

## Key Messages

- Hampshire Constabulary PSVs completed on average 42 hours per year volunteering, more than the national average.
- 64% of PSVs had less than 3 years' service with 28% having been a volunteer for over 5 years.
- In total, 29 PSVs completed the national survey, achieving an estimated 24% response rate from Hampshire Constabulary. The results show that PSVs in Hampshire compared to the national average were:
  - More likely to agree that the Force maximises the use of the time that they give;
  - More likely to feel the Force communicates sufficiently;
  - More likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
  - More 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 Hampshire were for increased resources and better training.

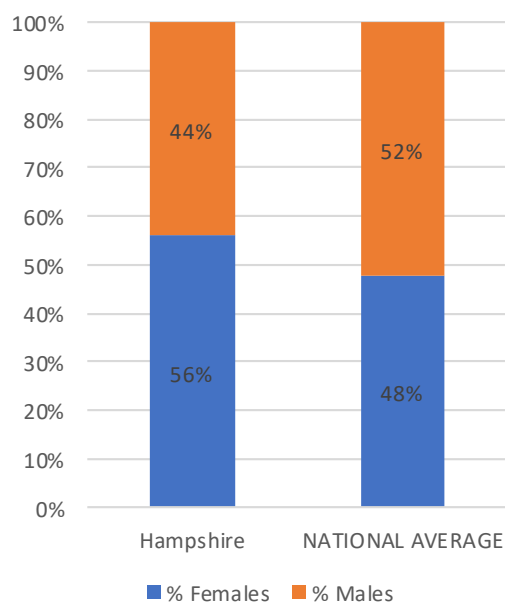
## Introduction

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

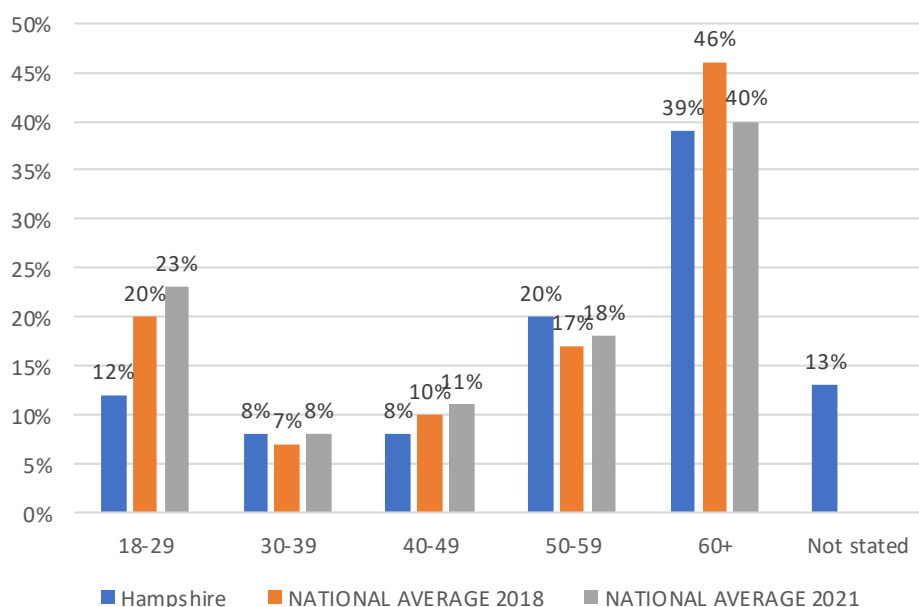
## Key Statistics from Benchmarking Report

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. Hampshire PSVs completed **4984 hours** over the year 2020/2021, meaning their PSVs completed on average **42 hours per year**, which is more than the national average. In terms of demographic profile, in comparison to the national average, Hampshire Constabulary has a higher proportion of female PSVs compared to the national average and a similar age profile as the National Average in 2018 and 2021, apart from having fewer PSVs under 29.

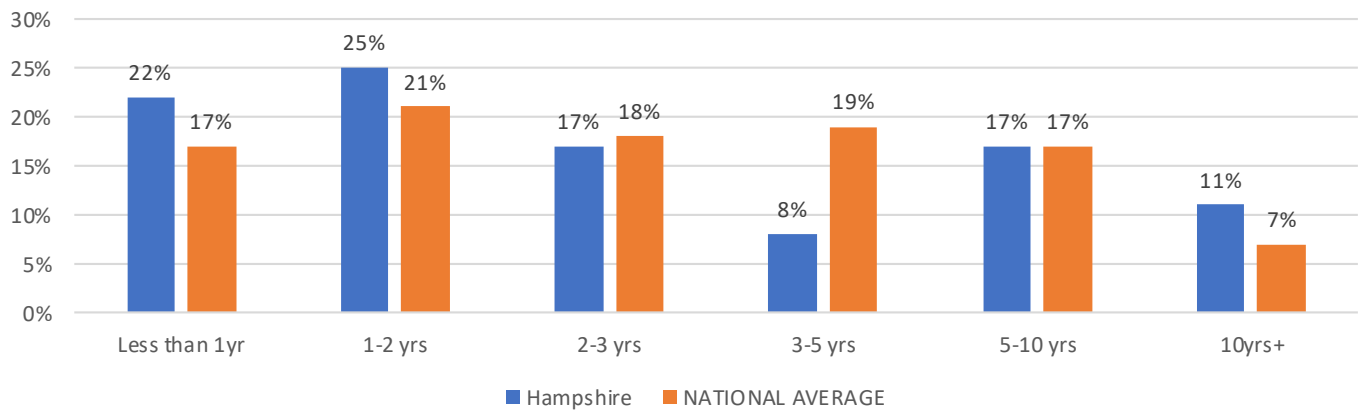
Gender Profile



Age profile



## Length of Service Profile



## Leavers

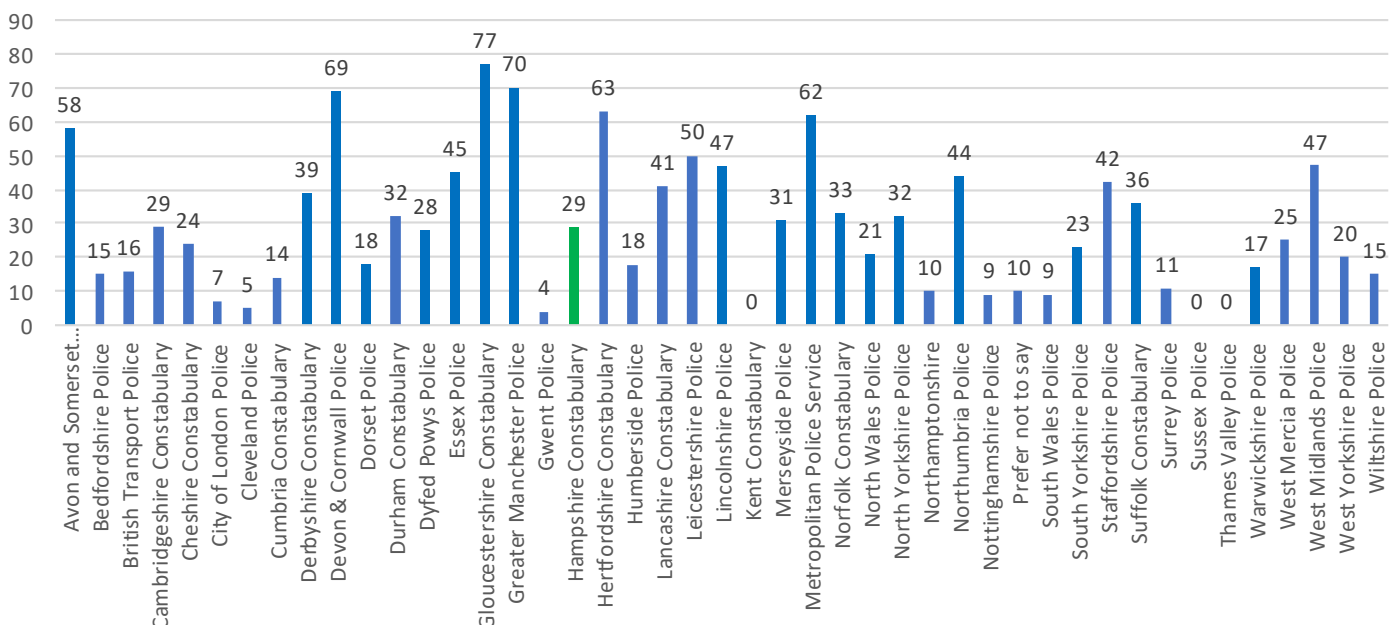
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Hampshire, there were 19 leavers captured in the benchmarking file for the year 20/21. Leavers had served on average 26 months as a PSV before leaving. The most common reason for leaving was given as 'Personal Reasons' (47%), followed by 'Career Change' (32%).

## 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 **29** PSVs who completed the survey from Hampshire, which represents a **24%** response rate against benchmarking data where it was detailed there are **119** PSVs.

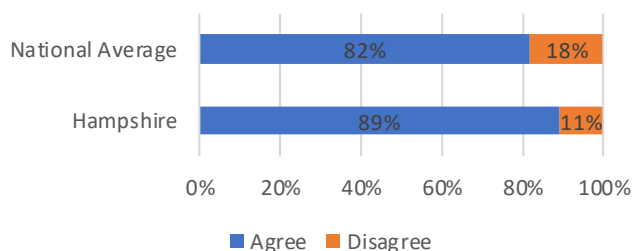
## PSV Survey Responses per Force



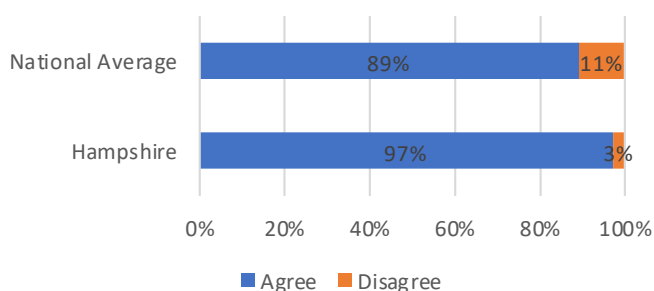
## Key Findings

**MANAGEMENT:** Results from the survey were positive in terms of management: a higher proportion of PSVs in Hampshire, compared to PSVs nationally, felt their Force maximised the time they gave, felt supported by their line manager, and felt their Force communicated with them sufficiently.

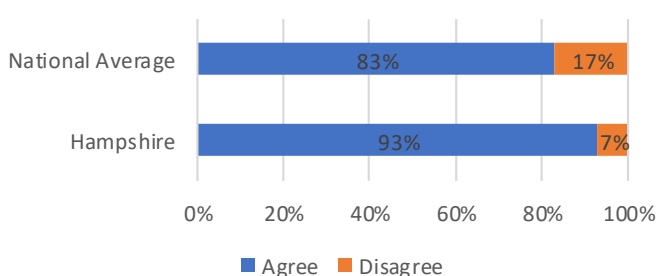
The Force maximises the time that I give them



I feel supported by my line manager



The Force communicates sufficiently with me as a volunteer

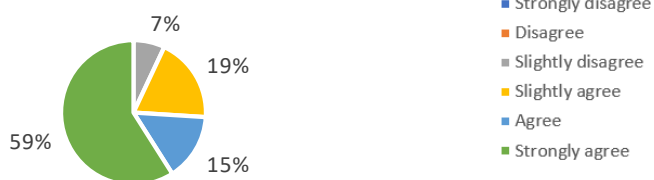


## RELATIONSHIPS WITH OFFICERS AND STAFF:

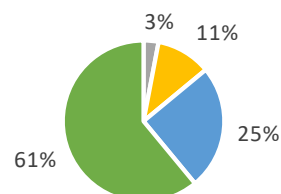
In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was slightly stronger for relationships with staff than they were for officers.

*"I am encouraged to share ideas with the constabulary and have continuing involvement with the constabulary at all levels"*

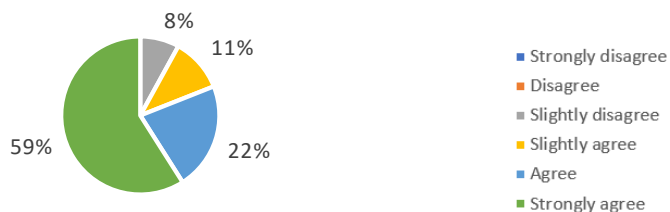
I feel respected by officers



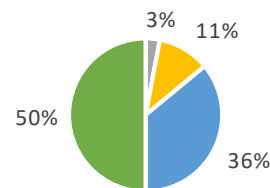
I have a good relationship with officers



I feel respected by staff



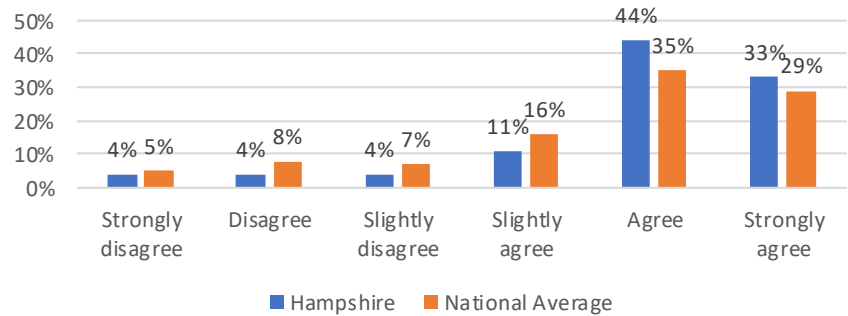
I have a good relationship with staff



*"I feel that I am making a difference to my colleagues. They have such a huge amount of work to undertake and I enjoy taking on tasks for them to assist with their work and make their lives easier"*

### I receive sufficient ongoing training to remain effective in my role as a volunteer

**TRAINING:** In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as a volunteer (88%) compared to the national average (80%).



### Hampshire Constabulary PSV Feedback: How can the volunteering experience be improved?

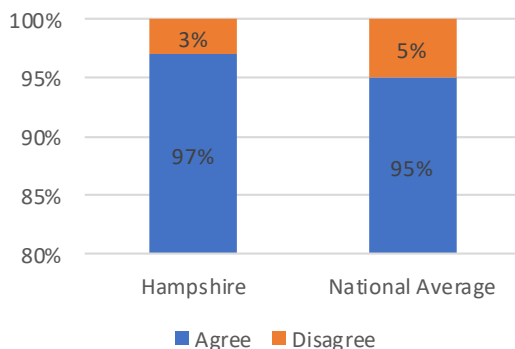
14 PSVs from Hampshire recommended ways in which their volunteering experience could be improved. Suggestions included increased resources and better training.

*“Difficult to say, but perhaps a better structured approach to initial kit requirements would help. After three years, much of it needs replacing and there does not seem to be an advertised way of getting replacement kit”*

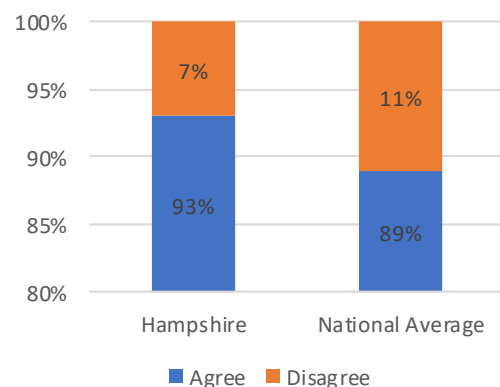
*“I feel training is very important and I feel training on different systems could be a huge benefit both to my team and make me more effective as a volunteer”*

**MORALE AND VALUE:** Morale was good for PSVs from Hampshire, with a higher proportion of PSVs feeling valued by their force and that morale was good, compared to the national average.

### I would describe my morale as good



### I feel valued by my Force



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