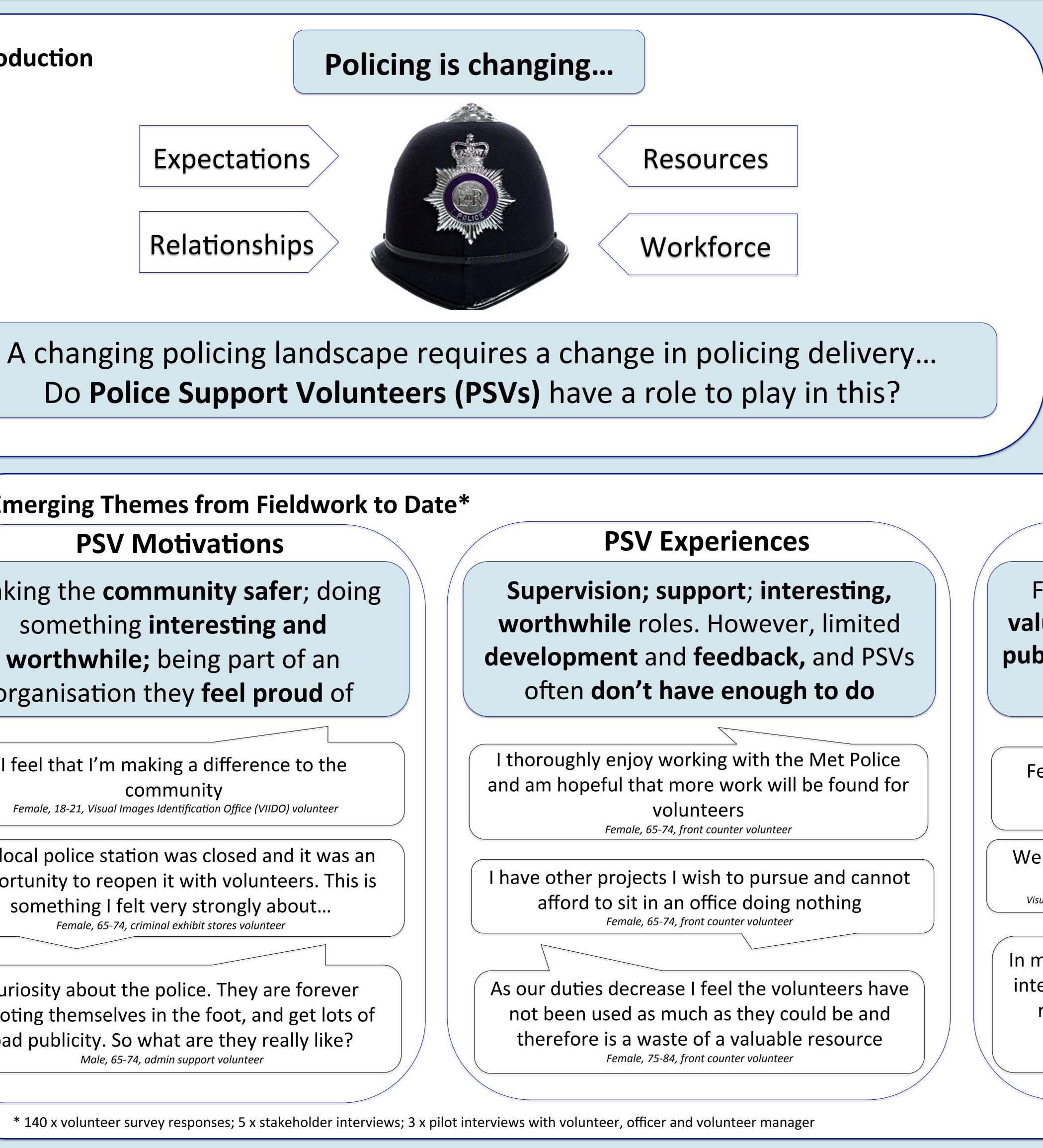


. Introduction

Expectations

Relationships



3. Emerging Themes from Fieldwork to Date* PSV Motivations

Making the **community safer**; doing something interesting and worthwhile; being part of an organisation they **feel proud** of

I feel that I'm making a difference to the community

Female, 18-21, Visual Images Identification Office (VIIDO) volunteer

My local police station was closed and it was an opportunity to reopen it with volunteers. This is something I felt very strongly about... Female, 65-74, criminal exhibit stores volunteer

Curiosity about the police. They are forever shooting themselves in the foot, and get lots of bad publicity. So what are they really like? Male, 65-74, admin support volunteer

4. Concluding Thoughts

- are involved in the delivery of policing in the 21st century.
- police service to **negotiate new ways of working together in changing times**.

Next steps: Further analysis of survey results; interviews with volunteers, officers and volunteer managers

Doing More for Less in Changing Times: The Use of Volunteers in Policing

Melissa Pepper, Department of Sociology, University of Surrey, UK, m.j.pepper@surrey.ac.uk, 🈏 @melissa_pepper

PSVs are steadily becoming an engrained feature of a diverse and multi-faceted collective – beyond the traditional officer role – who

We need to **build the limited evidence base** to understand more about how 'others' are used, viewed and valued in policing, and how best to support and develop volunteers to enable both PSVs and police organisations to give and get the best out of volunteering. The possibilities are exciting, but the extent to which they will be fully realised will depend on the ability of both volunteers and the

2. Methods – 'Telling the Story' through the Voices of Volunteers, Officers and **Staff in London's Metropolitan Police Service**



Survey of volunteers Semi-structured interviews with volunteers, Met Police officers, staff and key stakeholders

The PSV: Who? Why? Motivations? Contribution? **The PSV experience**: Supported? Managed? Developed? **PSVs and the police organisation**: Integrated? Involved? The future for PSVs: More for less?

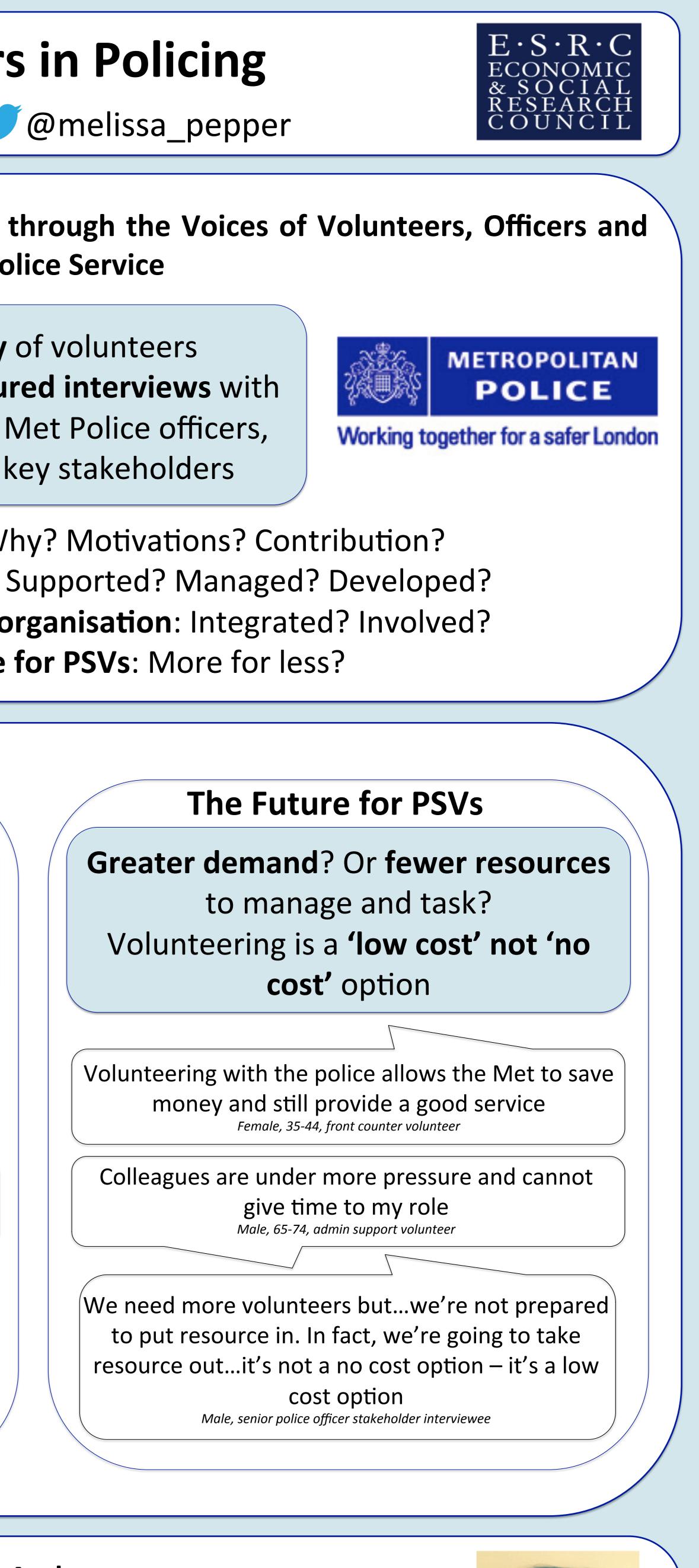
PSVs and the Police

Feel part of a team, respected and valued. However, feel that officers and public do not see them as part of team; not involved in **decision making**

Feedback from the police officers I work with indicates that my support is invaluable Front counter volunteer, no demographic information provided

We save the Met thousands of pounds...allowing officers to get on with other tasks Visual Images Identification Office (VIIDO) volunteer, no demographic information provided

In my case the supervising officers...took too little interest in what I was doing.... As a consequence my efforts have not been as useful as I had thought. That's demoralising Male, 65-74, admin support voluntee



About the Author

- Melissa Pepper is a part time ESRC funded PhD student at the University of Surrey, UK, supervised by Professor Karen Bullock and Dr. Daniel McCarthy.
- Melissa's research interests are around policing, in particular the citizen's role in law enforcement and crime control.
- violence, substance misuse, and community engagement.



Melissa works for the London Mayor's Office for Policing And Crime contributing to research across a range of policy areas, including gender based