

Key Messages

- Metropolitan PSVs completed on average 14 hours per year volunteering, less than the national average.
- In total, 62 PSVs completed the national survey, achieving an estimated 11% response rate from Metropolitan Police.
- The results show that PSVs in the Met. 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 supported by their line manager;
 - 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 the Metropolitan Police Service were for more opportunities to volunteer with a better use of volunteers' skillsets and interests, and for better coordination of volunteers by the Force.

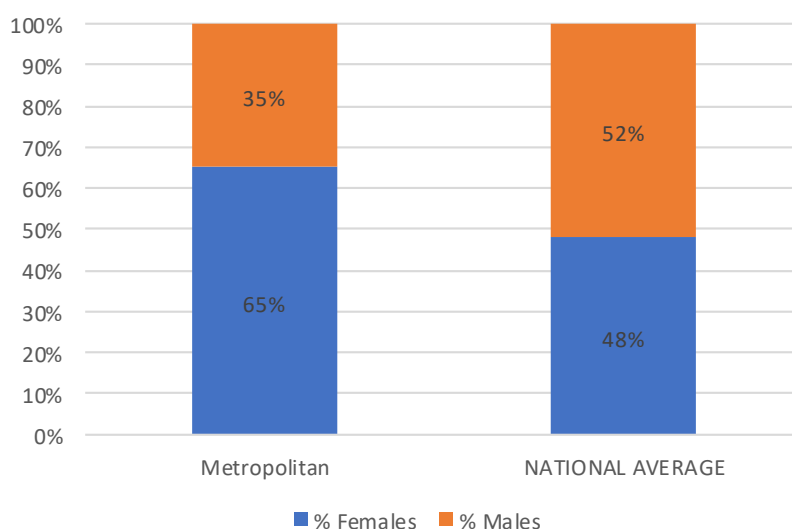
Introduction

The purpose of this police brief is to summarise the key findings from the national reports and contextualise the results relating to the Metropolitan Police Service. 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. The Met.'s PSVs completed **8165 hours** over the year 2020/2021, meaning their PSVs completed on average **14 hours per year**, which is less than the national average. In terms of demographic profile, compared to the national average, the Met. has a higher proportion of female PSVs. No data was provided by Metropolitan Police regarding the age of their PSVs or their length of service.

Gender Profile



Leavers

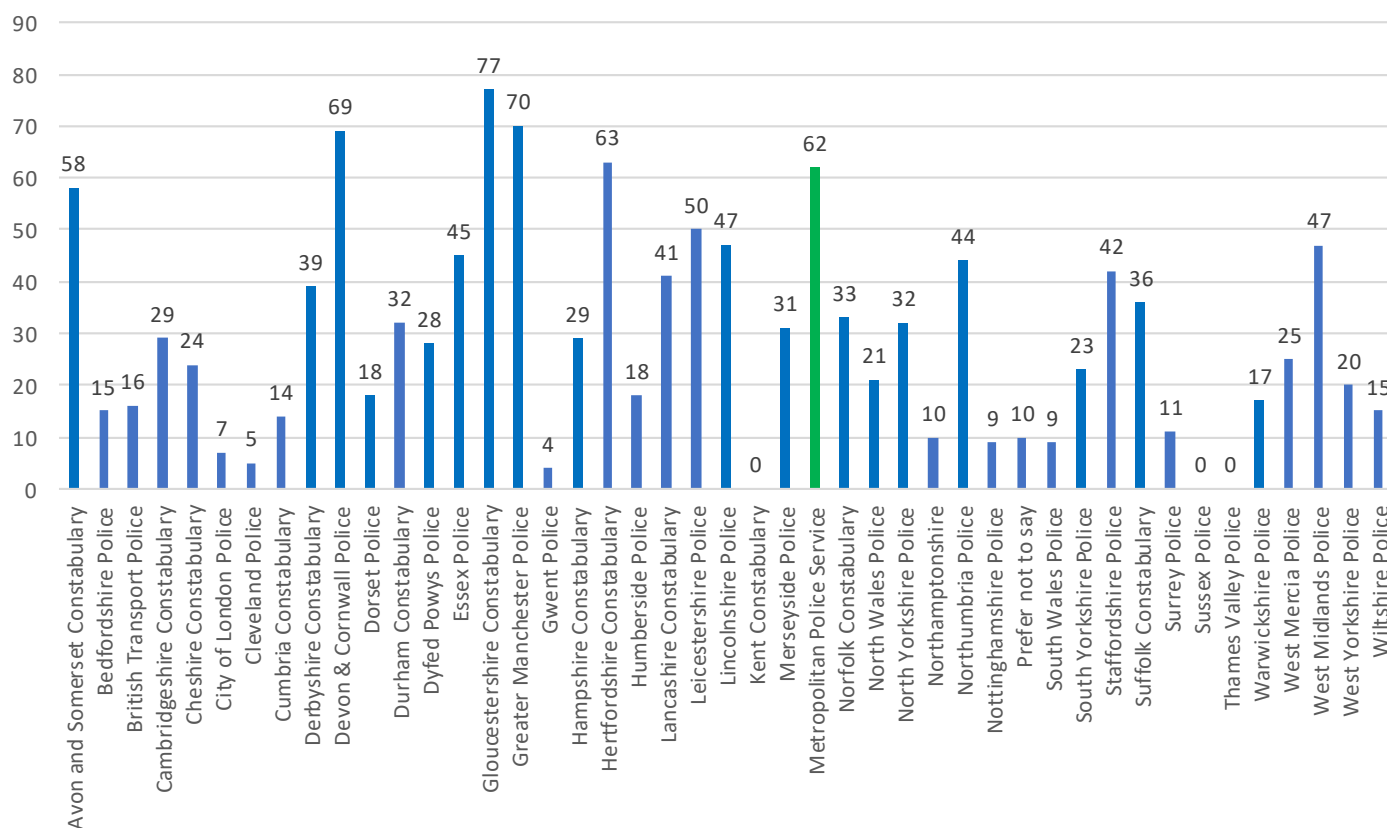
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

No leavers data was provided by Metropolitan Police Service.

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 **62** PSVs who completed the survey from the Met., which represents a **11%** response rate against benchmarking data where it was detailed there are **588** PSVs.

PSV Survey Responses per Force

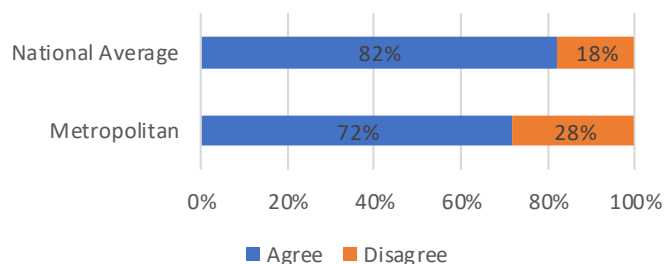


“I feel that my volunteering is making a difference, because by volunteering, my colleagues can get on with their daily duties without having to take on extra administrative tasks”

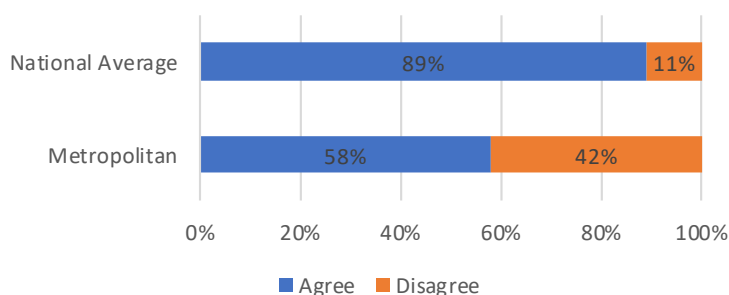
Key Findings

MANAGEMENT: Results from the survey were poor in terms of management: a smaller proportion of PSVs in the Metropolitan Police, compared to PSVs nationally, felt their force maximised the time they gave, and only 58% agreed that they felt supported by their line manager. Also, a smaller proportion of PSVs in the Met. felt their Force communicated with them sufficiently.

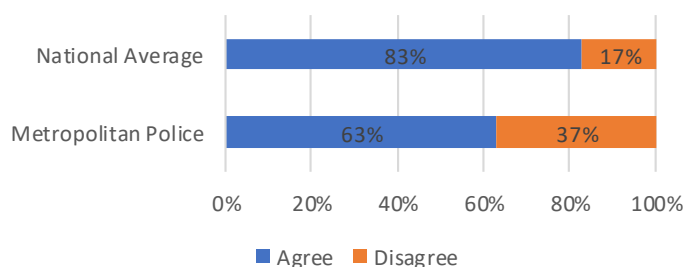
The Force maximises the time I give them



I feel supported by my line manager



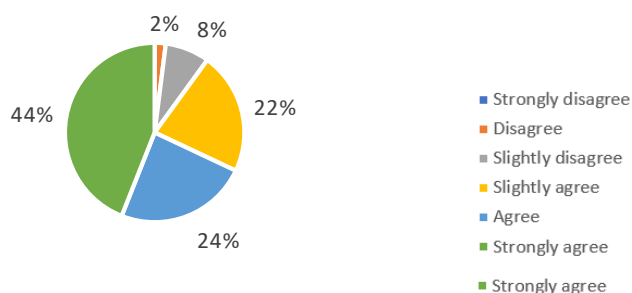
The Force communicates sufficiently with me as a volunteer



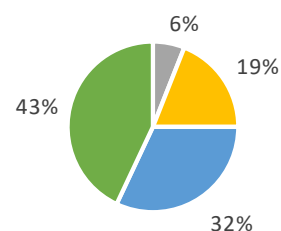
RELATIONSHIPS WITH OFFICERS AND STAFF: In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for staff than for officers.

“The team I work with are excellent and are very appreciative of any time I can give. I am made to feel very welcome”

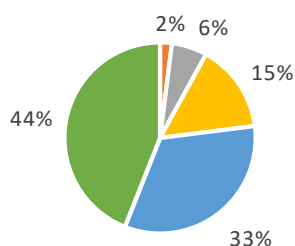
I feel respected by officers



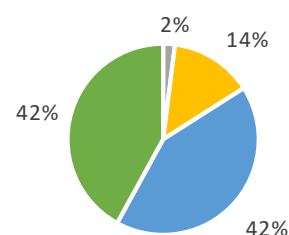
I have a good relationship with officers



I feel respected by staff

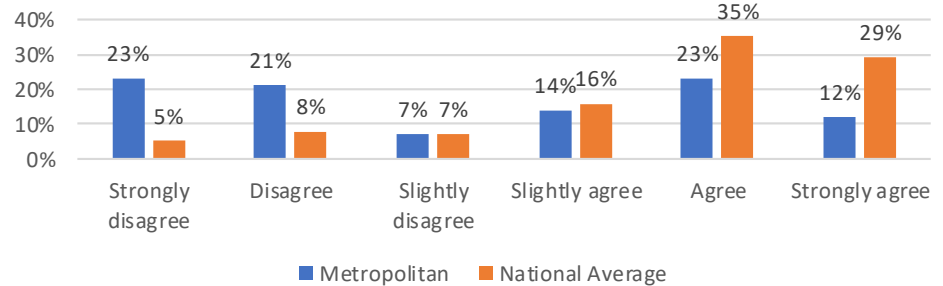


I have a good relationship with staff



TRAINING: In terms of training, fewer PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (49%) compared to the national average (80%).

I am receiving sufficient ongoing training to remain effective in my volunteering role



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

46 PSVs from the Metropolitan Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for more opportunities to volunteer with a better use of volunteers' skillsets and interests, and for better coordination of volunteers by the force.

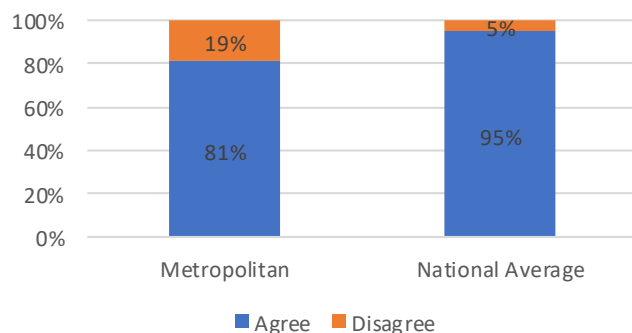
"By utilising the skills that we have. We were promised interviews in order establish what our skills are in order to be placed in volunteering roles, this didn't happen"

"I think the problem for me is that the roles I was originally offered were so routine and boring that they did not appeal - entering names and addresses onto a database for example. There was then an attempt to find me something that engaged the brain a little more but the work wasn't really required"

"A complete overhaul of the way volunteers are used, and proper, meaningful tasks that make the best use of skills and experience"

MORALE AND VALUE: Unfortunately, a lower proportion of PSVs from the Met. described their morale as good and felt valued by their force compared to the national average.

I would describe my morale as good



I feel valued by my Force

