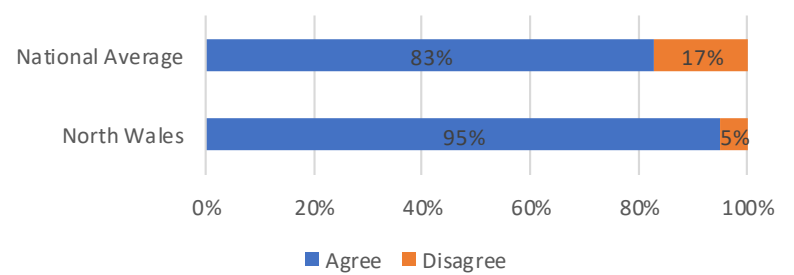
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

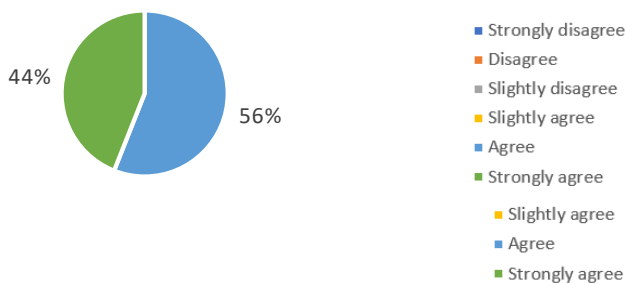


RELATIONSHIPS WITH OFFICERS AND STAFF:

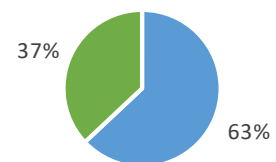
Relationships with officers and staff were very positive, whilst the strength of agreement for feeling respected and having a good relationship was slightly stronger for officers, no respondents disagreed with the statements below.

“People say thank you; I can see the outcomes of my work; I feel valued and trusted in my role”

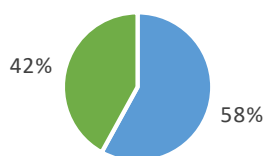
I feel respected by officers



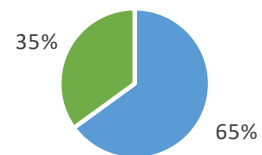
I have a good relationship with officers



I feel respected by staff



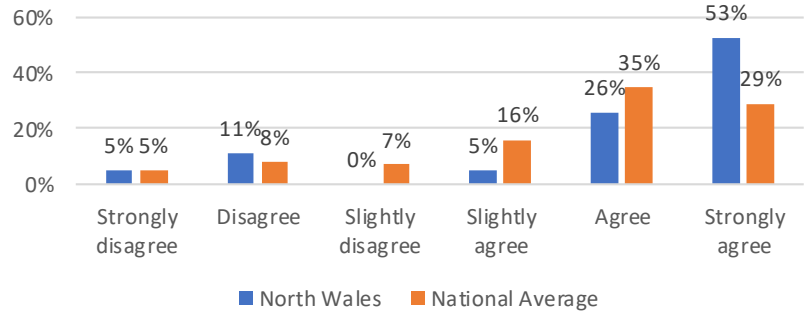
I have a good relationship with staff



“I feel I am helping the community and my Force while not impacting on staffing roles or jobs in a negative way. I get positive feedback on my activities”

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%).



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

9 PSVs from North Wales Police recommended ways in which their volunteering experience could be improved. Some suggestions were for more opportunities to volunteer with volunteers’ skillsets and experience being utilised, better training, and increased resources.

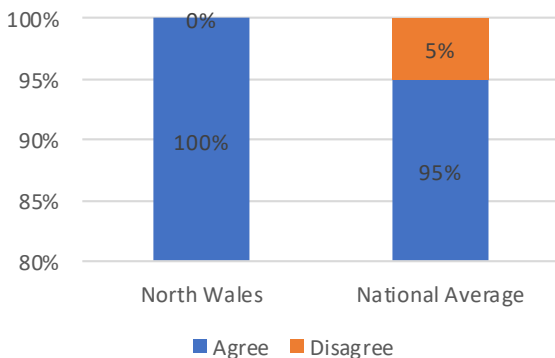
“More training, more gear, more opportunities”

“Refresher training sessions, which improves confidence”

“Make full use of my skills/knowledge”

MORALE AND VALUE: All PSVs from North Wales described their morale as good and felt valued by their force.

I would describe my morale as good



I feel valued by my Force

