

Key Messages

- 44% of PSVs had less than 3 years' service with 27% having been a volunteer for over 5 years.
- In total, 44 PSVs completed the national survey, achieving an estimated 42% response rate from Northumbria Police. The results show that PSVs in Northumbria compared to the national average were:
 - Just as 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 Northumbria were for more opportunities to volunteer, being made to feel more valued and included by the force and being given feedback.

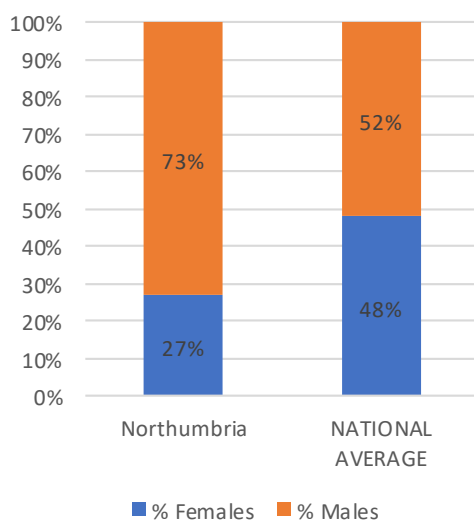
Introduction

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

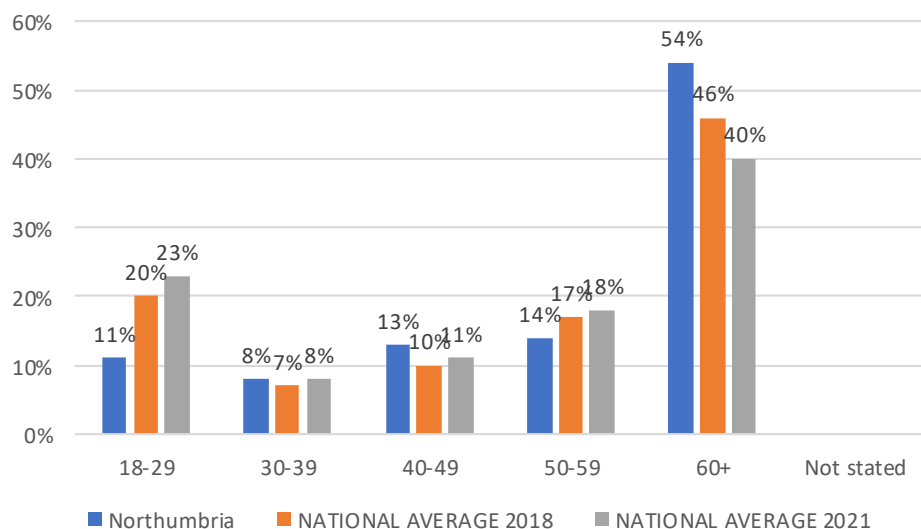
Key Statistics from Benchmarking Report

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. It was not possible to calculate an accurate representation of how many hours on average each PSV had completed across the year 2020/2021, as Northumbria Police are in the process of encouraging PSV Leads to record accurate hours on DutySheet. In terms of demographic profile, compared to the national average, Northumbria has a higher proportion of male PSVs, more PSVs over age 60, and fewer PSVs with less than 3 years' service.

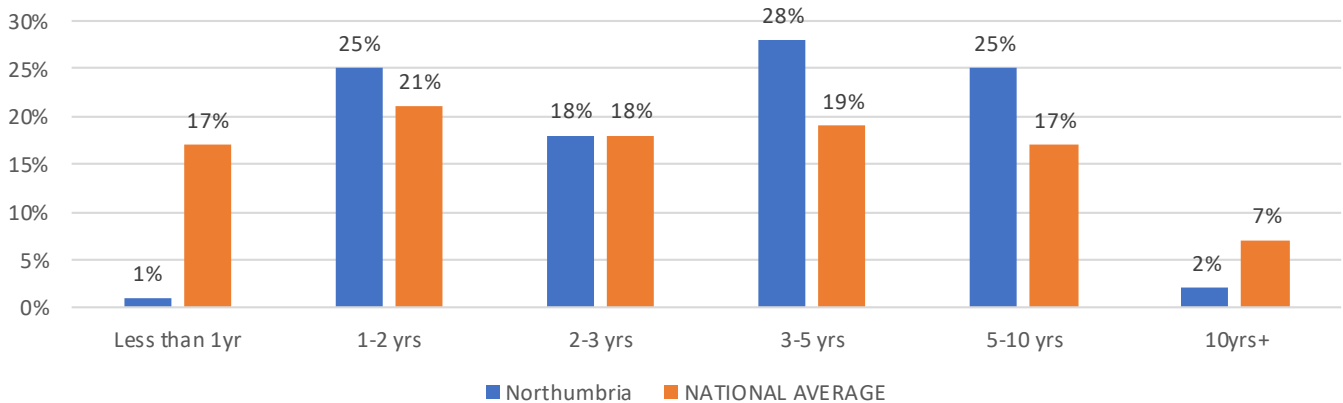
Gender Profile



Age profile



Length of Service Profile



Leavers

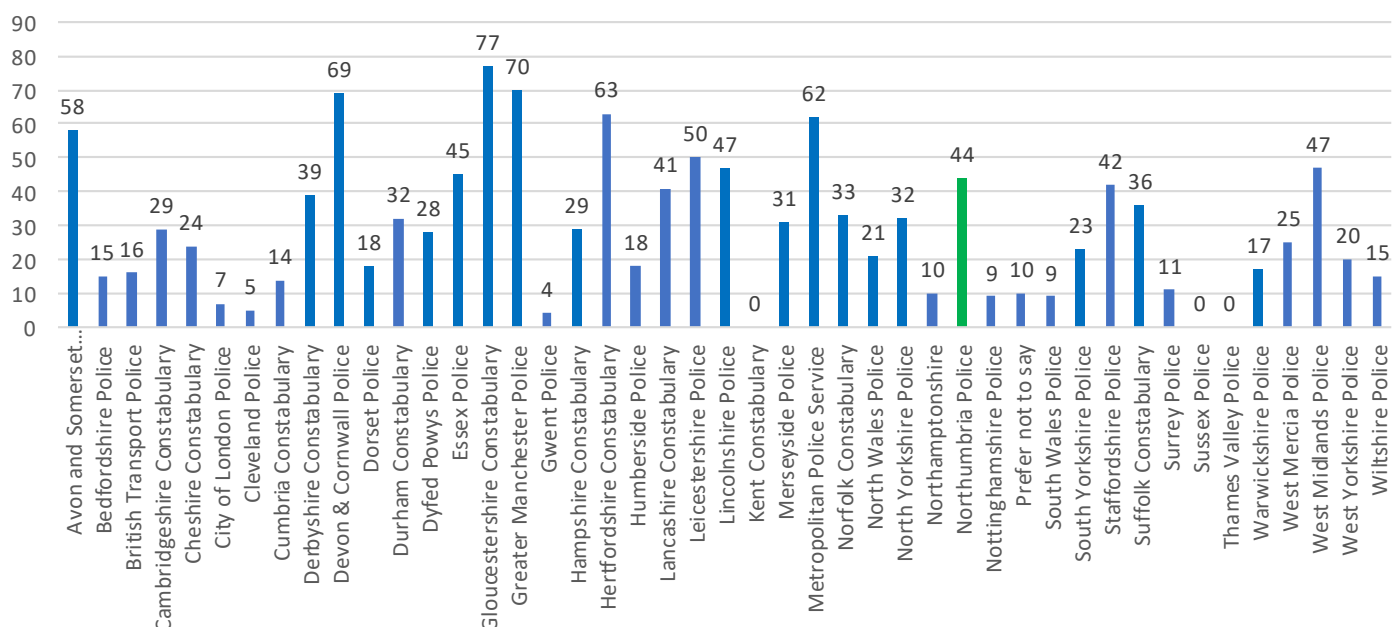
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Northumbria, there were 10 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 30 months as a PSV before leaving. The most common reason for leaving was given as 'Other' (80%).

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 **44** PSVs who completed the survey from Northumbria, which represents a **42%** response rate against benchmarking data where it was detailed there are **106** PSVs.

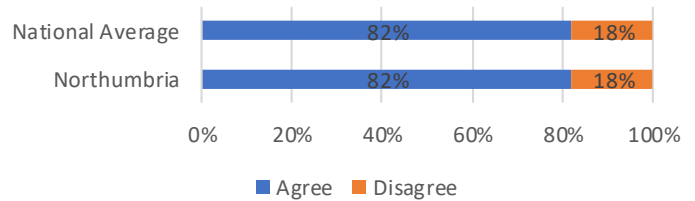
PSV Survey Responses per Force



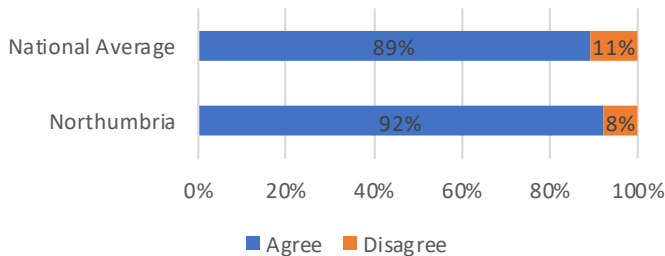
Key Findings

MANAGEMENT: Compared to the national average, just as large a proportion of PSVs in Northumbria felt their Force maximised their time, whilst a slightly higher proportion felt supported by their line manager, and a smaller proportion felt the Force communicated with them sufficiently.

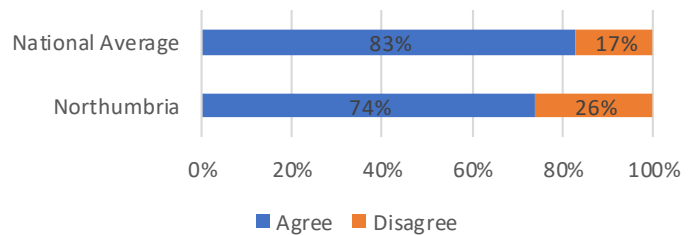
I feel the Force maximises the time I give them



I feel supported by my line manager



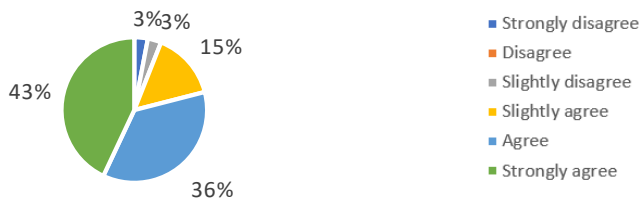
The Force communicates sufficiently with me as a volunteer



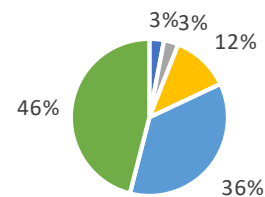
RELATIONSHIPS WITH OFFICERS AND STAFF:

Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Very few respondents disagreed with the following statements.

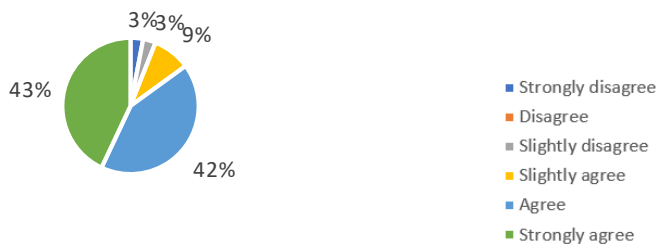
I feel respected by officers



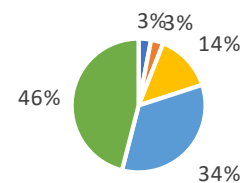
I have a good relationship with officers



I feel respected by staff



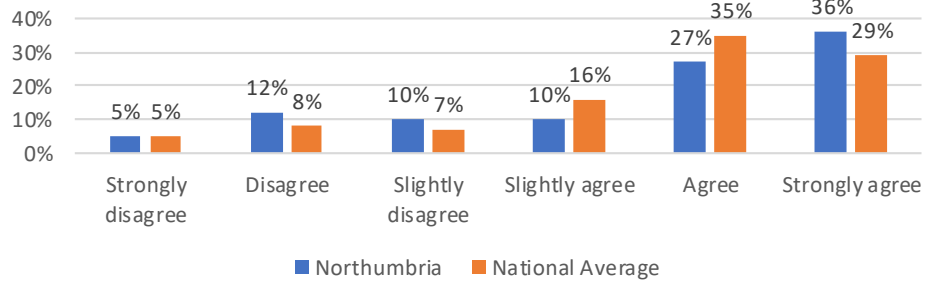
I have a good relationship with staff



“I feel like I’m making a difference as I can see the impact that my role within the Force has on the police Force, as well as the community”

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

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (73%) compared to the national average (80%).



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

34 PSVs from Northumbria Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer, being made to feel more valued and included by the force and being given feedback.

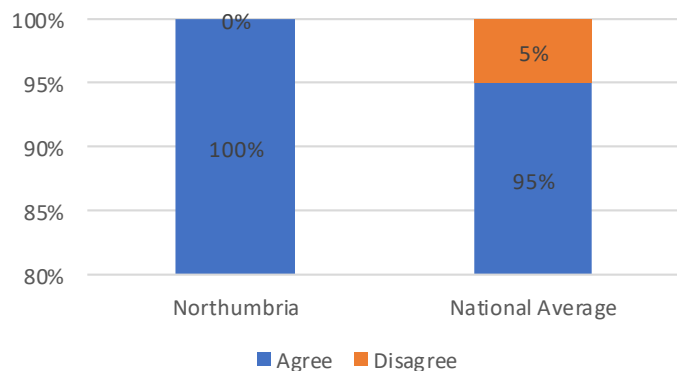
“Being valued, listened to, more involvement, we are prepared to give up our time as unpaid volunteers but for some reason there is a reluctance to let us help”

“Since putting my name forward, I have not been contacted, internal process to be improved”

“Being informed of the results of our activities good & bad so we can assess our performance”

MORALE AND VALUE: Compared to the national average, a slightly smaller proportion of PSVs from Northumbria felt valued by their force, however, all PSVs from Northumbria described their morale as good.

I would describe my morale as good



I feel valued by my Force

