

## Key Messages

- 57% of PSVs had less than 3 years' service with 26% having been a volunteer for over 5 years.
- In total, 28 PSVs completed the national survey, achieving an estimated 53% response rate from Dyfed Powys. The results show that PSVs in Dyfed Powys compared to the national average were:
  - Slightly less likely to agree that the Force maximises the use of the time that they give;
  - Less likely to agree their Force communicates sufficiently;
  - More likely to feel they received sufficient ongoing training to remain effective as a volunteer; and
  - Less likely to agree their morale was good and more likely to agree they felt valued.
- The most common suggestions to improve the volunteering experience in Dyfed Powys were for more opportunities to volunteer and better training.

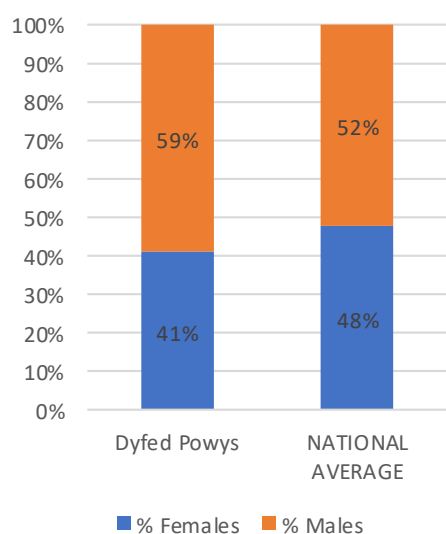
## Introduction

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

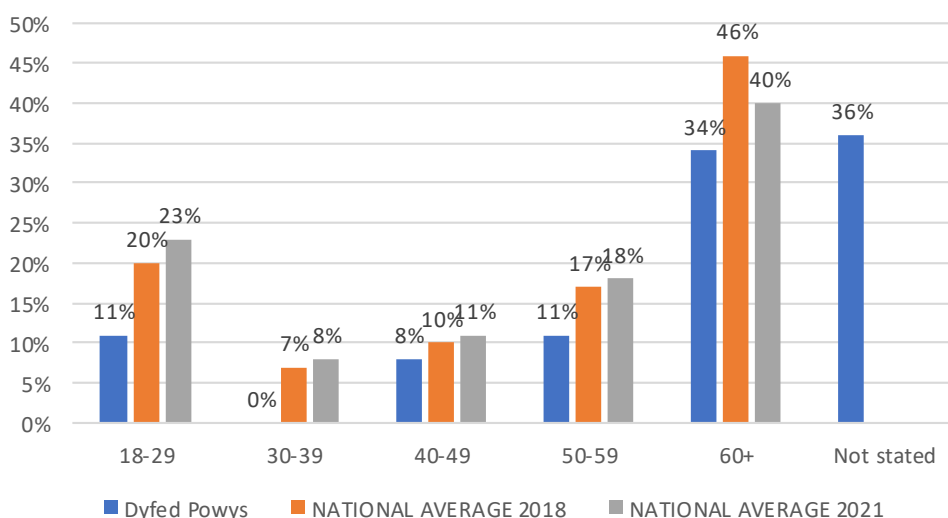
## Key Statistics from Benchmarking Report

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. Dyfed Powys did not provide data regarding the total number of hours carried out over the year by PSVs. In terms of demographic profile, Dyfed Powys has a higher proportion of male PSVs compared to the national average and fewer PSVs under 29.

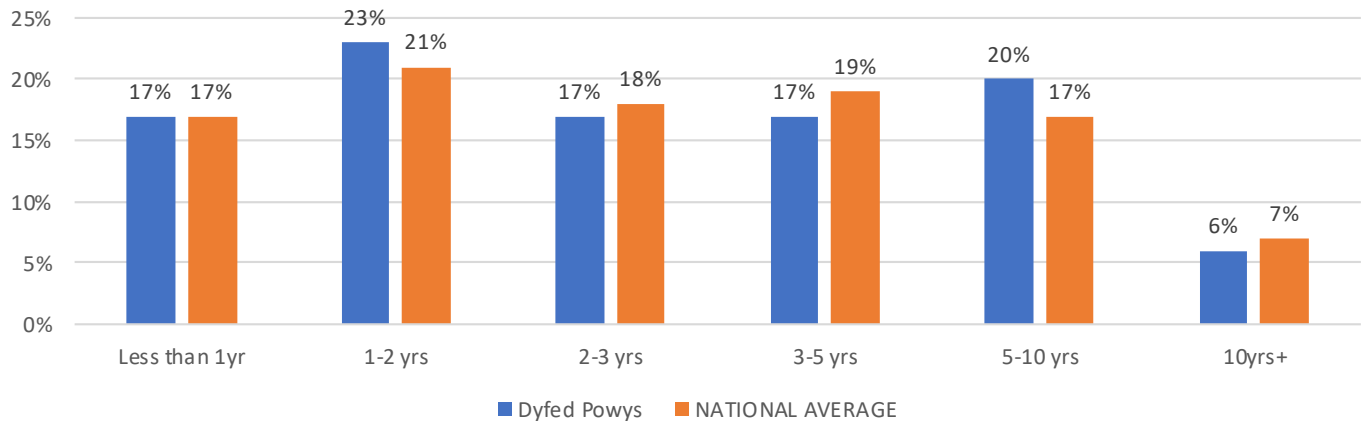
Gender Profile



Age profile



### Length of Service Profile



### Leavers

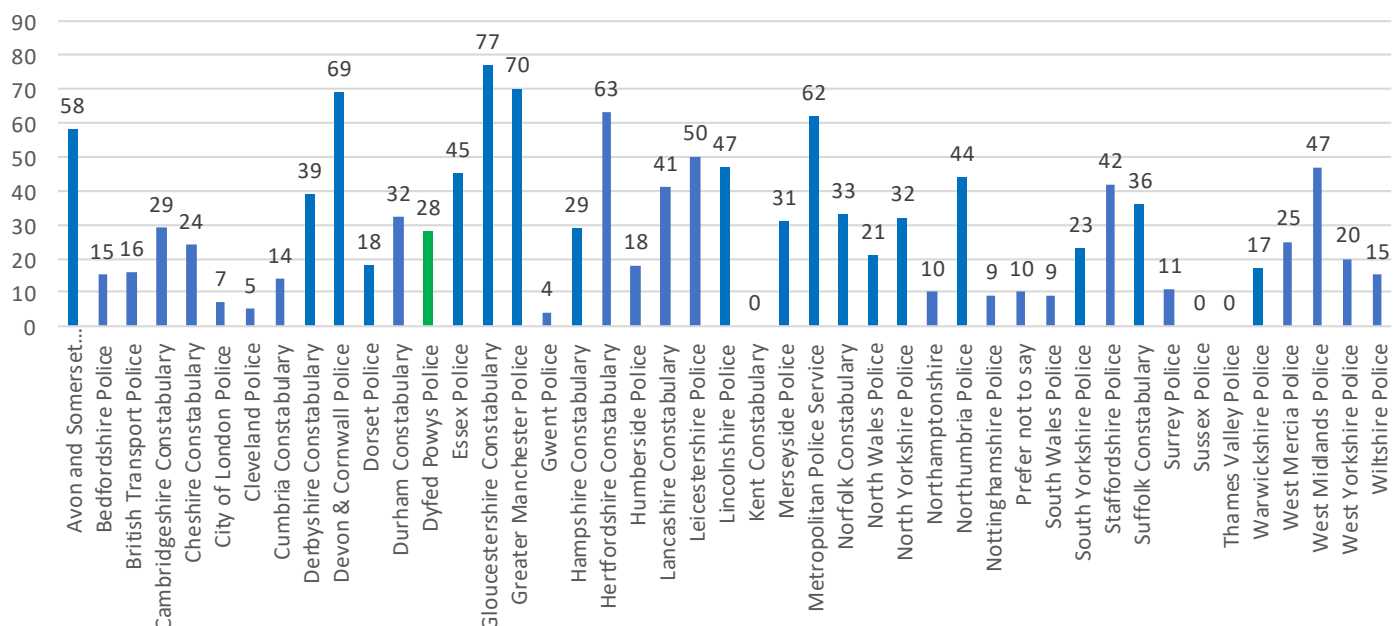
Nationally, the majority of PSVs included in this leavers data had left after at least 4 years of service. The average number of months a PSV had served prior to them leaving was 39.3. Personal Reasons were the most common reason for leaving the PSV role, with 31.7% of the sample leaving due to this.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

In Dyfed Powys, there were 2 leavers captured in the benchmarking file for the year 20/21. The most common reason for leaving the PSV role was recorded as 'Retired' with 100% of the sample having left due to this.

### 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 **28** PSVs who completed the survey from Dyfed Powys, which represents a **53%** response rate against benchmarking data where it was detailed there are **53** PSVs.

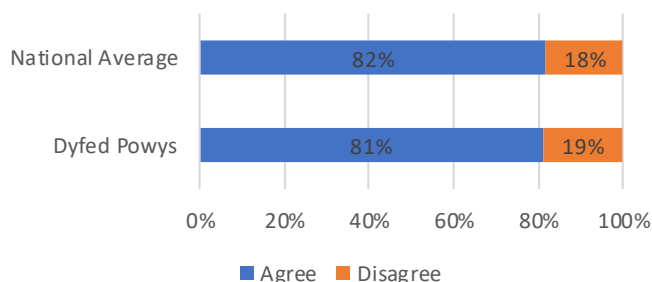
### PSV Survey Responses per Force



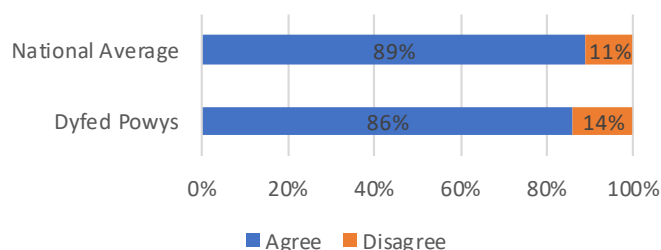
## Key Findings

**MANAGEMENT:** Results from the survey were mixed in terms of management, with a similar proportion of PSVs agreeing that the Force maximises the time they give them. However, a lower proportion of PSVs in Dyfed Powys compared to PSVs nationally felt supported by their line manager and that their Force communicates with them sufficiently.

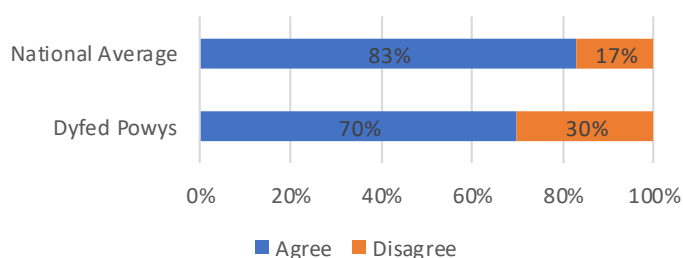
I feel the force maximises the time  
I give them



I feel supported by my line  
manager



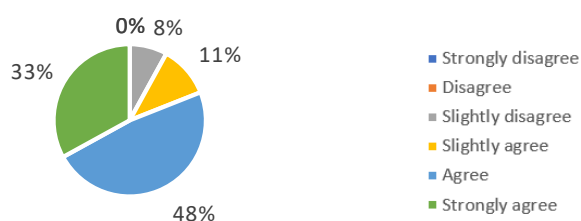
The Force communicates sufficiently  
with me as a volunteer



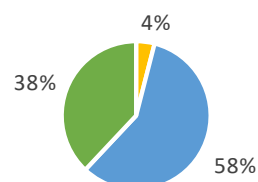
**RELATIONSHIPS WITH OFFICERS AND STAFF:** In terms of relationships with officers and staff, the strength of agreement for feeling respected and having a good relationship was stronger for relationships with officers than they were for staff.

*“Volunteering is challenging  
but rewarding”*

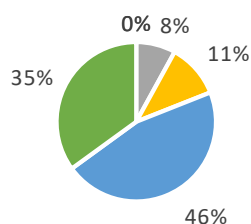
I feel respected by  
officers



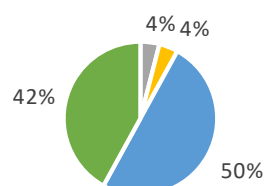
I have a good relationship  
with officers



I feel respected by staff



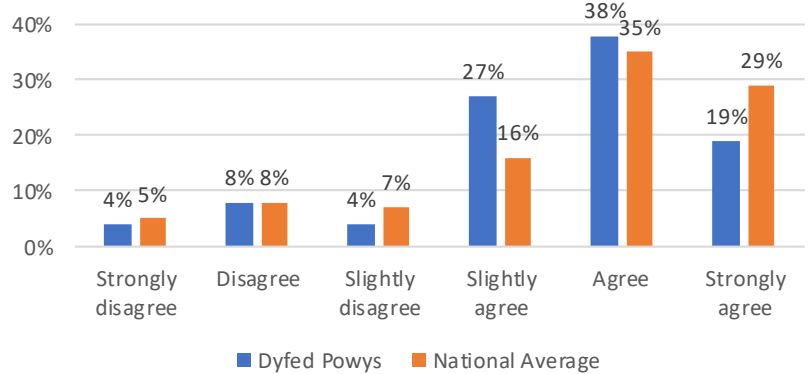
I have a good relationship with staff



*“(I am) well received by officers at my local station and feel valued when I am on shift. I am confident and regularly contacted by my local Supervisor to ask if I can assist”*

**TRAINING:** In terms of training, more PSVs agreed that they received sufficient ongoing training to remain effective in their role as volunteer (84%) compared to the national average (80%).

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



#### Dyfed Powys PSV Feedback: How can the volunteering experience be improved?

18 PSVs from Dyfed Powys Police recommended ways in which their volunteering experience could be improved. The most common suggestions were for better training and more opportunities to volunteer.

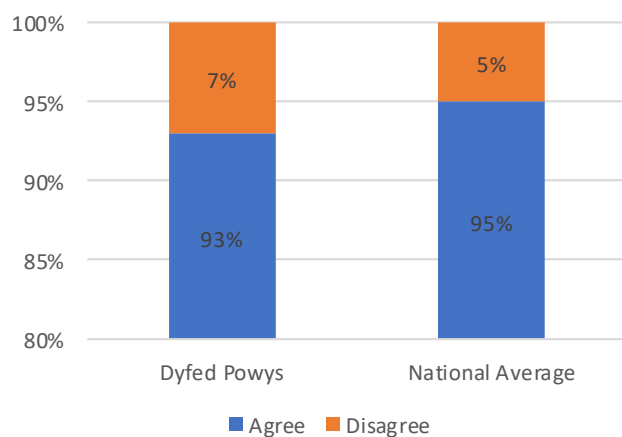
*“Better initial training to know what is actually needed from you”*

*“Be allowed to do more things”*

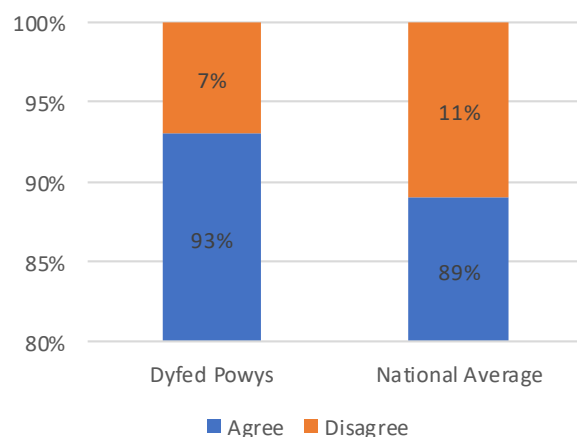
*“The initial training phase was good but it did not cover all of the IT software in use”*

**MORALE AND VALUE:** Fewer PSVs from Dyfed Powys agreed that morale was good and a slightly larger proportion felt valued by their force compared to the national average.

I would describe morale as good



I feel valued by my Force



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