

Key Messages

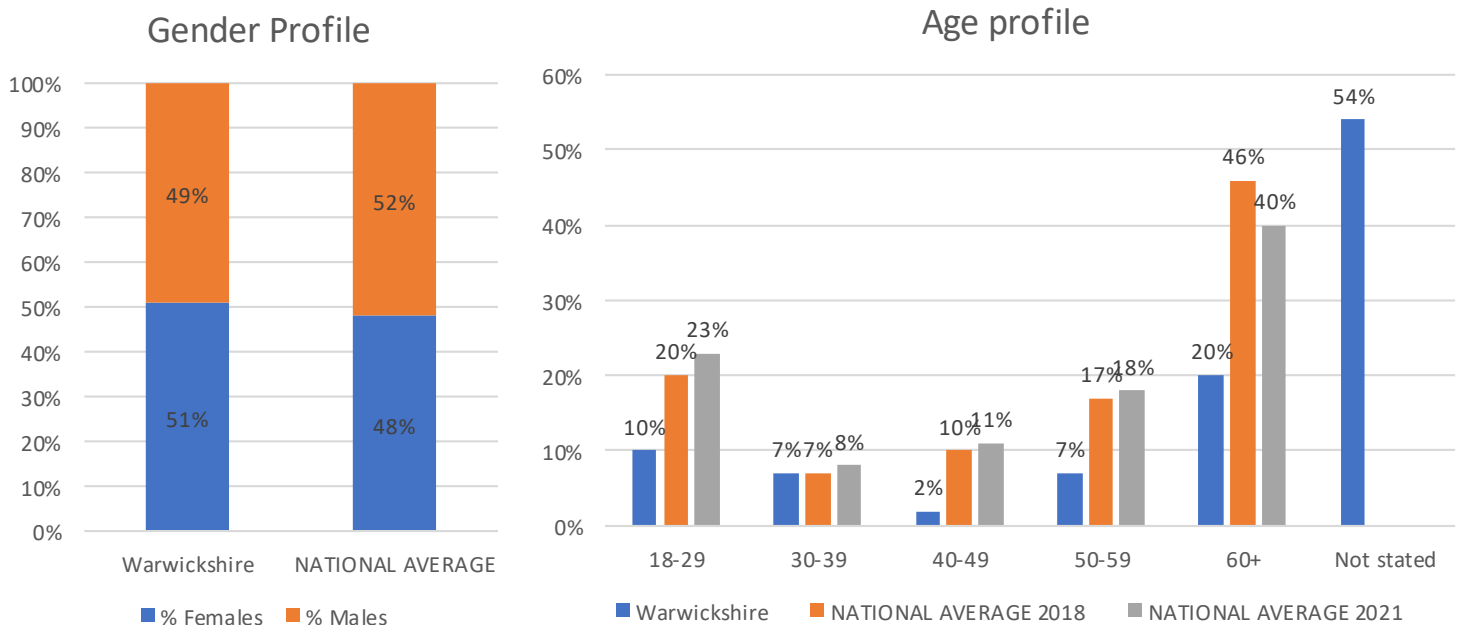
- During the year 2020/21, Warwickshire PSVs completed 2589 hours, approximately 44 hours each. This is more than the national average per PSV.
- 100% of PSVs had less than 3 years' service.
- In total, 17 PSVs completed the national survey, achieving an estimated 29% response rate from Warwickshire Police. The results show that PSVs in Warwickshire compared to the national average were:
 - Less likely to agree that the Force maximises the use of the time that they give;
 - Slightly 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 less likely to agree they felt valued.
- The most common suggestion to improve the PSV experience in Warwickshire were for more opportunities to volunteer and for volunteers to be valued and appreciated.

Introduction

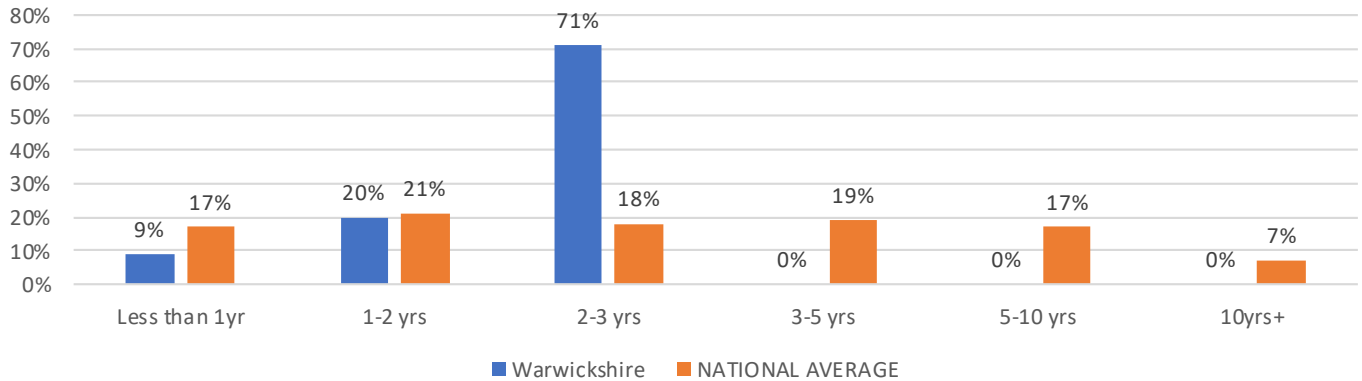
The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to Warwickshire. Therefore, it is supplementary to the national benchmarking report (Britton *et al.*, 2021) and the national survey results report (Callender *et al.*, 2021).

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. Warwickshire PSVs completed **2589** hours over the year 2020/21, meaning each PSV completed on average **44 hours per year**, more than the national average. In terms of demographic profile, compared to the national average, Warwickshire has a similar gender profile and all their PSVs have less than 3 years' service. It was difficult to compare the age profiles of PSVs from Warwickshire to nationally, as over half of PSVs from Warwickshire's ages were not stated.



Length of Service Profile



Leavers

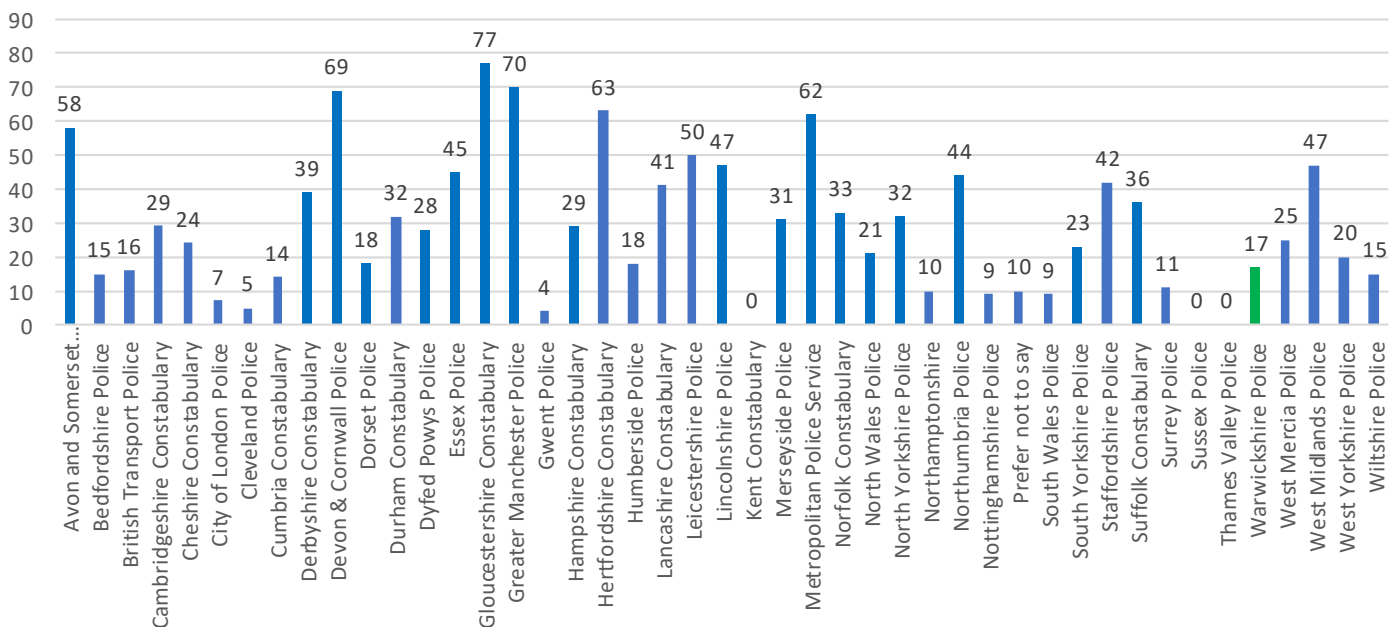
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Warwickshire, there were 5 leavers captured in the benchmarking file for the year 20/21. The most common reason for leaving was given as 'Failed to start due to COVID-19' (60%).

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 **17** PSVs who completed the survey from Warwickshire, which represents a **29%** response rate against benchmarking data where it was detailed there are **59** PSVs.

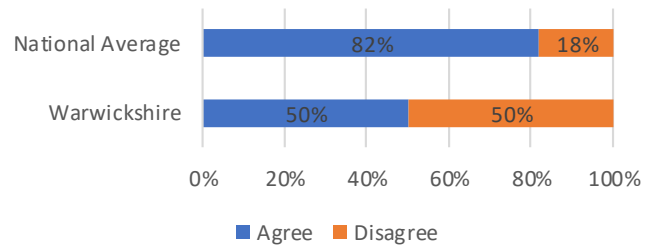
PSV Survey Responses per Force



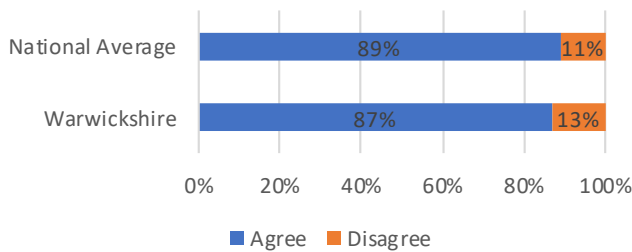
Key Findings

MANAGEMENT: Compared to the national average, a slightly smaller proportion of PSVs in Warwickshire felt supported by their line manager and felt the Force communicated with them sufficiently. Only half the Warwickshire PSV respondents felt the Force maximised the time they give.

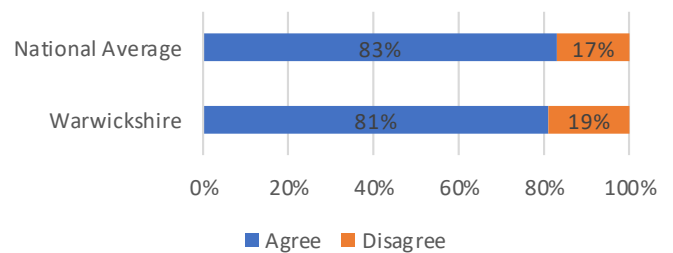
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

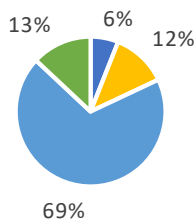


RELATIONSHIPS WITH OFFICERS AND STAFF:

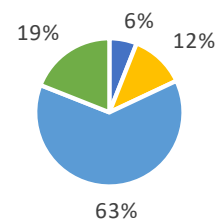
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Few respondents disagreed with the following statements.

“I get positive feedback from the public and officers”

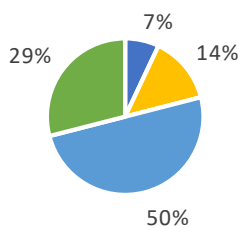
I feel respected by officers



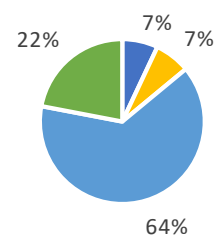
I have a good relationship with officers



I feel respected by staff



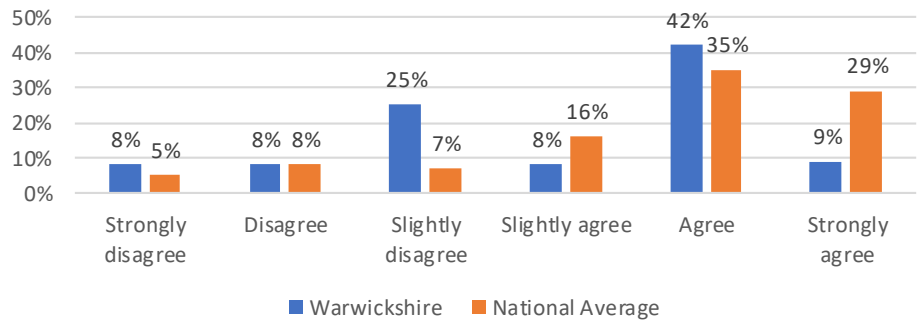
I have a good relationship with staff



“We are helping to reduce the Police’s workload and by doing more mundane tasks it frees them up to do more important things”

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

TRAINING: In terms of training, fewer PSVs in Warwickshire agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (59%) compared to the national average (80%).



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

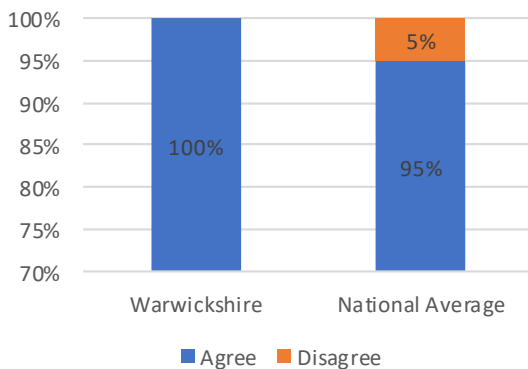
17 PSVs from Warwickshire Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer and other PSVs highlighted the need for volunteers to be valued and appreciated.

“I feel there should be specific volunteering role opportunities within the Police which are documented. Not just roll-up and see what is happening”

“Senior ranking officers to show some interest in volunteers and take time out with them”

MORALE AND VALUE: Compared to the national average, a smaller proportion of PSVs from Warwickshire feel valued by their Force, however all PSVs from Warwickshire felt morale was good.

I would describe morale as good



I feel valued by my Force

