

Key Messages

- During the year 2020/21, West Yorkshire PSVs completed 6232 hours, approximately 45 hours each. This is more than the national average per PSV.
- 36% of PSVs had less than 3 years' service, with 44% having over 5 years' service.
- In total, 20 PSVs completed the national survey, achieving an estimated 14% response rate from West Yorkshire Police. The results show that PSVs in West Yorkshire 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 agree the Force communicates with them 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 more likely to agree they felt valued.
- The most common suggestion to improve the PSV experience in West Yorkshire were for more volunteering opportunities, better coordination of volunteers by the force, and more clearly defined roles.

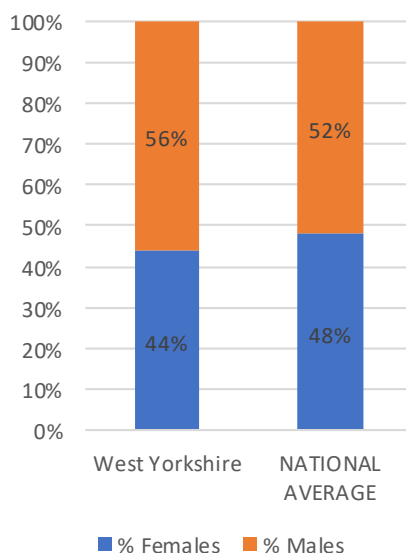
Introduction

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

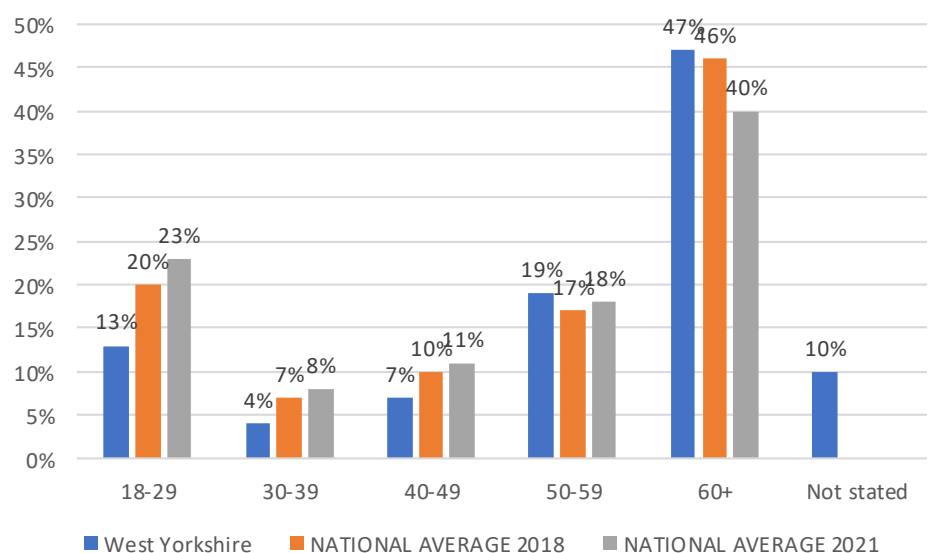
Key Statistics from Benchmarking Report

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. West Yorkshire PSVs completed **6232** hours over the year 2020/21, meaning each PSV completed on average **45 hours per year**, more than the national average. In terms of demographic profile, compared to the national average, West Yorkshire has a slightly larger proportion of male PSVs and those with more than 10 years' service, and a smaller amount of PSVs under 50.

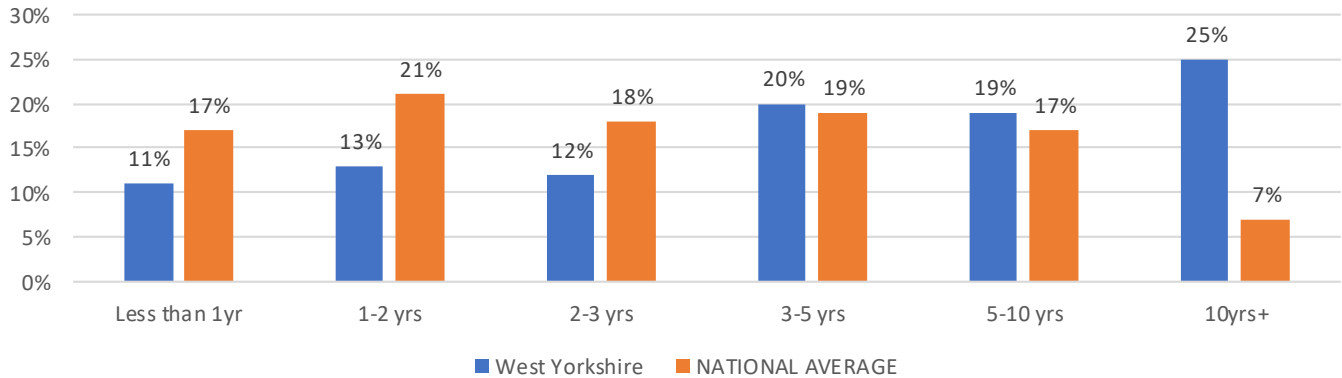
Gender Profile



Age profile



Length of Service Profile



Leavers

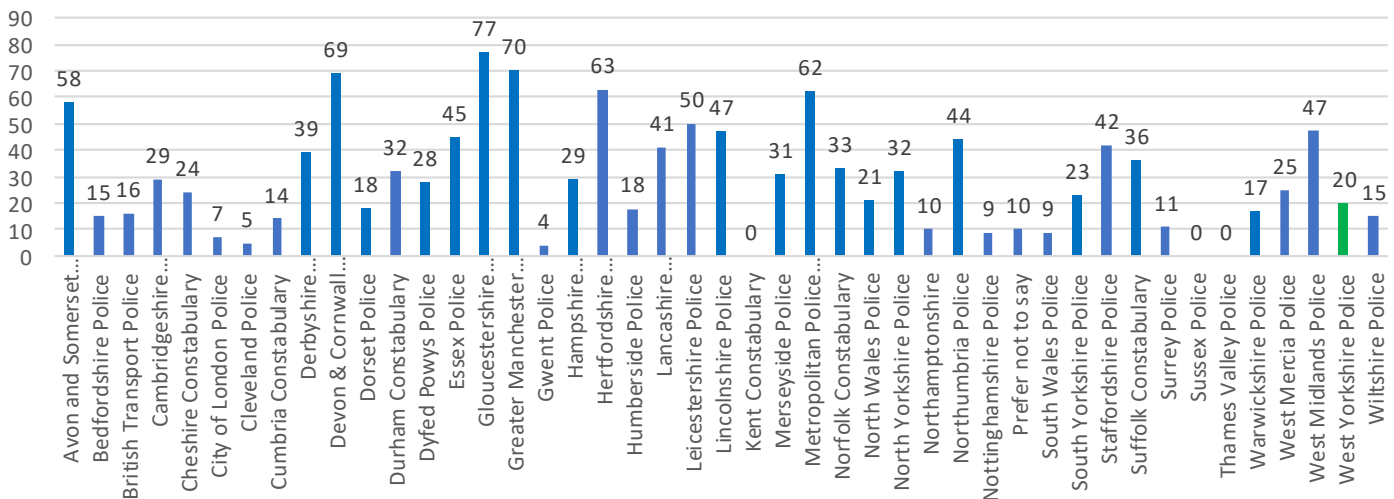
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In West Yorkshire, there were 55 leavers captured in the benchmarking file for the year 20/21. On average, PSVs had served 40 months before leaving. The most common reason for leaving was given as ‘Personal Reasons’ (54%), followed by ‘Terminated’ (29%).

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 **20** PSVs who completed the survey from West Yorkshire, which represents a **14%** response rate against benchmarking data where it was detailed there are **140** PSVs.

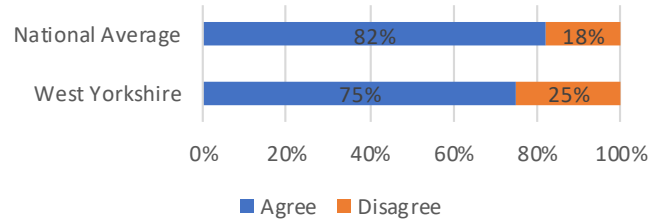
PSV Survey Responses per Force



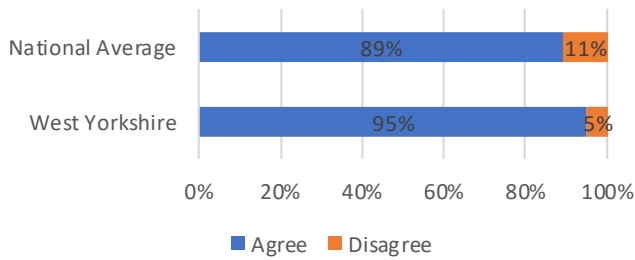
Key Findings

MANAGEMENT: Compared to the national average, a smaller proportion of PSVs in West Yorkshire felt the Force communicated with them sufficiently and maximised the time they give. A larger proportion of PSVs from West Yorkshire felt supported by their line manager.

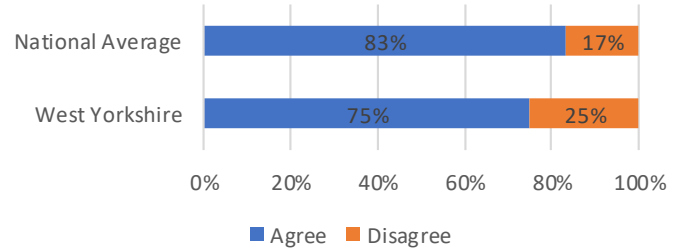
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

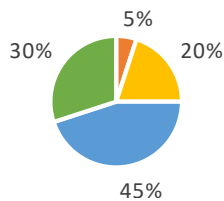


RELATIONSHIPS WITH OFFICERS AND STAFF:

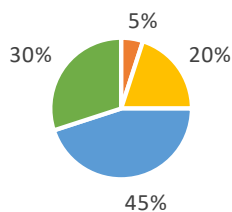
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Few respondents disagreed with the following statements.

“I feel I make a difference just by been an extra pair of hands in busy times”

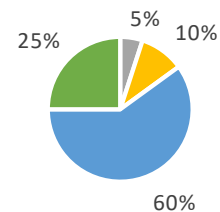
I feel respected by officers



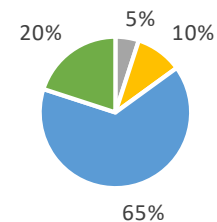
I feel respected by staff



I have a good relationship with officers



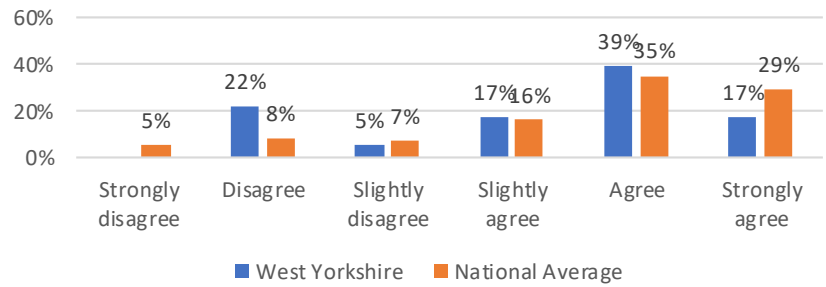
I have a good relationship with staff



“I am making a difference because the jobs I do would either not be done at all or would have to be done by a paid member of the force”

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

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



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

12 PSVs from West Yorkshire Police recommended ways in which their volunteering experience could be improved. Suggestions included more volunteering opportunities, better coordination of volunteers by the force, and more clearly defined roles.

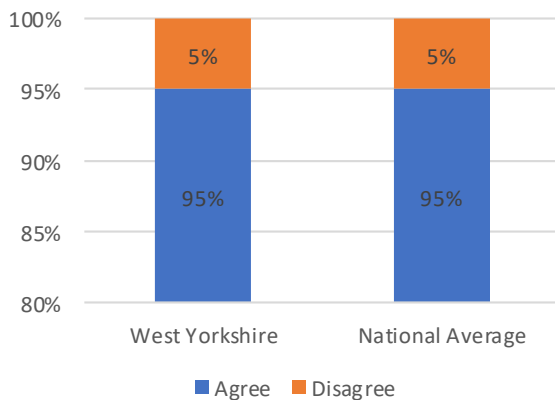
“There is a need for specific job roles and someone who can find those roles and ensure that staff use the volunteers appropriately”

“By letting us actually be Police support volunteers, not just confined to office work or shaking hands with visitors”

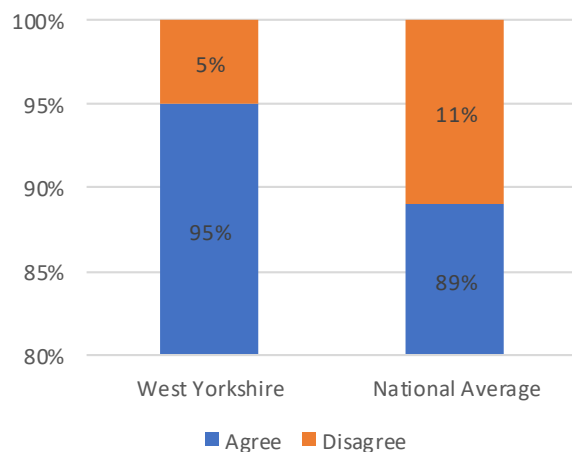
“By identifying a specific role worthwhile for volunteers”

MORALE AND VALUE: Compared to the national average, a larger proportion of PSVs from West Yorkshire agreed they feel valued by their Force, and just as large a proportion described morale as good.

I would describe morale as good



I feel valued by my Force



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