

Chapter 4 – Analysis of Results

4.1 Introduction to Chapter

This chapter will aim to analyse the results of the questionnaire which concluded on the 20th November 2024. The questionnaire aimed to answer the following research objectives:

- To investigate how officers cope with operational and organisational stressors.
- To determine how long officers have been in the role of a response officer.
- To determine the types of incidents response officers attend.
- To analyse the number of officers considering leaving response for another department

The researcher has selected 8 questions to present in graphs in this chapter however more are discussed. All questions are presented in appendix A.

4.2 Participation and Length of Service

Within the research methodology, it was outlined that within South Wales Police, the number of individuals who met the criterion for this project is 1156. The survey received 95 responses which is a response rate of 8.2%. This will be discussed in more detail in the findings chapter. The below charts highlight the rank of participants and the location within the force in which they work:

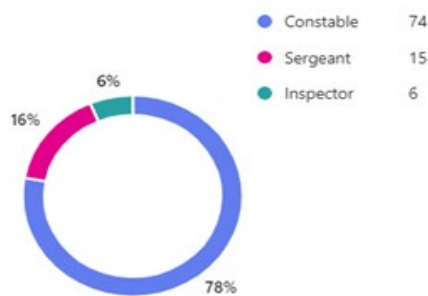


Figure 1. Question 1 - Rank of Respondents.

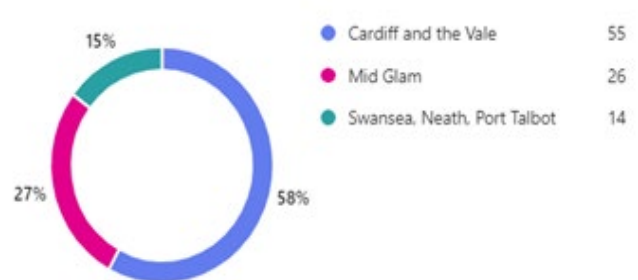


Figure 2. Question 2. - Location within SWP of Respondents.

Figure 1 shows how 78% (74) of respondents are of the rank of Constable with only 6% (6) of participants are of the rank of Inspector and 16% (15) of participants are Sergeants. This was expected due to a larger number of those working in the role of a response officer are at the rank of Constable in comparison to those working at the rank of Inspector and Sergeant. Figure 2 goes on to show that 58% (55) of participants work within Cardiff and the Vale Basic Command Unit whereas only 15% (14) of participants work within Swansea, Neath and Port Talbot Basic Command Unit; 27% (26) of respondents stated that they work within Mid Glamorgan Basic Command Unit.

Participants were asked about their length of service as a response officer and 32% (30) of participants stated that they had a service level of 1-3 years, in comparison to 7% (7) of participants stated they had a level of service of under 1 year. The full results to this question can be seen below.

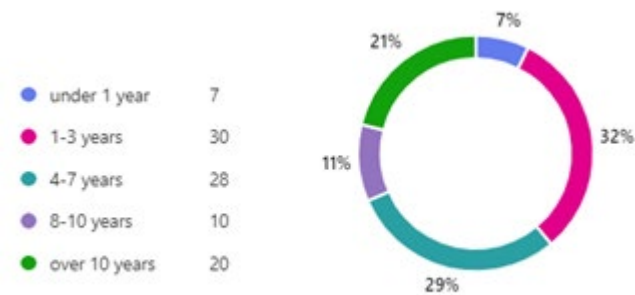


Figure 3. Question 7 - Length of Service as a Response Officer.

4.3 Officers Coping with Operational and Organisational Stressors

Within question 12 of the 95 responses, 59 know the difference between organisational and operational stressors and 70 feel that their stress levels are noticeably increased when in their working environment. 29% of respondents stated that their workload is the most stressful aspect of their role as a response officer is their workload.

In question 27, respondents were asked if they speak with others about how they are feeling. 76% (58) stated that they did and 24% (18) stated that they did not. Respondents were then asked to state who they spoke to which is shown in the below figure. 46 participants stated that they speak with their partner and 48 participants stated that they speak with their colleagues about how they are feeling. Only 26 participants stated that they speak with their supervisor.

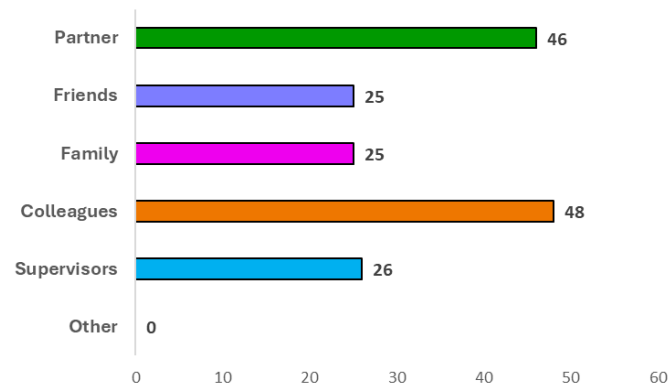


Figure 4 . Question 28 – Who do you speak to?

In order to discover how participants cope with stressors, they were asked how they unwind after their working day. 39 participants stated that they go to the gym and 37 stated that they speak with their family. No participants stated that they consume drugs. The full chart of responses can be seen in the table below.

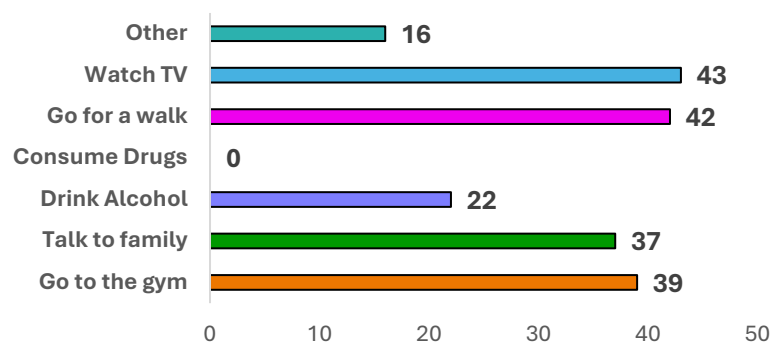


Figure 5. Question 33 – How do you unwind after your working day?

4.5 Incidents Response Officers Attend

When asked what kind of incidents they attend the most, participants stated that they attend Domestic related incidents with 92% ranking this at the top, with dwelling and commercial burglaries ranked last.

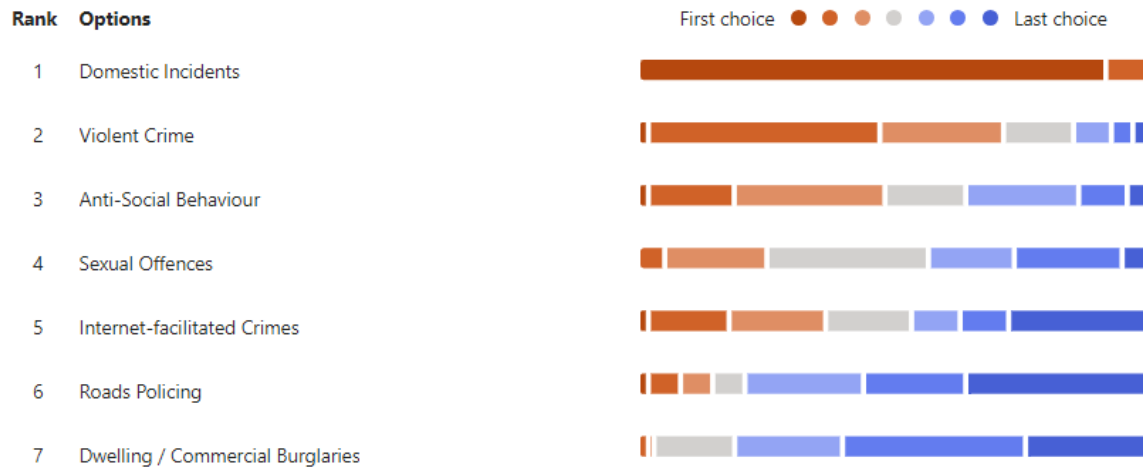


Figure 5. Question 15 – What type of incident do you feel you attend the most?

Participants were then asked to name any other type of incident they attend which was not included in the list shown in figure 5. Participants stated that they attended ‘mental health calls’, as well as ‘sudden deaths’ and ‘missing person’ incidents. Of the 73 responses received to question 16, 53% (39) respondents stated that they attend mental health calls. This will be further explored in the next chapter. A full table of responses can be found in the appendix.

Participants were asked if they had ever been exposed to a traumatic incident whilst on duty - 80% (76) of respondents stated that they had been and 20% (19) stated that they had not. Respondents were then asked to describe this incident. The following are a small sample of the responses received and all responses can be found in the appendix.

‘Decomposing bodies, suicides, attempted suicides, drugs deaths, one child starved to death by a parent and the sibling only just surviving, serious assaults, serious RTCs, rapes, serious DV incidents, an incident where a male with dementia nearly killed their partner because they didn't recognise them...’ – Participant 7.

‘Most traumatic is a murder scene where the victim had been battered and was still gasping for breath. Walking up to the flat there were bloods smears all the way up and the house was in complete disarray with smashed glass everywhere.’ – Participant 22.

A number of respondents also answered this question stating that they did not wish to describe the incident they had been involved in.

4.6 Officer Retention

Participants were asked if they had ever considered transferring department away from response. 80% (61) participants stated yes whereas 20% (15) stated no. When asked if this was due to their mental health, 41% (31) of participants stated yes and 54% (41) of participants stated no – 4 participants chose not to say.

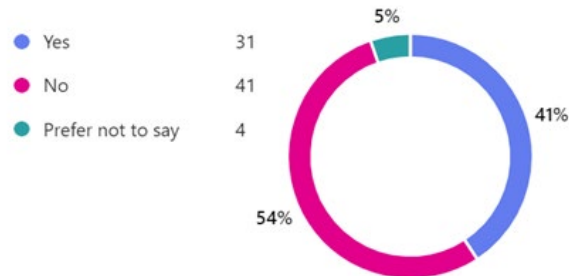


Figure 6. Question 35 – Was this due to your mental health?

Officers were also asked whether they considered resigning from the force altogether due to negative impacts on their mental health. 46% (35) of participants stated yes and 51% (39) stated no. Officers were asked how likely they are to remain in the role of a response officer in the next 5 years.

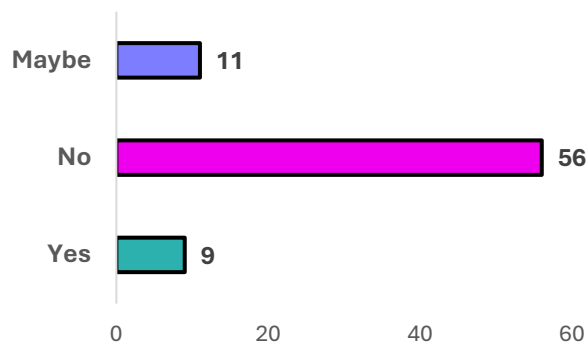


Figure 7. Question 36 – How likely are you to remain in the role of a response officer for the next 5 years?

Officers were asked what could be done to better support response officers with their mental health. Three responses are shown below however all responses can be found in the appendix.

‘Mandatory check ins with MH professionals - maybe once every 6 months - firearms have psychometric assessments, CAIU officers have mandatory MH check ins because of the traumatic images they may see’ – Participant 13

‘More support from SLT, even showing their face to response officers to hear their viewpoints’ – Participant 27

‘A discrete support service that can be reached without peers and at times supervisor being made aware’ – Participant 34

4.7 Chapter Summary

To conclude, this chapter has highlighted the responses to key questions in the questionnaire put to participants. The full findings of this study will be discussed in the next chapter, to see how this study reaches the research objectives and builds on existing literature.

Word Count – 1,064