

Key Messages

- During the year 2020/21, Suffolk PSVs completed 3629 hours, approximately 27 hours each. This is slightly more than the national average.
- 46% of PSVs had less than 3 years' service with 31% having been a volunteer for over 5 years.
- In total, 36 PSVs completed the national survey, achieving an estimated 27% response rate from Suffolk Constabulary. The results show that PSVs in Suffolk 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 Suffolk were for more opportunities to volunteer and for better communication.

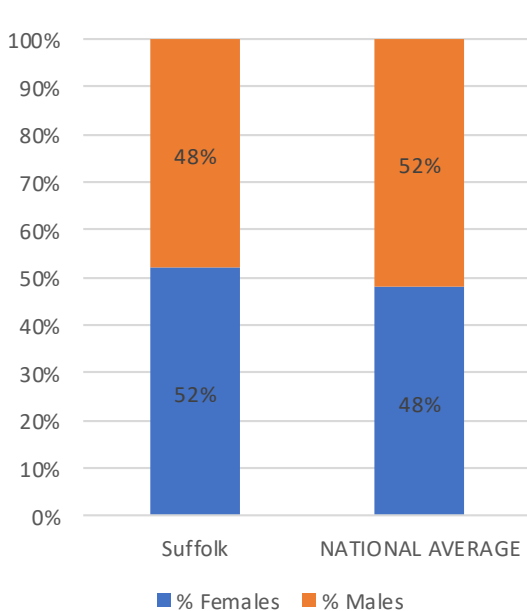
Introduction

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

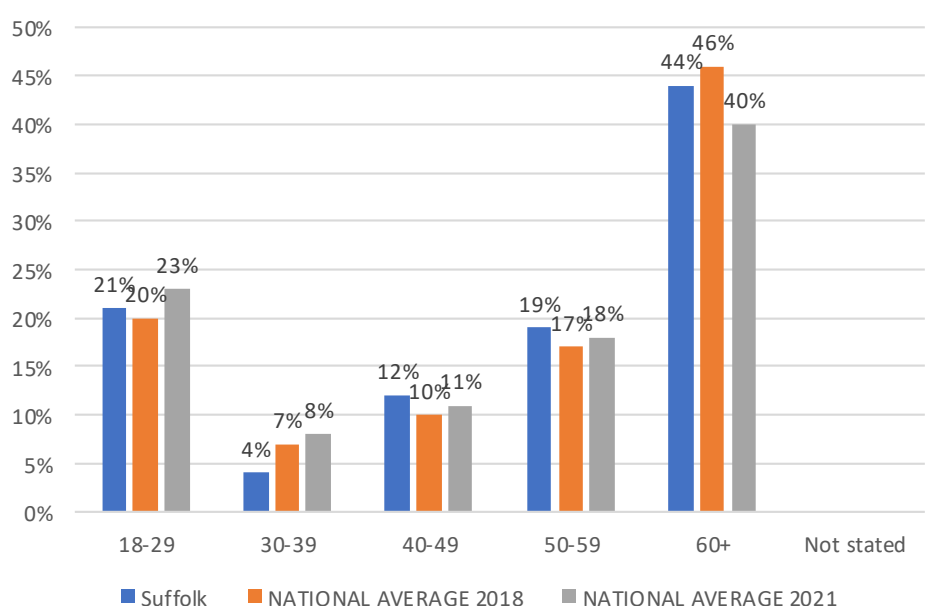
Key Statistics from Benchmarking Report

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. Suffolk PSVs completed **3629** hours over the year 2020/21, meaning each PSV completed on average **27 hours per year**, slightly more than the national average. In terms of demographic profile, compared to the national average, Suffolk has a similar age profile, a slightly higher proportion of female PSVs and more PSVs with less than 2 years' service.

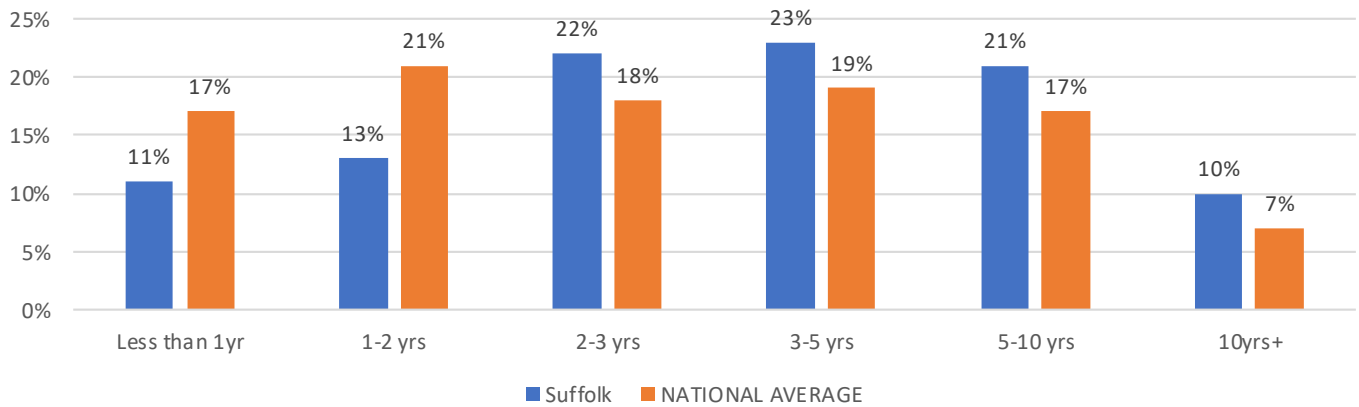
Gender Profile



Age profile



Length of Service Profile



Leavers

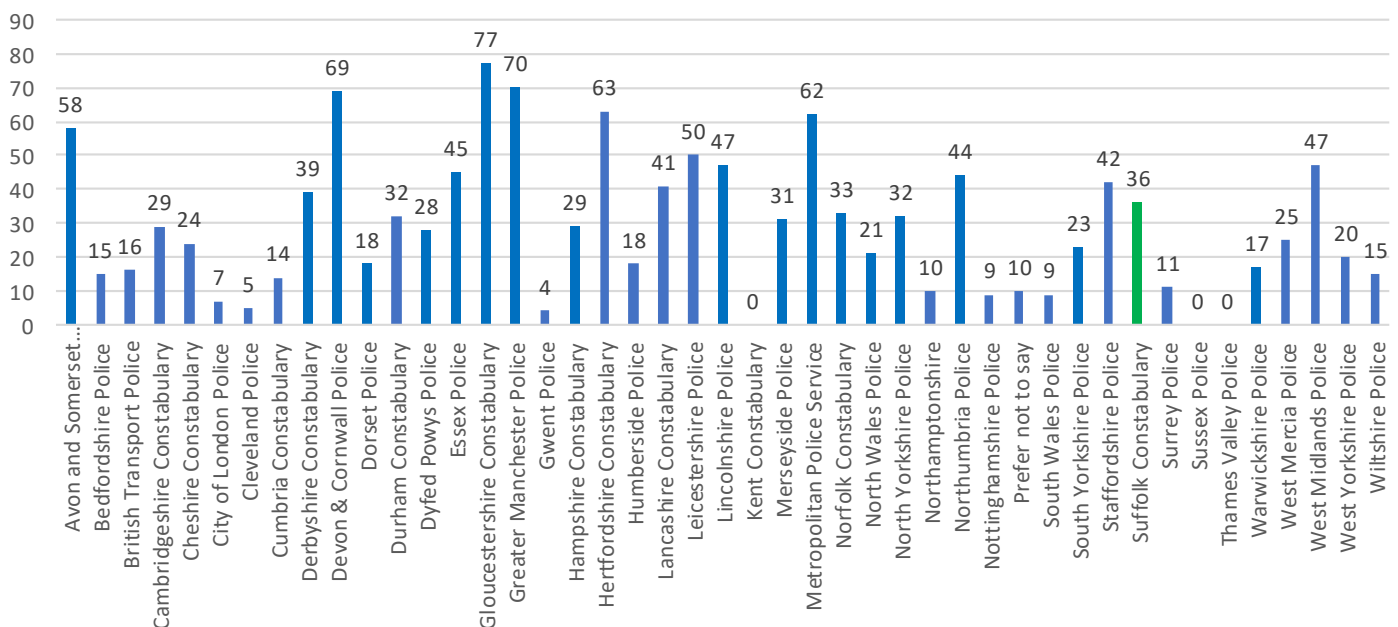
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Suffolk, there were 54 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 52 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (40%), followed by 'Other' (31%).

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 **36** PSVs who completed the survey from Suffolk, which represents a **27%** response rate against benchmarking data where it was detailed there are **135** PSVs.

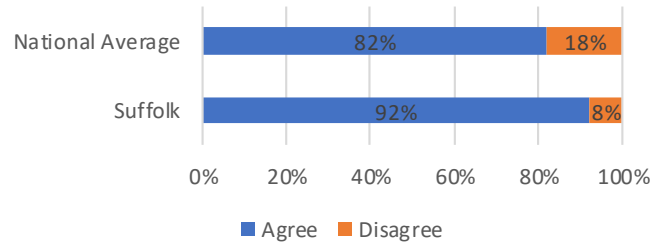
PSV Survey Responses per Force



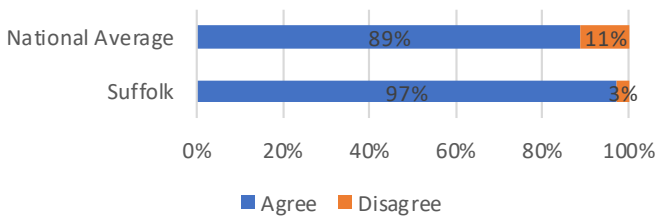
Key Findings

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

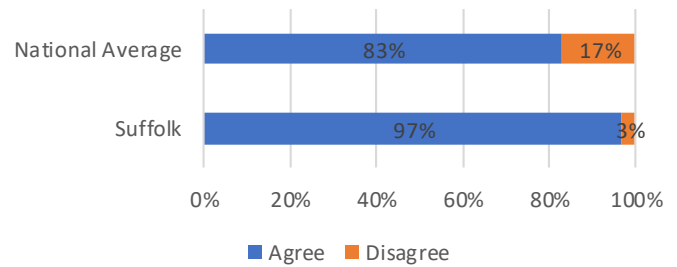
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

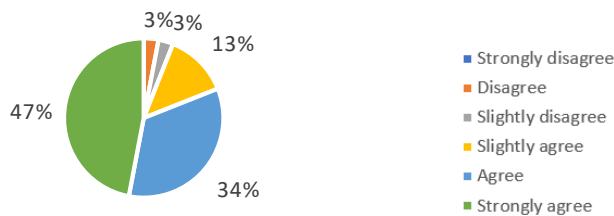


RELATIONSHIPS WITH OFFICERS AND STAFF:

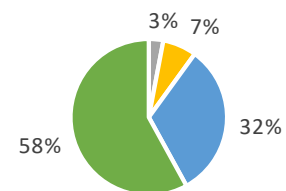
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Very few respondents disagreed with the following statements.

“I believe the role is recognised as providing a benefit to the force and as volunteers we are appreciated”

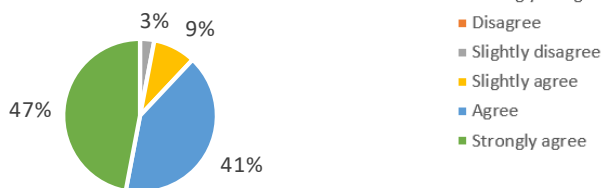
I feel respected by officers



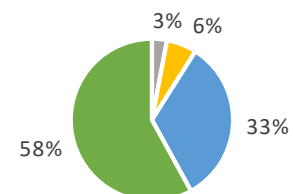
I have a good relationship with officers



I feel respected by staff



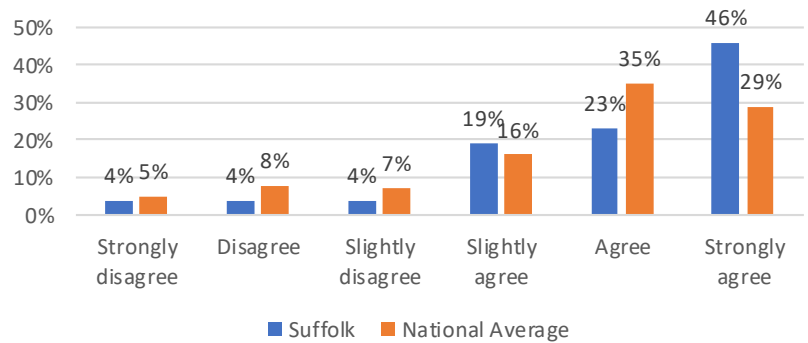
I have a good relationship with staff



“Every member of staff that I have met so far has been welcoming and supportive...I've never been made to feel that my presence was a negative”

TRAINING: In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (88%) compared to the national average (80%).

I receive sufficient ongoing training to remain effective in my volunteering role



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

17 PSVs from Suffolk Constabulary recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer and for better communication.

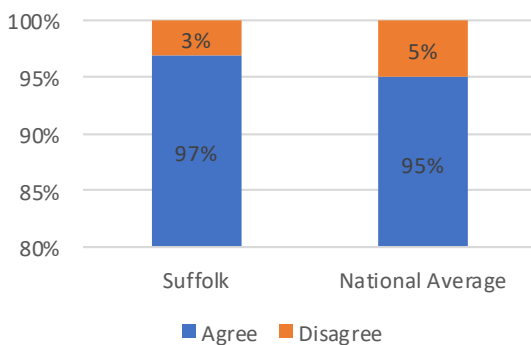
“I volunteered to help in any way I could but having been assigned a role it feels like I have been pigeon-holed so when that specific role is stood down for any reason that's the end of my usefulness”

“I would like the opportunity to take on tasks that would be a more significant benefit to the constabulary”

“Contact with the local team and being made use of by them rather than doing my own thing and reporting back to HQ”

MORALE AND VALUE: Compared to the national average, a larger proportion of PSVs from Suffolk would describe morale as good, and all PSVs from Suffolk felt valued by their Force.

I would describe morale as good



I feel valued by my Force

