

## **2008 Police Support Volunteer (PSV) Questionnaire**

I would like to thank everyone who completed the 2008 PSV questionnaire. In total 86% of all Forces in England and Wales responded to the Survey, which means that we have a good appreciation of the overall picture.

The analysis below provides relevant data and observations which hopefully you will be able to use for comparative purposes or in building your business plans. We will obviously be keeping all the information and data submitted from the 37 Forces on file. Therefore, should you require any additional information on a particular subject then please do not hesitate to contact me.

As a result of the two surveys the Programme Board has been able to prioritise its focus in order to address the issues/requests which have arisen. Therefore please be advised that:

A cross reference matrix has been developed which lists:

- By Force all the volunteer roles that have been advised.
- Contact list by Force.

The matrix is attached to this correspondence. You will note that against TVP there is a hyper-link which provides more information on the listed role. If you have greater detail on your Force volunteer roles than highlighted and are willing for this to go onto the data base would you please let me know. Katy White and Julie Currill of TVP have been instrumental in developing the role matrix and I would like to thank them for providing the process by which Forces can have access to this important information. In the New Year it would be our intention to put a similar matrix onto the NPIA web site.

- The Programme Board is currently focusing on making the web site more dynamic and improving the promotion of the site. It is also investigating a discussion forum scheme. Improvements should be seen early part of 2009
- The Programme Board will look at ways that assistance can be given to Forces requesting help with recruitment and seek to provide guidance on the other key items requested such as vetting, terminology, problem solving.

Please do not hesitate to contact me if I can assist further. In the meantime I wish you all a happy festive season.

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PSV Programme Manger  
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## 2008 PSV Questionnaire Analysis

37 of the 43 Forces in England and Wales responded to the survey

<b>Type of Response</b>	<b>Police Force</b>
No response	Lincolnshire Police Northamptonshire Police Northumbria Police Surrey Police West Midlands Police West Yorkshire Police
Responded, but no volunteer scheme	Cambridgeshire Police City of London Police Derbyshire Constabulary Durham Constabulary Warwickshire Police
Responded, launching in 2008	Cleveland South Yorkshire
Responded, have a volunteer scheme	Metropolitan Police Bedfordshire Police Essex Police Hertfordshire Constabulary Norfolk Constabulary Suffolk Constabulary Hampshire Constabulary Kent Police Sussex Police Thames Valley Police Avon and Somerset Constabulary Devon and Cornwall Constabulary Dorset Police Gloucestershire Constabulary Wiltshire Constabulary Leicestershire Constabulary Nottinghamshire Police Staffordshire Police West Mercia Constabulary Humberside Police North Yorkshire Police Cheshire Constabulary Cumbria Constabulary Greater Manchester Police Merseyside Police Lancashire Constabulary Dyfed Powys Police Gwent Police North Wales Police South Wales Police

## Analysis of the Input from the Questionnaire

### National Questionnaire on Police Support Volunteers (PSV)

#### **Section 1 - Contact Details**

#### **Section 2 - Encouraging the use of Volunteers**

#### **Section 3 - Promoting Good Practice**

#### **Section 4 - Maximising Potential**

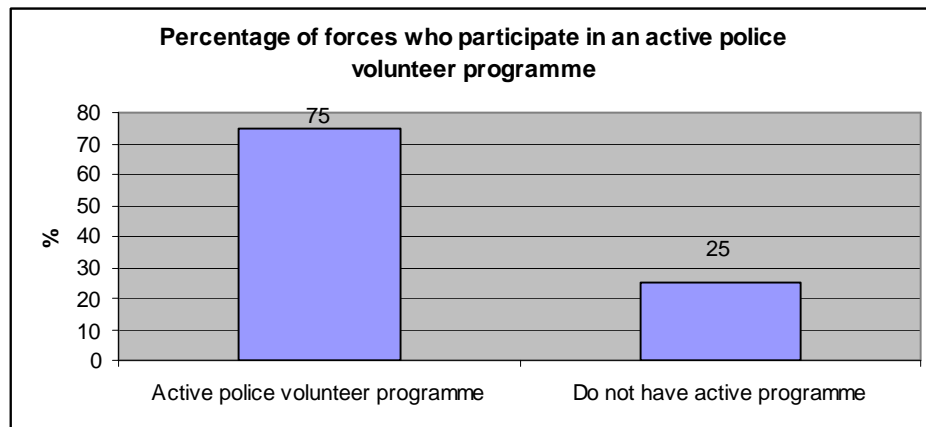
### Section 1 - Contact details of Force Volunteer Leads.

The mailing list at NPIA has been updated to reflect the data provided.

### Section 2 - Encouraging the use of Volunteers

#### **Extent of Force involvement**

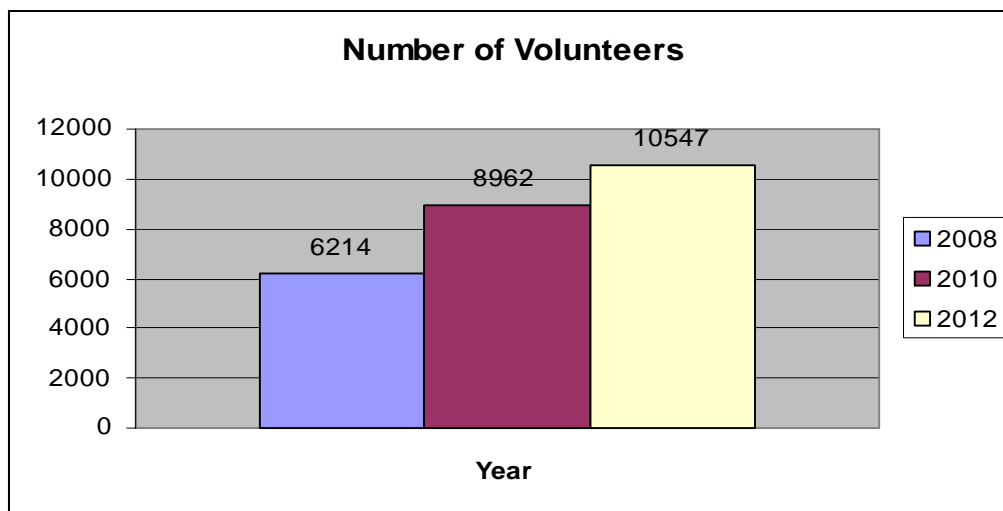
We know that 32 forces will have an active volunteer programme by the end of 2008. This represents 75% of all the 43 Forces in England and Wales. The actual figures may well be higher as they do not include the six forces that did not respond.



## Volunteer Numbers

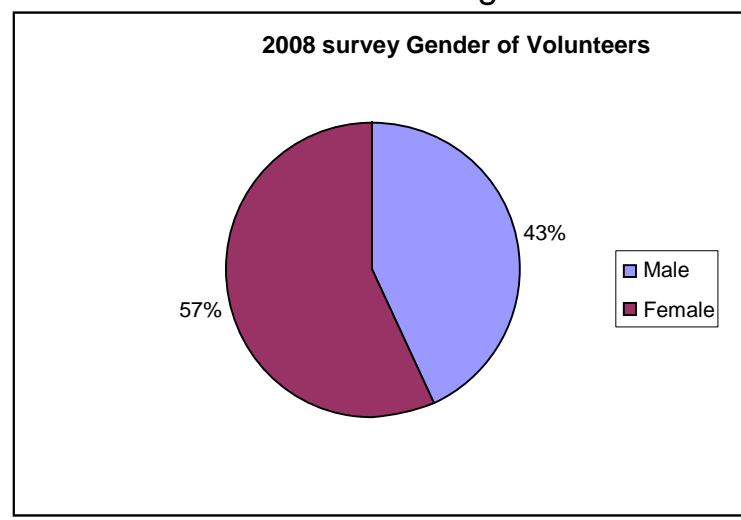
In 2006 there were 3872 PSVs. This number will rise to 6214 by the end of 2008 an increase of 60%. In the years from 2008 – 2012 it is forecast that volunteer strength will increase by 4333, an increase of 70%.

Year	Number of Volunteers	Increase in volunteer numbers over previous period	Volunteer % increase over previous period
2006	3872		
2008	6214	2342	60
2010	8962	2748	44
2012	10547	1585	58



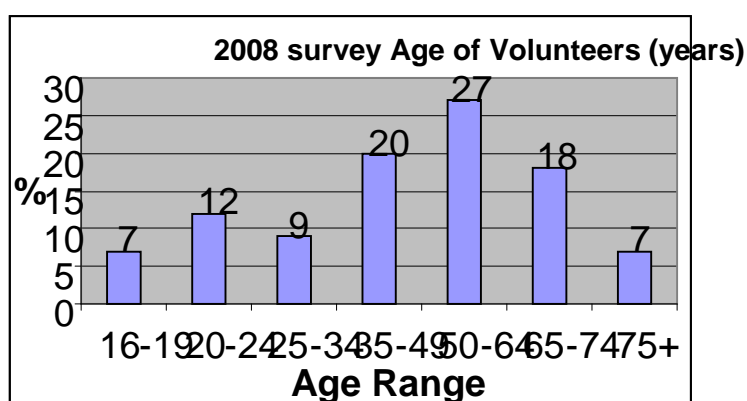
## Volunteer groupings

57% of all volunteers are female. The figure in 2006 was 60%



The age split across all volunteers is broadly similar to 2006.

Age	2008 Survey %	2006 survey %
16 - 19	7	8
20 - 24	12	10
25 - 34	9	10
35 - 49	20	20
50 - 64	27	26
65 - 74	18	20
75+	7	6



7.3% of volunteers are from black minority ethnic groups  
 1.5% describe themselves as having a disability

**No scheme yet launched**

Where no scheme has been launched the major reasons quoted (in order) for not participating is:

- 1 Lack of finance
- 2 Lack of resource
- 2 Lack of expertise
- 4 Lack of time
- 4 Not priority

**Paid co-ordinators**

22 Forces have paid co-ordinators.

**Web site**

95% of respondents have visited web site and found it useful. The vast majority would be prepared to share documents.

The web site was found to be most beneficial (in order of popularity)

- 1 Volunteer roles
- 2 Recruitment
- 2 Managing volunteers
- 4 Knowledge Base
- 5 Establishing a volunteer programme
- 6 Promoting volunteers

Suggestions were made on how the web site could be improved.

- “Some of the links are not working”
- “It just needs to grow. It might pay to look at the Association of Volunteer Managers”
- “The web site is not very user friendly”
- “More interactive opportunities eg discussion forum”
- “It could have a notice board and what’s happening across Forces section”
- “Better navigation and better communication”
- “Maybe a members area where questions could be posed and advice sought”
- “Forum discussion to ask questions/respond”
- “Page on good practice from other Forces and a frequently asked questions section could be of benefit.”
- “It could be promoted better”
- “A directory of volunteer role profiles across country”
- “Force share documents like role profiles, policies working practices etc.”

### **Volunteer Scheme Names**

Volunteer schemes have various names.

13 Forces call the scheme Police Support Volunteers

7 Forces call the scheme Community volunteer scheme

Other names used. Service volunteers, Police based(non uniform) volunteers, Volunteers in Policing, Volunteer Support Team

### **Information requested.**

Information on the following subjects would help when a scheme is being developed. (in order of importance)

1. Role profiles
2. Terminology
3. Problem solving
4. Vetting

## **Section 3 Promoting Good Practice**

### **Recruitment**

- 22 Forces have recruitment schemes specifically for volunteers.
- 11 do not.
- 10 would like to develop programmes.
  
- 27 Forces state no difficulty in recruiting
- 8 Forces report difficulties

### **Programme Board could help recruitment by:**

- National awareness programme
- Recruitment literature
- Funding
- Good practice awareness
- Internal promotion

### **ACPO help**

All responders felt that ACPO could:

- Influence senior officers
- Support and Promote best practice initiatives
- Liaise with NPIA on behalf of Forces.

### **Other suggestions**

- Lobby for more support for Force co-ordinators and raise awareness of the value and benefits such schemes bring to the Force.
- Promote case for dedicated funding to support volunteer management and take this to Government/Home Office level.
- Fly the flag.
- Secure funding
- Nationally market the benefits to the Police Service of expanding existing scheme

### **Benefits of Volunteers to Force**

This section was extremely well populated and it is clear that where volunteers are actively used they are providing real benefits. Below are quotations from the survey.

- They undertake tasks which would otherwise not be completed, support staff, represent the police, involve the community, provide enthusiasm, raise 'feel good' factor in the work place but above all provide quality
- Have done many hours of work which would not be done so quickly if left to paid resources. They also promote the Constabulary amongst their friends/family as regards the volume of work expected from the paid work force.
- Volunteers have helped to build trust with our communities. Members of the public and more willing to come forward with them at Police Posts for example.
- Establish closer links with the community by offering rewarding opportunities to volunteers  
Draw on the skills and goodwill that the volunteers can offer. Improve the efficiency of GMP and improve the professional and high quality of service we provide to the public. Provide reassurance to the public. To add value to the service we provide to the public
- Many perform administrative functions that support officers and help to keep officers and PCSOs on the streets rather than doing admin tasks themselves. In one area there is an antiques expert who volunteers with the priority crime team and has assisted in getting detections for crimes.
- Links to local communities, especially in neighbourhood policing roles. Skills and support
- Opened Neighbourhood Policing Team Stations to give more access to the public.  
Assisted with administration burdens in Neighbourhood Policing Teams.  
Assisted with communication and feedback to the public.
- Volunteers are being used to provide a simple front counter service allowing police stations and offices normally closed to the public to be open and those which are not 24hrs to have extended opening hours. In addition, our force museum is entirely run by a team of 20 volunteers who open the museum to the public and undertake a number of children's days and other community activities.
- Supported neighbourhood policing, enhanced back office skills
- Community engagement  
Increasing public satisfaction  
Enabling paid and trained Police Staff members to concentrate on core duties
- Still early stages at the present moment. However will have a better picture following an evaluation. However, it is anticipated that it will assist in improving local links with the community and help to 'free up' officers and staff to concentrate on their core role.
- Increased trust and confidence for the communities they serve in. In practical terms it means that some enquiry officers that would have remained closed now can open during particular hours and areas suffering ASB has volunteers patrolling and reporting to local officers. Increased engagement and co-operation between force and communities.
- In our case, we have used them to promote crime prevention at major events in order to reduce opportunist thefts. We use them in support of problem solving initiatives in the neighbourhood policing arena where, without their extra capacity we could not deliver the service we aspire to. We are now using a volunteer to support the work of the Special Constabulary and in particular the Commandant (she is not a Special Constable) and that is having a direct impact on front line policing of the Specials.

- Freed-up police officers and support staff from onerous tasks and jobs that wouldn't normally be completed, thereby allowing more time to concentrate on their relevant roles.
- Allowed members of the community to assist neighbourhood teams and other departments deliver a better service.  
Evidence our commitment to work with our communities and for them to work with us.  
Strong contribution to LAA targets.
- Volunteers have brought greater community involvement in policing on Merseyside; more integration with communities; development of a greater understanding of the challenges faced by Merseyside; members of local communities to contribute towards policing whilst developing skills.  
Merseyside values Volunteers communicating with others within our communities and the opportunity that they have to portray positive messages
- They have freed up police officers' time
- Community involvement

### **Training of Staff**

21 Forces do not have training for staff who work alongside volunteers. 9 Forces do have scheme.

- 6 have local on the job training
- 2 have formal training
- 1 has external training

Methods of formal support:

- “Working with volunteers” workshop
- Manual of guidance
- A Staff Guide for Management guidance
- Reference guide and support from Force Volunteer Programme

### **Staff Support and Recognition**

8 Forces have programmes to support staff mainly via the volunteer-cordinator.

Of the Forces that do recognise staff one gives certificates and another provides recognition within the framework of the performance review.

## **Section 4 Maximising Potential**

## **Recognition**

12 do not have process in place to value volunteers

18 Forces have process in place to value volunteers

Volunteers are recognised by (in order of popularity)

1. Certificate of merit
2. Award ceremony
3. Volunteer of the Year.

## **Senior Level measurement of outcomes/outputs**

13 do not measure outputs

16 Forces measure outputs

When outputs are measured (in order of popularity)

1. Hours
2. Staff satisfaction levels
3. Qualitative measurements of volunteer engagement
4. Public satisfaction levels.

## **Force performance indicators relating to volunteers**

62% of Forces have measurement scheme. They measure:

- Number of new recruits
- Number of leavers
- Number of recruits from minority background
- Reasons for leaving
- Number of leavers from minority background

## **Promoting the success of your volunteers**

Forces use different methods to promote the success of volunteers. (in order of popularity)

1. Force newsletter
2. Regular volunteer meetings
3. Intranet
4. Using performance indicators

Others methods

- Qualification in 'Investors in Volunteering'
- Promotional DVDs
- Press releases

## **Deciding on suitable volunteer roles**

Forces have many differing ways in which to decide the roles that are suitable for volunteers. Many Forces mentioned the need for volunteers to support the strategic objectives of the Force. Most Forces employ a 'checking' process to ensure that the role suggested for a volunteer does not infringe any of the established rules.

10% of Forces Involve a staff association in deciding if a volunteer role is acceptable.

## **Volunteer Quality of Service Programmes**

5 Forces have Q of S Programmes.

## **Integration of Volunteers into Safer Neighbourhood Teams**

25 Forces have integrated volunteers into safer neighbourhood teams

- 30% are in admin roles
- 12% are in secretarial roles
- 16% public reassurance roles
- 42% other

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## **Conclusion**

The Police Support Volunteer Programme across England and Wales is growing quickly. The programme now appears to have a natural momentum and clearly we are gaining considerable experience in all aspects surrounding the development and running of a PSV scheme. There are still concerns and issues to be resolved but it is refreshing to know that our community is one that is always willing to share best practice and experiences. Therefore please do not hesitate to contact me if you need any further information from the data provided in the survey or if I can help in any other way.

Thank you for your continuing support

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