

Key Messages

- 66% of PSVs had less than 3 years' service, 8% had over 5 years' service.
- In total, 25 PSVs completed the national survey, achieving an estimated 18% response rate from West Mercia Police. The results show that PSVs in West Mercia 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
 - Less 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 West Mercia was for PSVs to be made to feel valued and included by their Force.

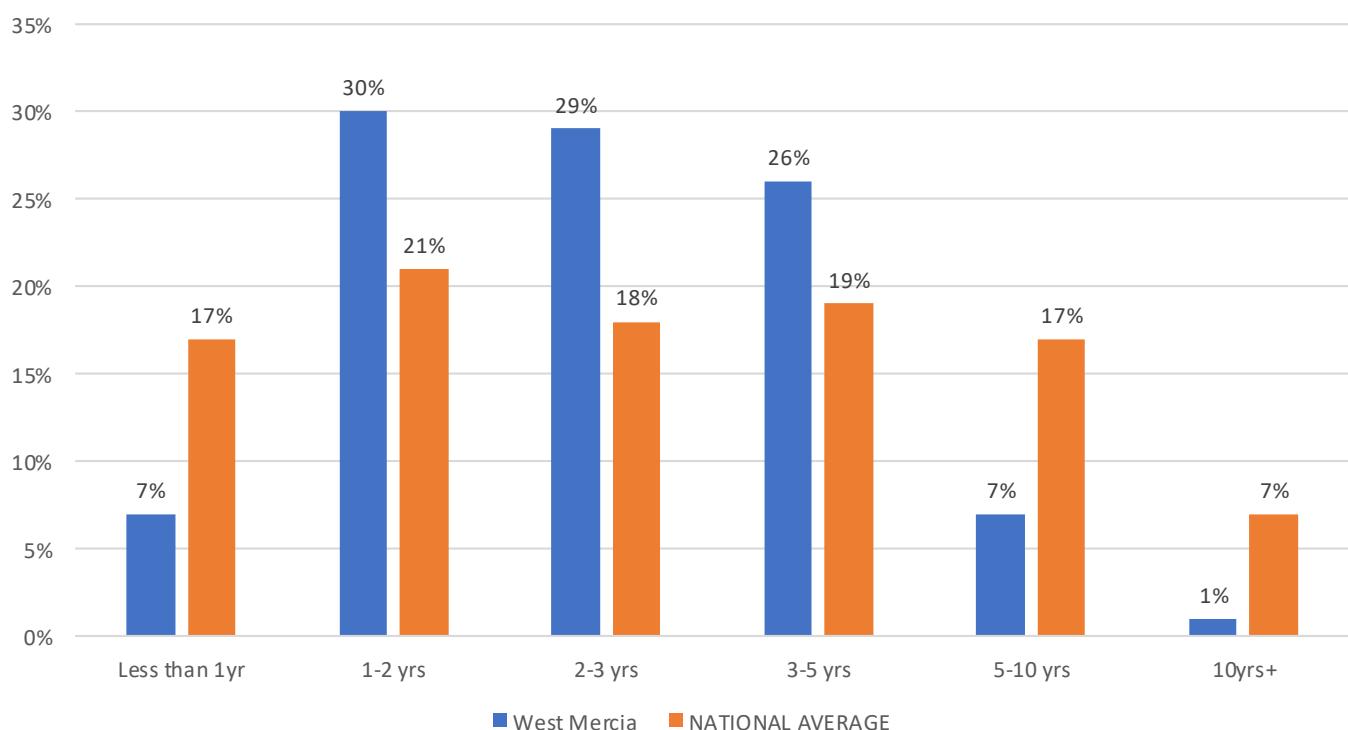
Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to West Mercia. 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, 66% of West Mercia PSVs had less than 3 years' service. No data was provided regarding the gender or age of West Mercia PSVs, or the total number of hours completed by PSVs.

Length of Service Profile



Leavers

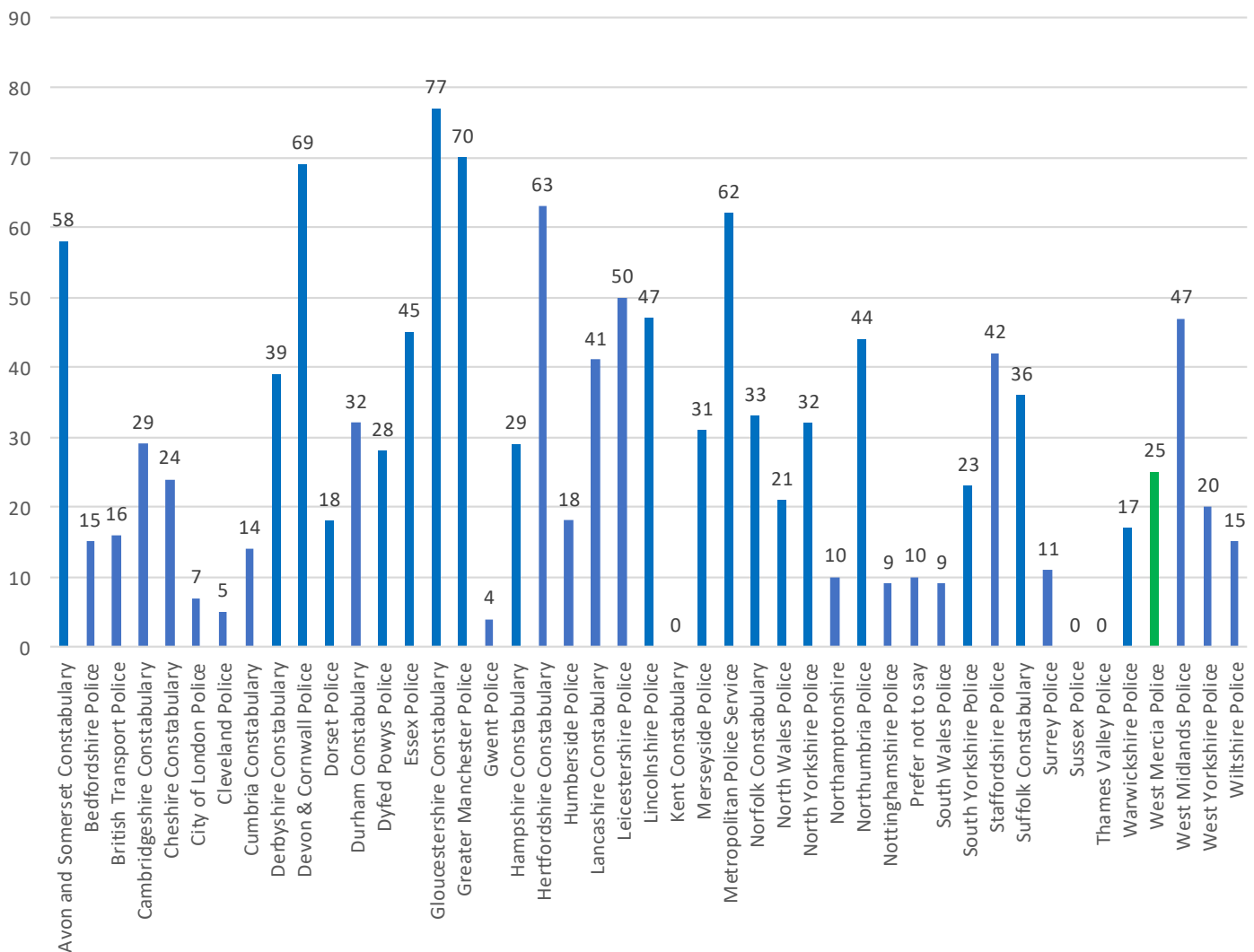
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In West Mercia, there were 31 leavers captured in the benchmarking file for the year 20/21. PSVs had served on average 36 months before leaving. The most common reason for leaving was given as ‘Personal Reasons’ (83%), followed by ‘Career Change’ (10%).

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 **25** PSVs who completed the survey from West Mercia, which represents a **18%** response rate against benchmarking data where it was detailed there are **139** PSVs.

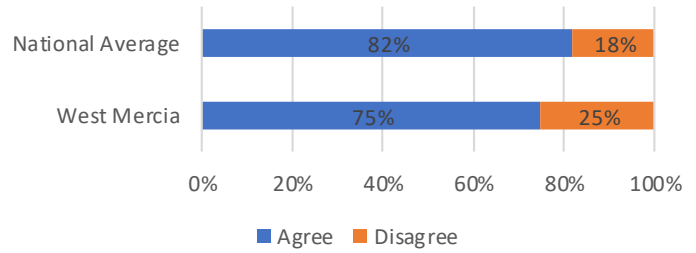
PSV Survey Responses per Force



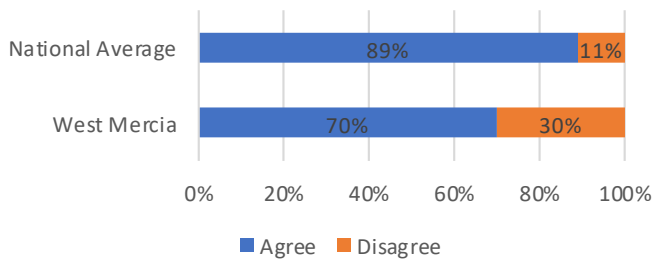
Key Findings

MANAGEMENT: Compared to the national average, a smaller proportion of PSVs in West Mercia feel supported by their line manager, feel the Force maximises the time they give and communicates with them sufficiently.

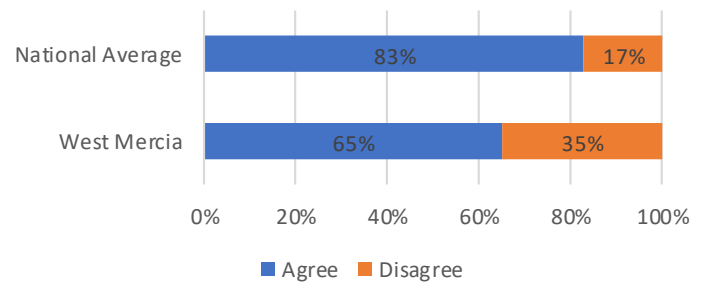
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

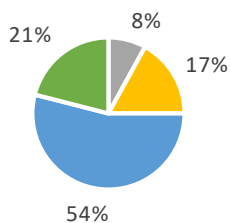


RELATIONSHIPS WITH OFFICERS AND STAFF:

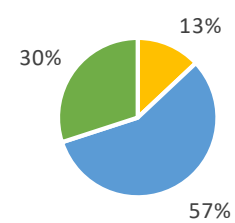
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for officers. Few respondents disagreed with the following statements.

“I am providing my time and this frees up my line manager to go out and do more jobs”

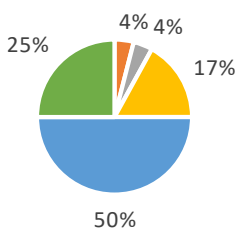
I feel respected by officers



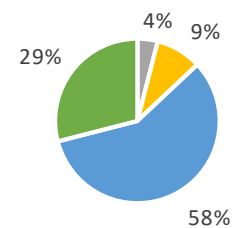
I have a good relationship with officers



I feel respected by staff



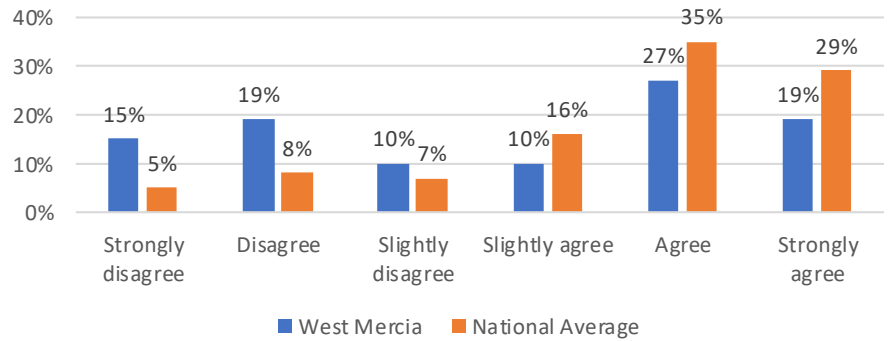
I have a good relationship with staff



“I actively support the wider community, reducing pressure on the officers. I get a great sense of satisfaction out of helping others and problem solving”

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 (56%) compared to the national average (80%).

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



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

19 PSVs from West Mercia Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for PSVs to be made to feel valued and included by their Force.

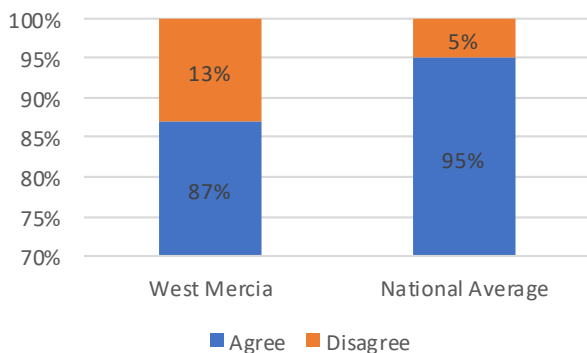
“Being let back in the office, being given a title instead of just ‘volunteer help’”

“Greater account should be made of the cash value of volunteering – e.g. what is the salary value of the ‘gift time’ received by the Force?”

“Be part of a force wide reward and recognition system for all officers and staff i.e. not a separate one for volunteers”

MORALE AND VALUE: Compared to the national average, a smaller proportion of PSVs from West Mercia felt valued by their Force and described morale was good.

I would describe morale as good



I feel valued by my Force

