



UNIVERSITY OF
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Between Inside and Outside: Exploring the Role and Contribution of Police Support Volunteers

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Police Support Volunteers (PSVs)

Citizens who give their time freely to perform tasks that complement the duties of police officers and staff



Approximately 8,265
Police Support
Volunteers in England
and Wales

(Institute for Public Safety, Crime and
Justice, 2018)

CCTV VIIDO

VPC administration

Media and communications

Chaplain

Administration VPC leader/group support

Neighbourhood Policing Team support

Quality Call Back

Stores Front counter/reception services

Special Constable support Team leader

Special interest

Role play

The Criminal Justice Volunteering Landscape

Volunteers feature at every stage of the process...

Prevention
and
diversion

Arrest

Justice
'journey'

Supporting
victims and
witnesses

Support
during
sentence

Reducing
reoffending

Leaving
crime
behind

YB Youth Justice Board

Just a snapshot
of organisations
supported by
volunteers...

 COURTS AND TRIBUNALS JUDICIARY

catch 22 A social business

VPC Volunteer Police Cadets

PSV POLICE SUPPORT VOLUNTEERS

citizens advice

Pact
Prisoners • Families • Communities
A Fresh Start Together

NEIGHBOURHOOD WATCH

COMMUNITY SPEEDWATCH

NACP NATIONAL ASSOCIATION OF CHAPLAINS TO THE POLICE

NAOPV TIME TO LISTEN • TIME TO SHAKE • TIME TO CARE

ShannonTrust
every prisoner a reader

Redbridge Safer Neighbourhood Board
RSNB

STREET PASTORS

ICVA
the independent custody visiting association

I COULDN'T BE A VOLUNTEER POLICE OFFICER. COULD YOU?
SPECIAL CONSTABLES

Restorative Justice Council

CRIME STOPPERS
0800 555 111

DIVERT

ipag
Independent Police Advisory Group

victim support
find the strength

St Giles Trust



A Study of PSVs in the Metropolitan Police Service



- **PSV motivations:** Why do they initially volunteer? Why do they continue to do so?
- **The PSV contribution:** What do they bring? What do they feel *able* to contribute?
- **The PSV experience:** Integrated? Involved? Valued members of the policing 'family' or 'distant relations'?
- **PSV infrastructure:** Supported? Managed? Developed?
- **Five interviews** with key stakeholders
- **Five interviews** with Metropolitan Police Volunteer Managers
- **Twenty interviews** with PSVs in the Metropolitan Police
- **140 survey responses** from PSVs in the Metropolitan Police

Two emerging typologies

Roles

*The Operational
PSV*



*The Non-
Operational
PSV*

Motivations



The Altruistic PSV



The Social PSV



The Career PSV

The PSV contribution...according to PSVs

**Freeing up
officer or staff
time**

*I would like to think
that the work I do
can release other
police officers to be
on the street
providing
reassurance and
help to the
community*

Operational, Altruistic PSV
survey respondent

**Serving the
community**

*My contribution as a
volunteer is vital as
the front door of the
station is open to the
public...No
volunteers, no open
door*

Operational, Altruistic PSV
survey respondent

**Offering time
and skills**

*Well this is the surge
possibility that we
have. You know, the
email went out –
'can we help?', yes
we can – and we put
in the hours... that's
me going the extra
mile*

Operational, Social PSV
interviewee

The importance of being (and feeling) useful

Interesting ✓

Understand purpose and priorities ✓

Tasks help team, MPS and
community ✓

Given enough to do ?

Used effectively ?

I am getting very bored. We have had so much work taken away from us...we are left with hardly anything to do without getting an officer to deal with the problem

Non-Operational, Social PSV
survey respondent

I have other projects which I wish to pursue and cannot afford to constantly sit in an office doing nothing

Operational, Altruistic PSV
survey respondent

If my hours don't pick up and I don't feel like I'm contributing, then I would look to move to a different role. There's people that want volunteers everywhere

Non-Operational, Altruistic PSV
interviewee

Doing more for less – or doing less than they can?

**Slotting in to
(previously paid)
roles?**

Struggling to fill time?

Lack of clarity?

**Lack of
consistency?**

**Individual
enthusiasm?**

**Organisational
apathy?**

Underused?

Under recognised?

Under the radar?

A changing landscape for PSVs



Policing and Crime Act 2017

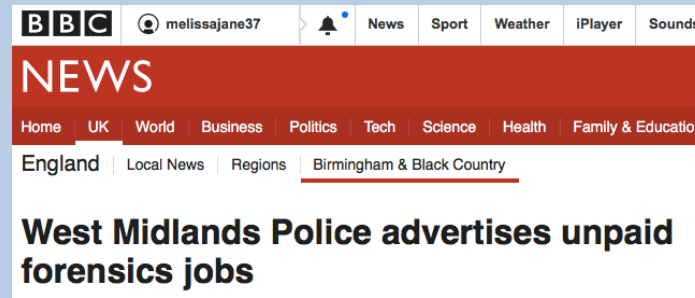
Volunteering roles that look 'remarkably like established police staff posts'

Police Support Volunteers...quietly recruited...to replace the 15,000 police staff job cuts



24
September
2015

18
October
2014



13 June 2019

Rethinking the shape of policing
Reassigning policing tasks
Reimagining the role of PSVs

Clarity; Leadership; Infrastructure