

Key Messages

- 57% of PSVs had less than 3 years' service with 12% having been a volunteer for over 5 years.
- In total, 42 PSVs completed the national survey, achieving an estimated 47% response rate from Staffordshire Police. The results show that PSVs in Staffordshire 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;
 - Less likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
 - Just as 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 Staffordshire were for more opportunities to volunteer and increased resources.

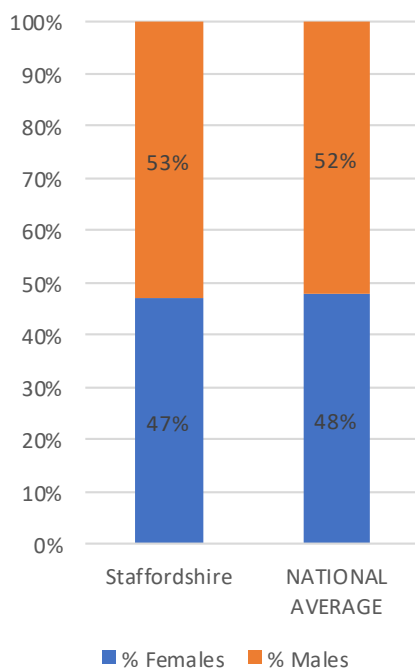
Introduction

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

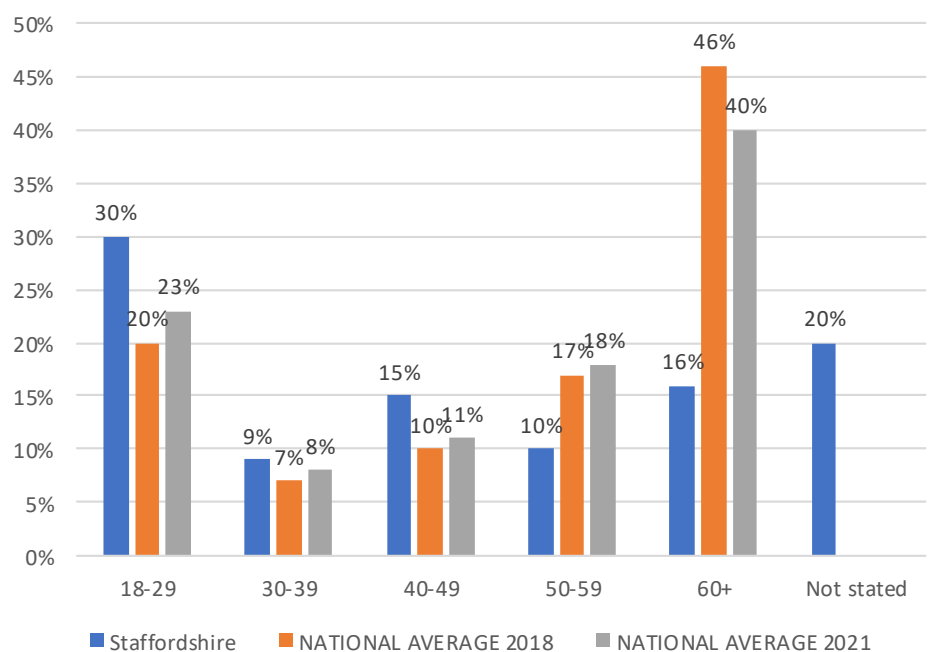
Key Statistics from Benchmarking Report

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. In terms of demographic profile, compared to the national average, Staffordshire has a slightly higher proportion of male PSVs, fewer PSVs under 60 and fewer with more than 5 years' service. No data was provided detailing the total number of PSV hours completed.

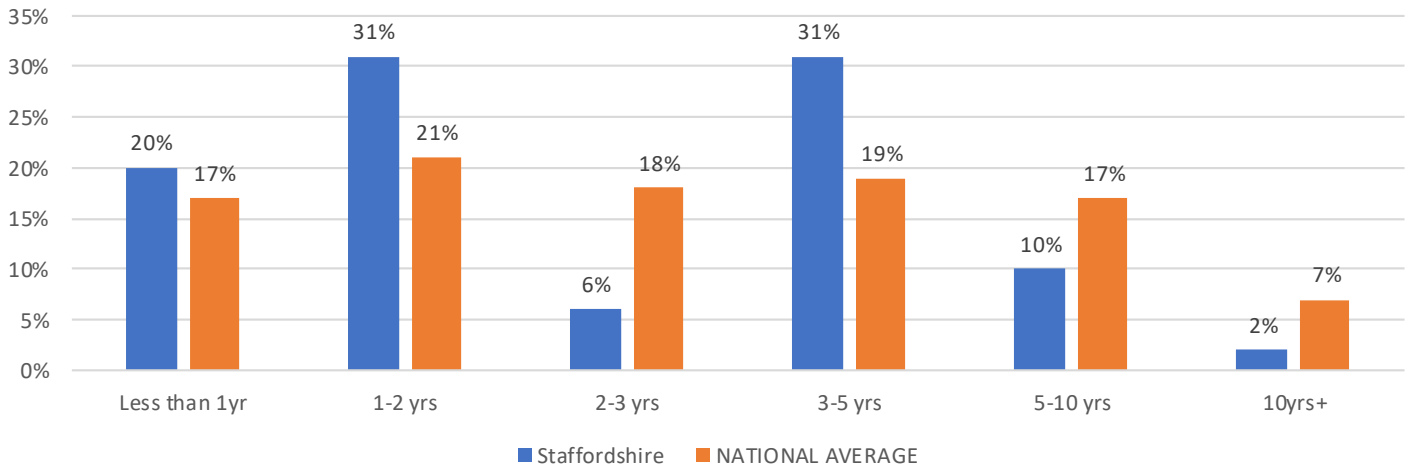
Gender Profile



Age profile



Length of Service Profile



Leavers

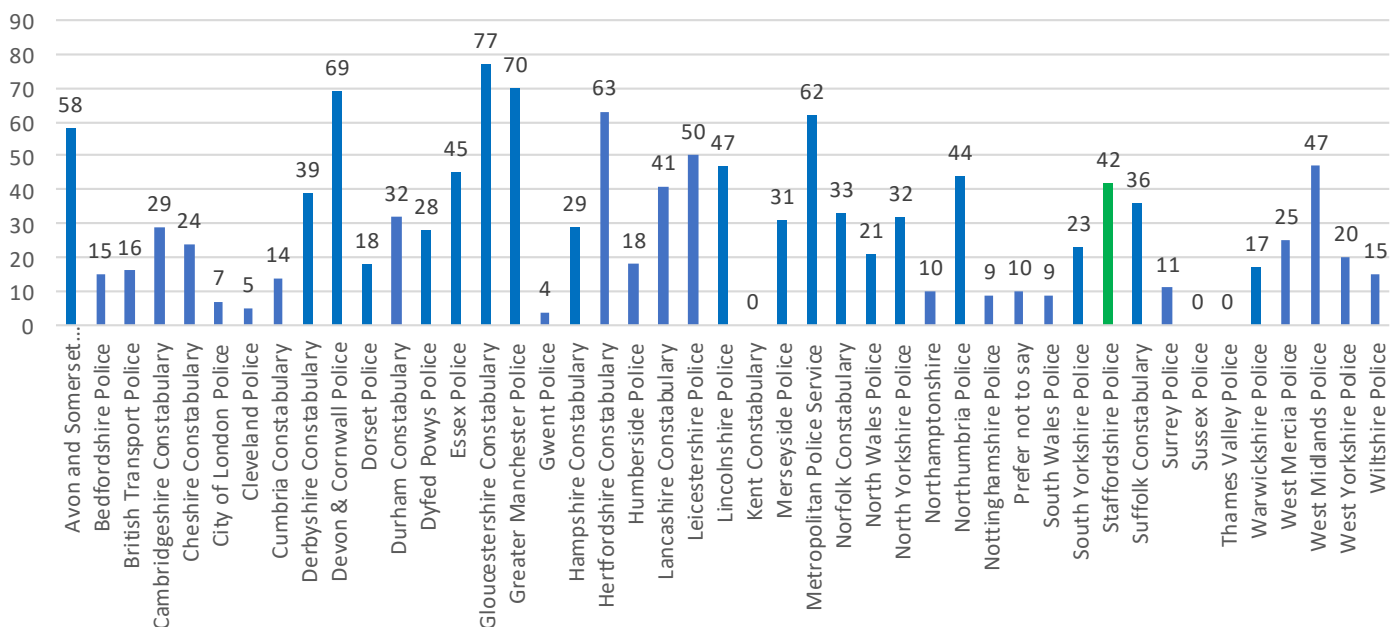
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Staffordshire, there were 24 leavers captured in the benchmarking file for the year 20/21. The most common reason for leaving was given as 'Personal Reasons' (63%).

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 **42** PSVs who completed the survey from Staffordshire, which represents a **47%** response rate against benchmarking data where it was detailed there are **89** PSVs.

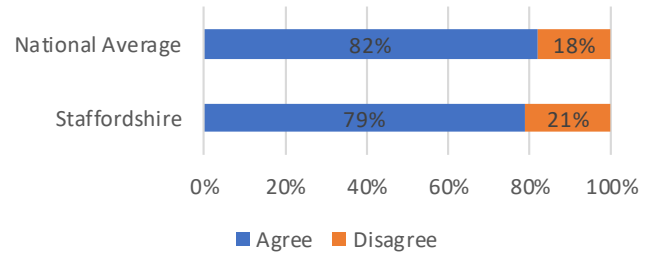
PSV Survey Responses per Force



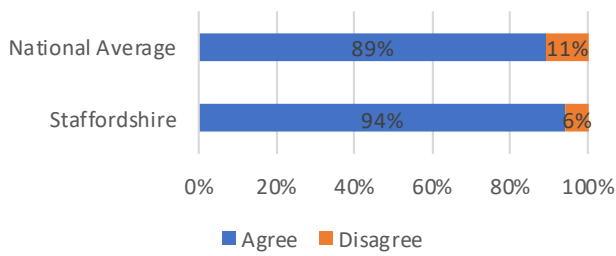
Key Findings

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

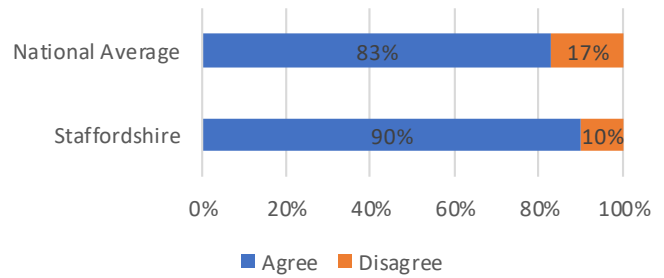
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

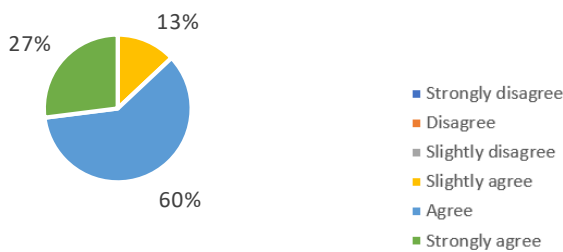


RELATIONSHIPS WITH OFFICERS AND STAFF:

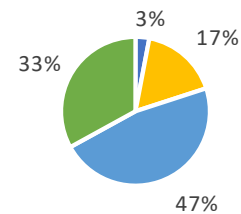
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Very few respondents disagreed with the following statements.

“My team and I see positive results of our volunteering”

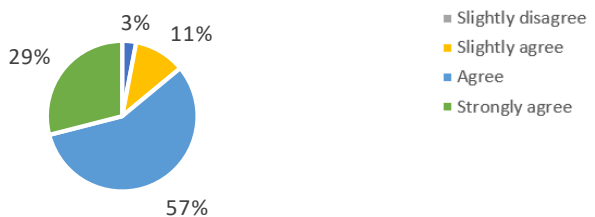
I feel respected by officers



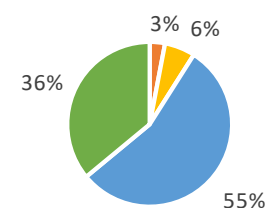
I have a good relationship with officers



I feel respected by staff



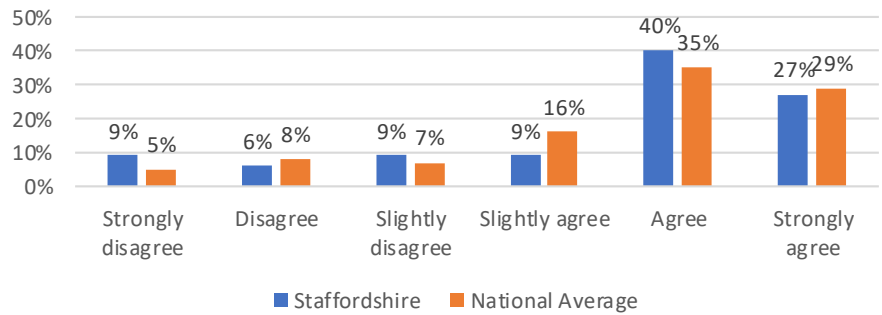
I have a good relationship with staff



“The input I have has a positive impact on the Force and my community”

TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (75%) compared to the national average (80%).

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



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

17 PSVs from Staffordshire Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer and increased resources.

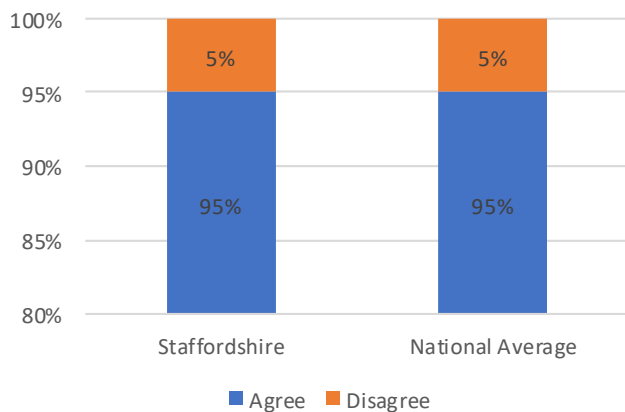
“More opportunities and more involvement after doing it for the (7) years I have”

“(To be) given more responsibility”

“By maybe receiving better more up to date equipment, like equipment the police use”

MORALE AND VALUE: Compared to the national average, a smaller proportion of PSVs from Staffordshire felt valued by their Force, and just as large a proportion of PSVs from Staffordshire as the national average described their morale as good.

I would describe my morale as good



I feel valued by my Force

