

Key Messages

- During the year 2020/21, Wiltshire PSVs completed 328 hours, approximately 2 hours each. This is much less than the national average per PSV.
- 47% of PSVs had less than 3 years' service, with 9% having over 5 years' service.
- In total, 15 PSVs completed the national survey, achieving an estimated 9% response rate from Wiltshire Police. The results show that PSVs in Wiltshire 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 agree the Force communicates with them 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 Wiltshire were for more volunteering opportunities and better training.

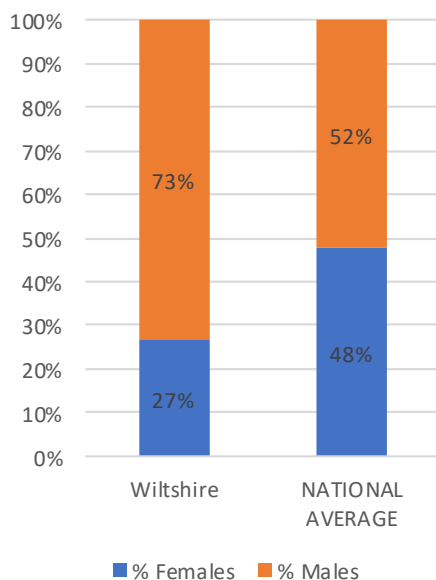
Introduction

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

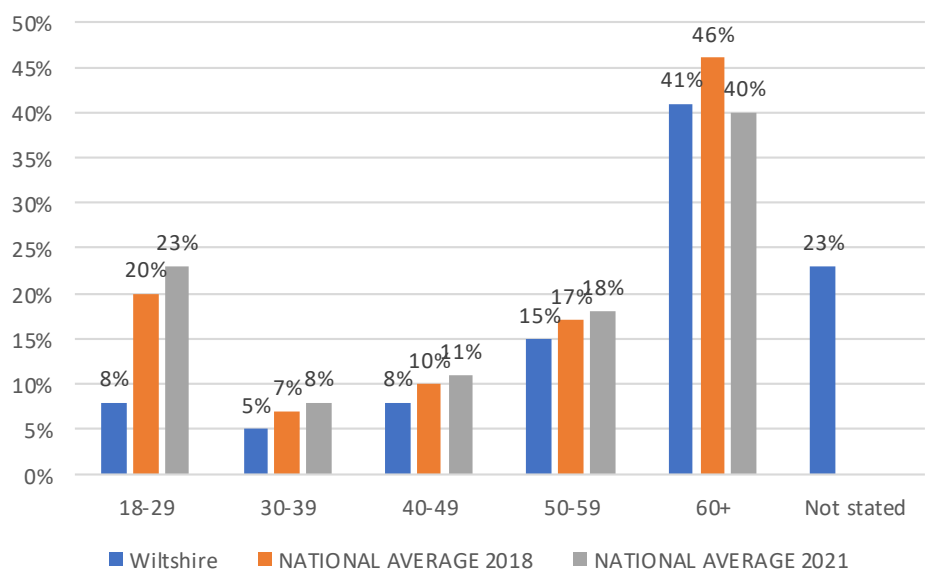
Key Statistics from Benchmarking Report

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. Wiltshire PSVs completed **328** hours over the year 2020/21, meaning each PSV completed on average **2 hours per year**, less than the national average. In terms of demographic profile, compared to the national average, Wiltshire has a similar age profile, a larger proportion of male PSVs and a smaller proportion of PSVs with more than 5 years' service.

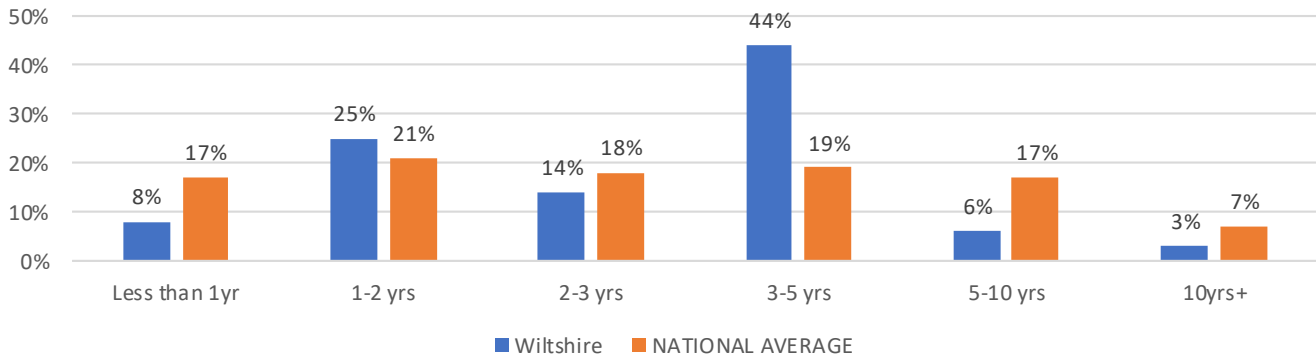
Gender Profile



Age profile



Length of Service Profile



Leavers

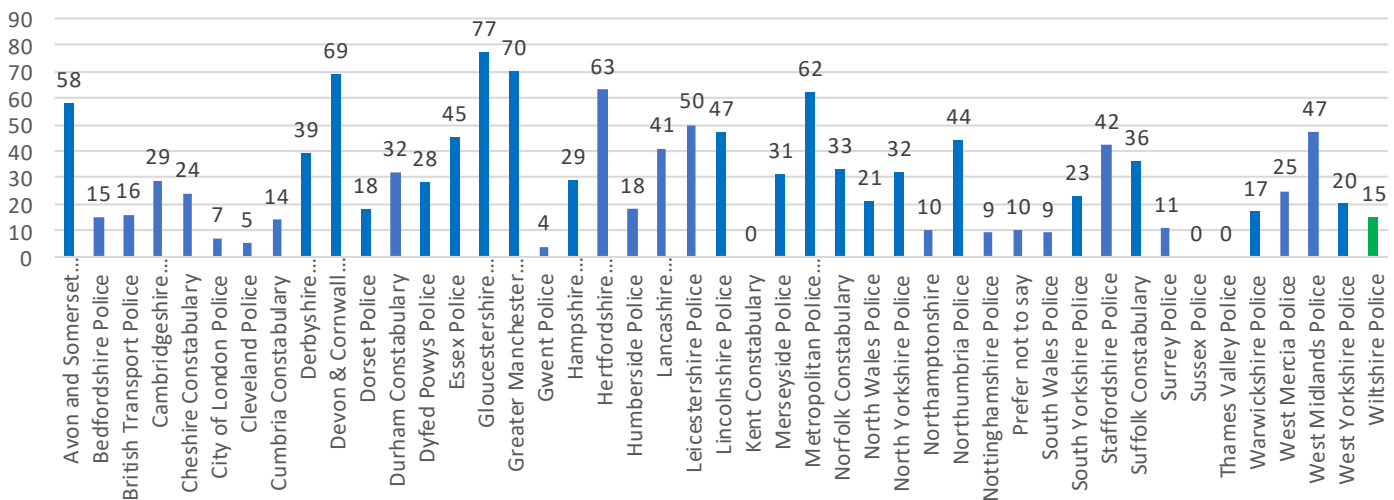
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Wiltshire, there were 28 leavers captured in the benchmarking file for the year 20/21. On average, PSVs had served 35 months before leaving. The most common reason for leaving was given as 'Personal Reasons' (82%), followed by 'Found Other Volunteering' (11%).

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 **15** PSVs who completed the survey from Wiltshire, which represents a **9%** response rate against benchmarking data where it was detailed there are **168** PSVs.

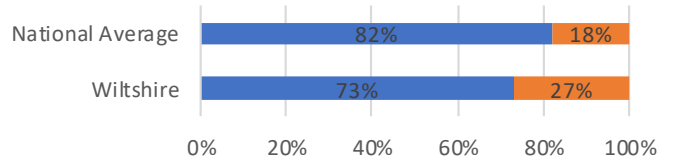
PSV Survey Responses per Force



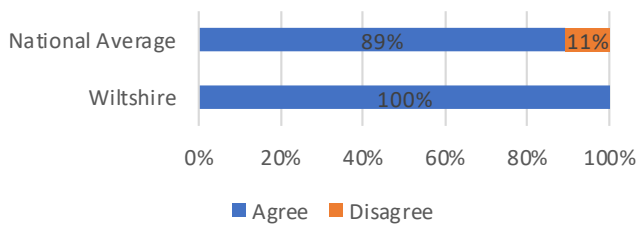
Key Findings

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

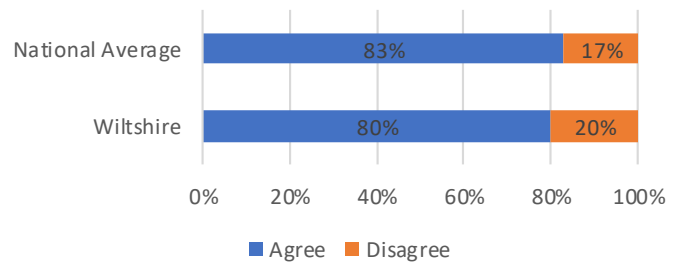
The Force maximises the time I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

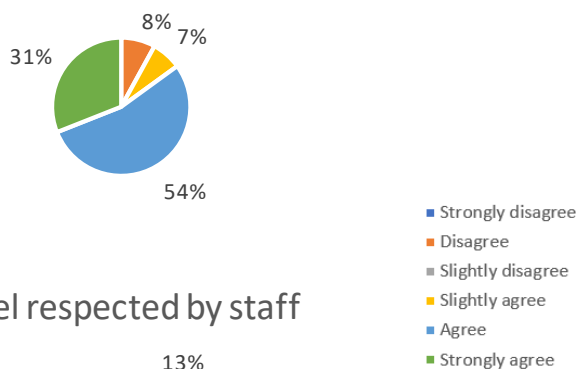


RELATIONSHIPS WITH OFFICERS AND STAFF:

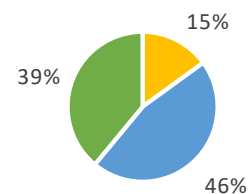
Relationships with officers and staff were very positive, however the strength of agreement for feeling respected and having a good relationship was slightly stronger for staff. Few respondents disagreed with the following statements.

“(Volunteering is) helping where help is needed. Being part of an integral team, a cog in the wheel”

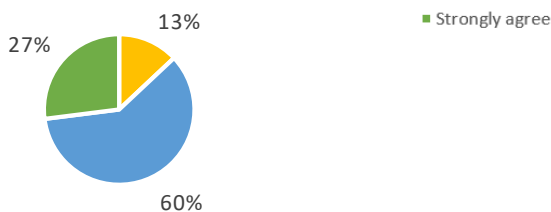
I feel respected by officers



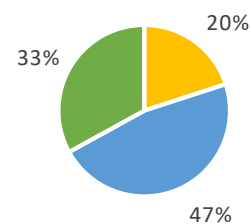
I have a good relationship with officers



I feel respected by staff



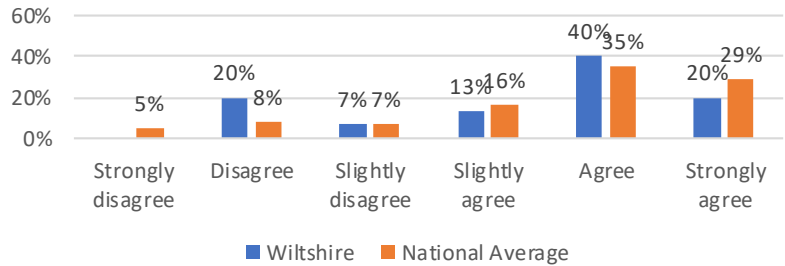
I have a good relationship with staff



“While I do the mundane work officers can get on with their work but know that I will always achieve what I can within my ability”

TRAINING: In terms of training, fewer PSVs in Wiltshire 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



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

10 PSVs from Wiltshire Police recommended ways in which their volunteering experience could be improved. Suggestions included more volunteering opportunities and better training.

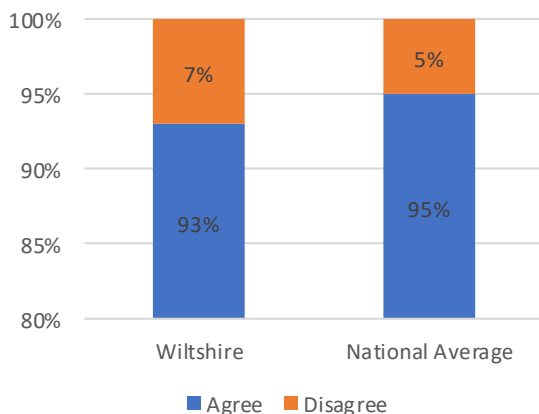
“By giving me more volunteering opportunities”

“A comprehensive initial training followed by regular CPD”

“Training in different areas”

MORALE AND VALUE: Compared to the national average, a slightly smaller proportion of PSVs from Wiltshire agreed they felt valued by their Force and described morale as good.

I would describe morale as good



I feel valued by my Force

