

Key Messages

- North Yorkshire PSVs completed on average 22 hours per year volunteering, less than the national average.
- 47% of PSVs had less than 3 years' service with 29% having been a volunteer for over 5 years.
- In total, 32 PSVs completed the national survey, achieving an estimated 10% response rate from North Yorkshire Police. The results show that PSVs in North Yorkshire 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;
 - Less likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
 - More likely to feel their morale was good and slightly less likely to agree they felt valued.
- The most common suggestion to improve the PSV experience in North Yorkshire were for more opportunities to volunteer, increased resources, and for better coordination of volunteers by the force.

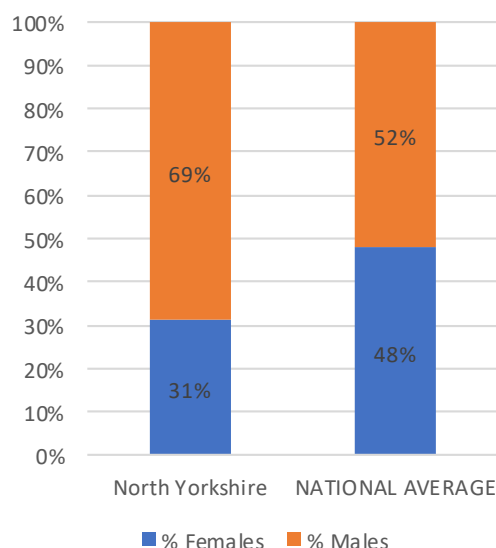
Introduction

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

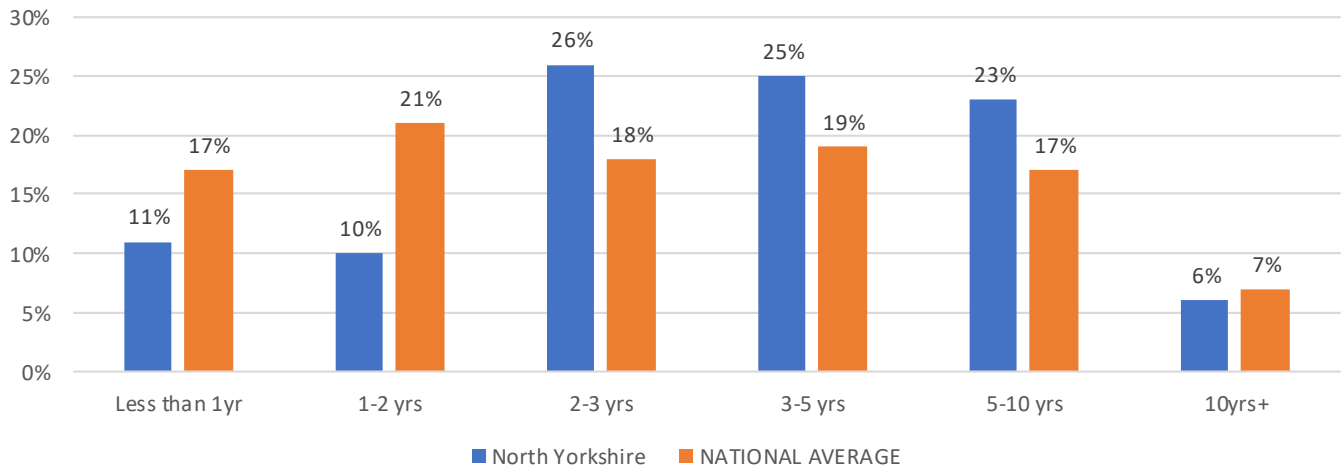
Key Statistics from Benchmarking Report

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 Yorkshire's PSVs completed **7206 hours** over the year 2020/2021, meaning their PSVs completed on average **22 hours per year**, which is less than the national average. In terms of demographic profile, compared to the national average, North Yorkshire has a higher proportion of male PSVs, and fewer PSVs with less than 3 years' service. No data was provided regarding the age of North Yorkshire's PSVs.

Gender Profile



Length of Service Profile



Leavers

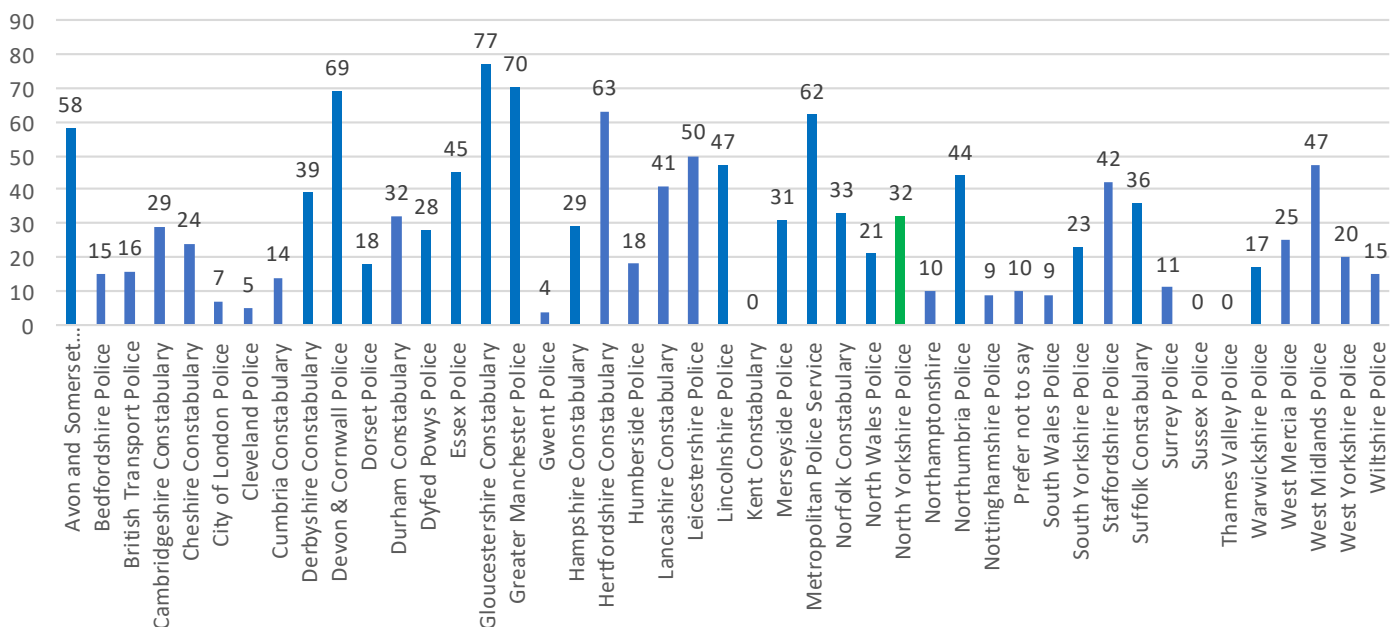
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In North Yorkshire, there were 52 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 37 months as a PSV before leaving. The most common reason for leaving was given as 'Other' (40%), followed by 'Personal Reasons' (23%).

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 **32** PSVs who completed the survey from North Yorkshire, which represents a **10%** response rate against benchmarking data where it was detailed there are **331** PSVs.

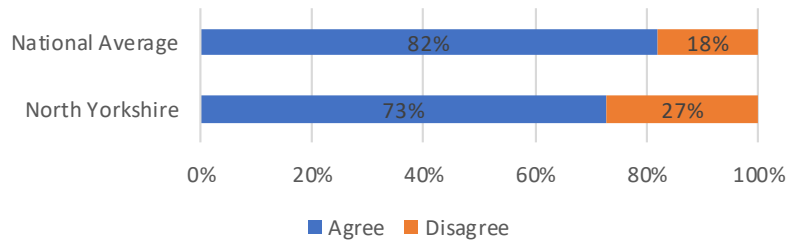
PSV Survey Responses per Force



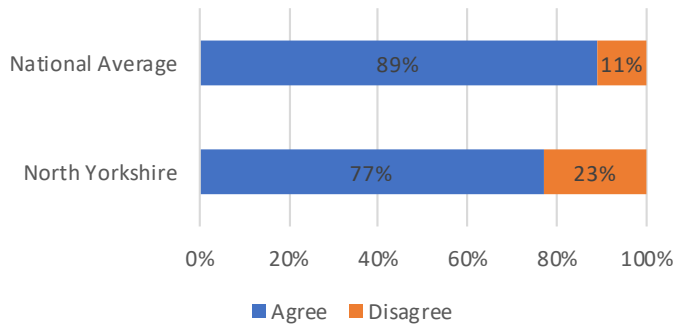
Key Findings

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

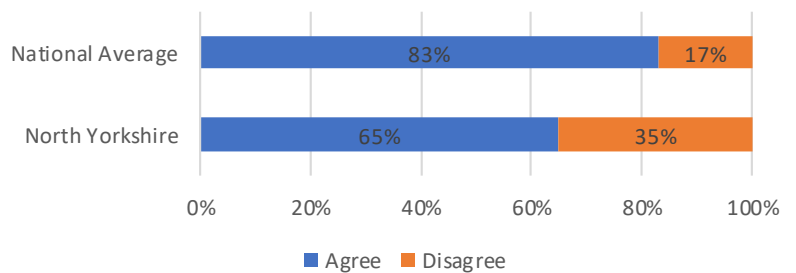
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

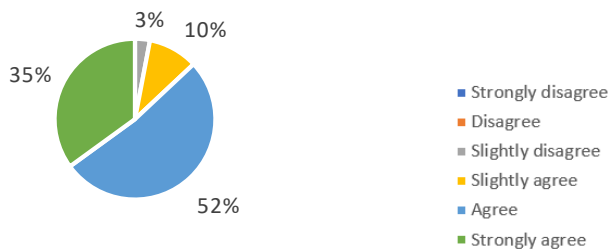


RELATIONSHIPS WITH OFFICERS AND STAFF:

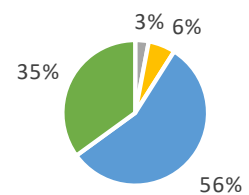
Relationships with officers and staff were very positive, whilst the strength of agreement for feeling respected and having a good relationship was slightly stronger for officers, no respondents disagreed with the statements below.

“(My volunteering) allows full time police staff and officers to spend more time on their duties”

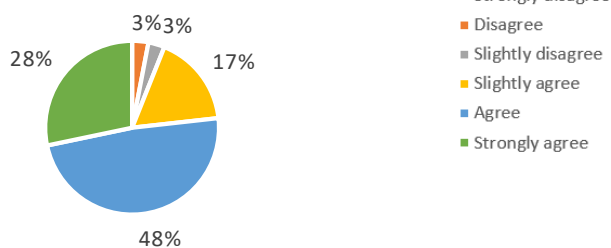
I feel respected by officers



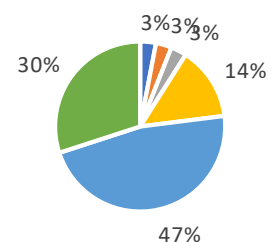
I have a good relationship with officers



I feel respected by staff



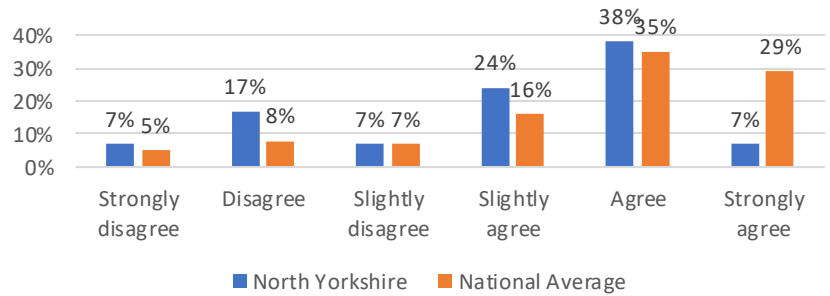
I have a good relationship with staff



“I feel valued by the team I am working with. They make me feel part of their "family" which always makes me humble”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (69%) compared to the national average (80%).

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



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

24 PSVs from North Yorkshire Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer, increased resources, and for better coordination of volunteers by the force.

Being more involved and having more chance to support my local force

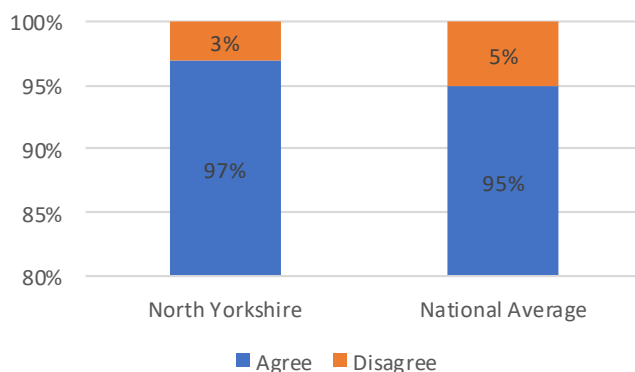
By better communication between CiP and serving officers for PSVs to be given meaningful tasks

Use our time better instead of asking us to arrive at 9am then sit around drinking tea till 10am

Access to resources such as email, e-learning, etc

MORALE AND VALUE: Compared to the national average, a larger proportion of PSVs from North Yorkshire described their morale as good, whilst a smaller proportion felt valued by their force.

I would describe my morale as good



I feel valued by my Force

