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Association of Chief Police Officer of England,
Wales & Northern Ireland

Guidance on Police Community Support Officers

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ACPO Guidance on Police Community Support Officers (PCSOs)

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1. Introduction

- 1.1. The purpose of this Guidance is to assist forces in introducing and developing Police Community Support Officers (PCSOs) in their area. It aims to raise the main issues; highlight good practice; and draw attention to any known pitfalls.
- 1.2. While this Guidance is not prescriptive it does represent the best available practice. Forces can be expected to diverge from the Guidance but should, it is suggested, have clear reasons for doing so.
- 1.3. The introduction and development of PCSOs has been part of the policing environment since 2002, this guidance document has been updated in light of the experience gained from forces both during and post implementation.
- 1.4. One of the key aspects of PCSOs is that their focus will vary from one area to another, and this will affect many decisions about their powers, training, equipment etc. Users should therefore always make sure they are using the most recent version of the Guidance, which is available on the ACPO Intranet.
- 1.5. This Guidance deals purely with the issues relating to PCSOs and does not seek to cover other parts of the extended police family or the police reform agenda, complimentary though they are.

2. The Background

- 2.1. Uniform presence on streets and in public places has long ceased to be the sole preserve of police officers. The last decade has seen massive growth in the presence of privately funded security patrols in communities and shopping centres. More recently, a growing variety of warden schemes have involved local authorities and other agencies or partnerships in peacekeeping or community safety patrols, using paid and trained staff who are not directly a part of the police service. Meanwhile, public demand for uniform police foot patrols shows no sign of abating.
- 2.2. The development of the “mixed economy” of patrol, coupled with the need for assurance about their probity, professionalism and tasking, have created a natural role for the police service as trainer, guide and close partner to other organisations. This has given rise to the concept of the “extended police family” – incorporating all those who fulfil quasi-police functions. The police service currently assumes a parental role in this family owing to our expertise, experience, information, powers and traditional place as a service of resort.
- 2.3. Partnerships and communities now expect to have a key role in setting the local priorities for policing. Local policing efforts, which are responsive to communities and partners, are more likely to provide reassurance and to attract sustained support.
- 2.4. Until the enactment of the Police Reform Act 2002 (PRA), police officers – supported by Special Constables and Traffic Wardens – were the only means for the service to provide the routine patrol presence which the public expect from us. This arrangement had limitations because of resource levels, increases in demand and the many competing priorities placed upon most patrolling officers. For example, the need for mobility and for a swift response to urgent calls mean that officers are increasingly vehicle-borne and their patrol tasks tend to be “trumped” by urgent incidents, paperwork, custody requirements etc.
- 2.5. The PRA created the possibility for police support staff, endowed with limited powers, to undertake a variety of uniformed patrolling tasks. These staff are designated Police Community Support Officers (PCSOs).
- 2.6. PCSOs have the potential to enhance neighbourhood policing; to increase dramatically the police service presence on the streets, thereby providing reassurance to the public; and to free up the time of regular officers for the tasks which require their higher level of training and skills.
- 2.7. It is anticipated that whilst Neighbourhood Policing may not be the only role for PCSOs it will be their primary function. The government white paper ‘Building Communities, Beating crime’ 2004, makes it clear that the significant growth in the number of PCSOs is directly linked to a desire to deliver effective neighbourhood policing teams. PCSOs as part of the neighbourhood policing team will be able to deal with minor crime and

disorder problems as a visible sign of authority by virtue of their presence. In other areas visibility can be provided through interventions that are responsive to local needs. PCSOs will be able to undertake projects that are aimed to improve the quality of life of residents because they have contact with different agencies. PCSOs are able to capture community intelligence that would not normally be available to police officers. Neighbourhood teams will involve the local communities in establishing policing priorities through community panels and joint agency groups. They will deliver an intelligence-led, proactive, problem solving approach to enable them to focus on and tackle specific local issues.

3. Role and Purpose of The PCSO

- 3.1. PCSOs have been introduced to help bridge a gap between public demand for the reassurance and contact provided by uniformed police officers patrolling on foot in light of increasing demands placed upon the service generally.
- 3.2. This gap has created a market for services in which the police service must engage in order to control and influence standards; provide consistency for local communities and ensure high levels of accountability for patrol staff; while maximising the impact of patrols on visibility and public reassurance.
- 3.3. Other potential benefits of PCSOs include an increase in the police service's ability to engage with local communities by having patrol staff locally employed and locally deployed and increasing the diversity of our workforce.
- 3.4. PCSOs are not substitutes for police officers, nor do they represent "policing on the cheap". Although integrated within forces, PCSOs have a distinct role, which avoids high-risk activity and places no duty on them to engage in levels of risk beyond their basic levels of training. They will be additional eyes and ears, with a brief to observe and report.
- 3.5. **The Role of Police Community Support Officers**
- 3.6. The following represents the ACPO position on the role of PCSOs within the police service adopted by "Chief Constables' Council in January 2005". It should be borne in mind when considering how to develop the role of PCSOs within forces.
- 3.7. The fundamental role of the PCSO is to contribute to the policing of neighbourhoods, primarily through highly visible patrol with the purpose of reassuring the public, increasing orderliness in public places and being accessible to communities and partner agencies working at local level. The emphasis of this role, and the powers required to fulfil it, will vary from neighbourhood to neighbourhood and force to force.
- 3.8. As the role of PCSOs develops in the light of legislative changes, forces may wish to explore the scope of powers appropriate to be delegated. There is an expectation that their role will develop to encompass a wider range of duties some of which, until very recently, have been the preserve of sworn police officers. While we would encourage the development and expansion of the role of PCSOs, we believe it should always remain within the framework of neighbourhood policing with an emphasis on engagement as opposed to enforcement and, for the sake of clarity, distinction should be made between the role of a PCSO and that of a sworn police officer.
- 3.9. It is ACPO's view that only sworn police officers are appropriate for the following circumstances: -

- i. **Wherever there is a clear likelihood that a confrontation will arise.** However, PCSOs should have sufficient support, equipment and training to cope safely with confrontations that arise spontaneously in the course of their primary role of patrol, reassurance and tackling anti-social behaviour.
 - ii. **Where there is scope for exercise of a high degree of discretion** – for example, where a situation is complex owing to a number of different parties involved, where there is particular sensitivity within a community about police action, or where a large range of enforcement options are available;
 - iii. **Where police action is likely to lead to a higher than normal risk of harm to anyone;**
 - iv. **Where there is a clear likelihood that police action will include any infringement of a person's human rights** - for example intruding into their privacy or deprivation of their liberty (beyond the temporary detention period available to PCSOs);
 - v. **Where the incident is one which is likely to lead to significant further work,** or other activity being undertaken which has the potential to impact adversely upon the PCSOs fundamental role to undertake visible patrol duties.
- 3.10. In short, PCSOs have rapidly established a unique role for themselves within the police service, which is best seen as a complement to, not a replacement for, the role of sworn police officers.

4. Legislation

- 4.1. Section 38 of the Police Reform Act 2002 (PRA) enables chief officers of police to designate any person who is employed by the police authority and is under the direction and control of that chief officer as a 'community support officer'.
- 4.2. The term 'community support officer' is widely used to describe a variety of staff from differing agencies fulfilling a community safety function. The term 'Police Community Support Officer' (PCSO) should be used to describe staff in all forces who are designated by chief officers under sec 38 PRA.
- 4.3. A chief officer must be satisfied that a person is suitable, capable and adequately trained to carry out the functions required of them.
- 4.4. The chief officer is required to determine or approve the uniform of a PCSO who will only have such powers as are designated whilst wearing that uniform
- 4.5. Section 38 of PRA allows a chief officer to designate powers to PCSOs as set out in Part 1 of Schedule 4 of the Act (as amended by the Anti-Social Behaviour Act 2003 and the Serious Organised Crime and Police Act 2005). Chief officers must decide which, if any, of the paragraphs in Part 1 are to be designated to PCSOs in their force. Paragraphs must be selected in their entirety, unless the paragraph specifies otherwise (e.g. paragraph 1(3)(b) allows the selection of relevant offences). The ability to designate some paragraphs is also dependent on the designation of others (e.g. paragraph 11B can only be designated if paragraph 3A is also designated).
- 4.6. The role of PCSOs is discussed elsewhere in this document (section 9) but it is important that their role within individual forces is determined before the powers that are to be designated are chosen. Overall, the powers of PCSOs (and accredited persons – see 4.12) need to be set in context - PCSOs, like police officers will spend much of their time undertaking street duties without recourse to their powers.
- 4.7. It is likely that chief officers will wish to restrict the powers designated to those powers necessary to meet the envisaged deployment of PCSOs. This will help to minimise training requirements and ensure that PCSOs are focused on their core role. There is nothing to prevent PCSOs in different parts of a force area from being designated with different powers, dependent upon local need.
- 4.8. Having run a formal consultation in 2005 the Government introduced the Police and Justice Act in November 2006. A part of that legislation was that the Government had to consult with forces on a list of standard powers to be introduced. This consultation concluded in July 2007 and it is anticipated that the standard list of PCSO powers will come into force in December 2007.

The powers being considered at present for inclusion in the standard list can be found at,

<http://police.homeoffice.gov.uk/community-policing/community-support-officers/>

- 4.9. Section 38(8) of the Police Reform Act 2002 also allows a PCSO to use reasonable force to exercise a power as a result of a designation under the Act if, in the case of its exercise by a constable, the constable would have such a power. (Section 3(1) of the Criminal Law Act 1967 together with related cases should be considered).
- 4.10. Section 42 of the Act requires PCSOs to produce a 'designation' upon request when exercising any powers under the Act. The 'designation' is not prescribed but an example of such a document is attached at Appendix 'A'. The designation should list what powers have been designated and must describe the approved uniform. The section also gives the chief officer power to modify or withdraw the designation and provides for the liability of the Police Authority for actions of PCSOs.
- 4.11. Whilst PCSOs have those powers that have been designated to them, they are not under a duty to act in any given situation unlike the duty falling to police officers. (Although PCSOs do have a duty under Paragraph 2(4A) of Schedule 4 (when designated) to remain with a police officer when transferring control of a detained person to his or her custody until the police officer has the person under control). PCSOs retain the powers of arrest of a citizen under both common law and Section 24(A) PACE 1984 as amended by Section 110 of The Serious Organised Crime and Police Act 2005 and Section (3 (1)) Criminal Law Act 1967; the power to use reasonable force in defence of themselves or another.
- 4.12. Schedule 5 of the Police Reform Act 2002 allows a chief officer to bestow some of the powers listed above on accredited persons of other organisations (e.g. neighbourhood wardens or private security patrols). Further information on accreditation can be found at <http://police.homeoffice.gov.uk/police-reform/reform-programme/citizen-focus/community-safety-scheme/> and in the ACPO Guidance on Community Safety Accreditation Schemes.
- 4.13. Section 46 of the Act creates a number of offences relating specifically to PCSOs, namely
 - Assaulting a PCSO in the execution of his duty
 - Resisting or wilfully obstructing a PCSO in the execution of their duty
 - Impersonating, or falsely claiming to be, a PCSO with intent to deceive
 - Being a PCSO and making a false suggestion that one possesses powers that exceed those designated by the chief officer

5. Finance

- 5.1 The NPF will rise to £315m in 2007/8, to fund PCSOs and the introduction of Neighbourhood Policing. That sum includes £235m to be allocated through the Neighbourhood Policing Fund, £45m towards the cost of those PCSOs recruited in 2002-04 and an additional sum of £35m to help forces manage the wider costs of delivering Neighbourhood Policing (in addition to the 50% of cost funding for the first three rounds of PCSO funding). In comparison to previous bidding rounds the NPF provides allocated funding, calculated on the police funding formula, as opposed to competitive bidding.
- 5.2 Funding from local authorities or use of funding streams via CDRPs is an It is expected that the NPF and the earlier rounds of funding will in due course be subsumed into the general policing fund.
- 5.3 A number of forces and police authorities have already allocated significant sums from the general policing fund to fund PCSO posts, either entirely or using the money to attract matched funding from partners.
- 5.4 it is clear that the continued assistance of matched funding from partners is critical in maintaining and increasing the number of PCSOs. Home Office funding is not the only source of funding that should be relied upon. Neighbourhood policing and community safety is an outcome shared by other partners and it is important to think about how partners can be engaged and used. For example, innovative and creative problem solving could lead to partnership working with schools, housing developments, shopping and business parks, for example. It is important that we have a professional approach with partners and they are fully involved, not just in initial engagement but in ongoing development of PCSOs.
- 5.5 Other funding streams used to fund PCSOs are the Basic Command Unit (BCU) fund, the Safer and Stronger Communities Fund (SSCF) and the Neighbourhood Renewal Fund (Where Applicable) (NRF). Partnership approaches are required with all funding streams. Business cases can be put forward to engage partners that the use of PCSOs would be an effective way of delivering outcomes prioritised in SSCF and Local Area Agreements (LAAs).
- 5.6 The Home Office have produced advice, agreed with ACPO and the APA, on examples of good practice on obtaining matched funding for PCSOs and this can be found at the following link:

http://police.homeoffice.gov.uk/news-and-publications/publication/community-policing/Matched_funding_good_practice

6. Operational Deployment

- 6.1 In order to ensure that the recruitment, training, and equipment of PCSOs are closely aligned to their purpose, forces should consider carefully the role they envisage for PCSOs. It will then be crucial to ensure that the definition of the role is translated into the terms of the National Competency Framework (NCF). The Role Profile for PCSO's has been taken from the Skills of Justice website and can be found at Appendix G.
- 6.2 Please Refer to Chapter 3 (3.5 to 3.10) for the ACPO position statement on the role of Police Community Support Officer
- 6.3 PCSOs have rapidly established a unique role for themselves within the police service that is best seen as a complement to, not a replacement for, the role of sworn police officers.

National Policing Plan

- 6.4 The National Policing Plan 2005-2008 (NPP), published in November 2004, sets out targets and strategic priorities for the police service nationally, with the expectation that force plans will integrate with the national picture.
- 6.5 Chapter 3 of the Plan identifies the key priorities and states we will provide a citizen-focused police service which responds to the needs of the communities and individuals, especially victims and witnesses, and inspire public confidence in the police, particularly among minority ethnic communities, prioritising;
 - Citizen focus
 - Neighbourhood policing
 - Accessibility
 - Frontline Delivery
 - A representative police service
 - To take action with partners to increase detections
- 6.6 The Home Office Strategic Plan 2004 – 2008 sets out priorities to be achieved through the National Policing Plan above as:
 - Preventing Crime by reducing the number of young people who become young offenders.
 - Tackling Anti-social behaviour.
 - Catching and convicting offenders.
 - Tackling serious and organised crime.

- Reducing the fear of crime and anti-social behaviour.
 - Building stronger and cohesive communities.
- 6.7 PCSOs can directly affect police performance and public reassurance. They can also directly help with the priorities above.
- 6.8 Other parts of the NPP with particular relevance to PCSOs include “making greater use of police community support officers to achieve agreed outcomes” (NPP Chapter 3 para 3.26). The government’s Anti-Social Behaviour unit undertakes through the Together Academy “to provide an understanding of the impact anti-social behaviour has on communities and equip PCSOs and key police colleagues involved in neighbourhood policing with the tools, know how and determination to tackle anti-social behaviour”.
- 6.9 PCSOs have a clear role to play in helping forces achieve key performance indicators on fear of crime, feelings of public safety, public satisfaction levels, and supporting overall performance in most of the domains within the proposed Policing Performance Assessment Framework (PPAF).
- 6.10 Effective deployment of PCSOs will need to take account of National and Force policing priorities, they should be directed or tasked within the National Intelligence Model (NIM) framework and be enabled to participate in local tasking and given access to computer briefing systems.
- 6.11 The primary purpose of PCSOs is to contribute to the policing of neighbourhoods through highly visible patrol with the purpose of reassuring the public, increasing orderliness in public places and being accessible to communities and partner agencies working at local level.

See Chapter 3 (paragraphs 3.5. to 3.10)

- 6.12 PCSOs should not be abstracted to perform tasks that do not form part of their core role or for which they are not trained. For example: prisoner escort or as a general driver. This reduces the effectiveness for which they are employed.
- There may be a false expectation that PCSOs – like police officers – will have a duty to engage in almost any situation or perform any task asked of them. To preserve their core role, and for the sake of clarity for all concerned, it will need to be made clear that PCSOs have a limited number of powers and tasks, outside of which they should neither stray nor be expected to.
 - Forces, local BCU Commanders and Police Authorities may wish to raise public awareness of the role carried out by PCSOs, They have a different level of duty and expectation placed upon them and will be within their rights to decline to perform tasks which are outside their terms of reference or which they assess as too risky. For example, a PCSO might reasonably observe and follow a shoplifter

rather than intervene and detain. Similarly, a PCSO must be more prepared to walk away from a situation than is traditionally the case with police officers.

- 6.13 Tools to help avoid these pitfalls include having published and agreed “rules of engagement”, and training PCSOs to take a structured approach to dealing with incidents by reference to the situation, their powers, and safety considerations. At Appendix E are examples of both.
- 6.14 The general pattern of supervision for PCSOs is by reporting to a Sergeant or Community Beat Manager who is line managed by an inspector responsible for a neighbourhood policing team or sector. The aim continues to be to integrate PCSOs within existing structures. Forces should consider the burden placed on supervisors of excessive numbers of staff. Consideration of using a neighbourhood policing team model may assist the process of supervision, as well as integrating PCSOs within core policing
- 6.15 It is not intended that PCSOs’ deployment will lead to them generating additional burdens on forces’ bureaucracies. However, capacity and capability will be required for processing offence reports, fixed penalty notices etc. as well as reports such as risk incidents, dangerous occurrences (R.I.D.D.O.R.) etc. Furthermore, forces may wish to monitor PCSOs’ activity or use of powers including the power of detention.
- 6.16 PCSOs will be in a position to gather considerable intelligence, which will need to be processed, again in accordance with the NIM. The potential for PCSOs to gain access to people who might not countenance giving information to a police officer should not be overlooked. Forces will need to ensure that information sources are handled and overseen in accordance with the prevailing legislation and local procedure.
- 6.17 **TRAFFIC WARDENS and (POLICE) COMMUNITY SUPPORT OFFICERS**
- 6.18 It has been identified that a number of forces wish to provide PCSOs with the full range of powers available to Traffic Wardens. This is in line with the Traffic Warden Order 1970 and other associated legislation relating to the Traffic Warden function, including that of the Vehicles Excise and Registration Act 1994.
- 6.19 Forces should take account of the primary role and responsibilities of PCSOs and should consider that the allocation of Traffic Warden powers is seen as secondary to a PCSO’s primary purpose. As such, these powers should be provided as a means to complement the PCSO function.
- 6.20 This section offers practical advice to forces seeking to provide PCSOs with traffic warden powers. It has been prepared in cognisance of the

fact that PCSOs allocated such powers will be operating in an environment where decriminalisation of parking enforcement has not taken place. In those areas where decriminalisation exists, forces will need to decide whether it is practicable to appoint traffic wardens with PCSO powers as decriminalisation transfers criminal offences into the civil arena e.g. on street parking enforcement and therefore outside the responsibility of the police service.

- 6.21 The Police Reform Act 2002, empowers Chief Officers to designate Traffic Wardens as Police Community Support Officers.
- 6.22 On those occasions where Forces wish to directly employ PCSOs with immediate access to traffic warden powers, individuals must be appointed as a Traffic Warden and then designated with the CSO/PCSO powers. While this is a technical anomaly a number of forces have already employed PCSOs on this basis and are conversant with the requirement.
- 6.23 Only those appointed as traffic wardens and designated as PCSOs can exercise the full range of traffic warden powers.
- 6.24 Under section 42(2)(a) of the Act the uniform worn by PCSOs whilst exercising their functions is as determined or approved by the Chief Officer of Police who designated.
- 6.25 It has been identified that a number of forces wish to provide PCSOs with the full range of powers available to Traffic Wardens under the Functions of Traffic Wardens Order 1970 and other associated legislation.

On those occasions where Forces wish to directly employ PCSOs with immediate access to traffic warden powers, individuals must be appointed as a Traffic Warden using current procedures and then designated with the PCSO powers.

This is because Section 38 of the Police Reform Act 2002 allows the Chief Officer of any police force to designate as a PCSO any person who is

- employed by the police authority maintaining that force; and
- under the direction and control of that Chief Officer

A Traffic Warden, as an employee of the police authority under the direction and control of the Chief Officer, may therefore be designated as a PCSO.

Only those appointed as traffic wardens and then designated as PCSOs can exercise the full range of traffic warden powers.

Therefore forces should ensure that where PCSOs enter the force they

are employed as a Traffic Warden and then designated as a PCSO.

- 6.26 Under section 42(2)(a) Police Reform Act 2002 the uniform to be worn by PCSOs whilst exercising their functions is as determined or approved by the chief officer of police who designated them.

However, the uniform for those traffic wardens designated as PCSOs details additional insignia. This is prescribed in the schedule to HOC 65/2002 as follows:

Traffic wardens designated as CSOs shall wear the same uniform as that determined or approved for CSOs by the chief officer of police for that force, except that it shall bear the following distinguishing marks:

- a breast badge bearing the word "TRAFFIC"
- on each shoulder of each outer garment, a shoulder flash bearing the word "TRAFFIC"
- on each outer garment, a number to identify the traffic warden designated as a CSO. The number may contain letters as well as figures.

Traffic wardens not so designated shall continue to wear the uniform prescribed in HOC 7/114 as amended by HOC 57/1997."

- 6.27 It is a matter for individual Chief Officers' discretion whether Traffic Wardens can be converted to a PCSO without an appropriate selection process. Where this is the case Forces should be confident that their selection process will withstand scrutiny in respect of equality of opportunity. It is considered good practice that all potential candidates for PCSO posts, regardless whether appointed as a traffic warden and designated as a PCSO undertake an appropriate application and selection process in line with existing Force procedures as opposed to direct appointment in these roles.

7. Recruitment and Employment

- 7.1. Job descriptions and person specifications for PCSOs should be built according to force formats but around the National Competency Framework specification for PCSOs.
- 7.2. Forces will need to consider a number of issues in relation to recruiting and employing PCSOs. These will include the following:-
- 7.3. Fixed-term or unlimited contracts – some forces who have opted for the latter have considered inserting a “foresight clause” to ensure that prospective PCSOs are properly made aware of the long-term funding situation. Short, fixed term contracts tend to deter many applicants and reduce the pool from which PCSOs can be selected. Conversely, permanent posts carry with them the risk of incurring greater financial obligations and therefore placing additional pressure on resources.
- 7.4. Future changes in employment law may affect the viability of short fixed-term contracts. Forces who employ PCSOs on a fixed-term basis should not fall foul of the 2002 Regulations on fixed-term appointments provided they can give a sound objective basis for terminating employment at the conclusion of a contractual period. It is essential to have thought this through in consultation with forces’ HR experts in advance of signing contracts.
- 7.5. Medical requirements will need to be specified. Forces will need to consult their occupational health experts, who will have regard to the type deployment envisaged. PCSOs designated with the power to detain and use reasonable force may require a higher level of physical fitness than others. Forces will need to ensure that the medical standards applied to their recruits are appropriate to the tasks they are expected to perform.
- 7.6. PCSO posts will need to be subjected to a force’s job evaluation process. Early indications are that PCSOs tend to emerge as similar to or slightly higher graded than Traffic Wardens (with the detention power likely to increase the grading).
- 7.7. Aspects of deployment such as working hours will affect the allowances payable. Some forces are restricting working hours to (for example) between 0800 and 2400; others wish to have the greater flexibility of 24-hour availability, for example in city centres with a 24-hour economy or to be more able to relieve police officers of duties such as scene guarding.
- 7.8. Staff turnover rates may exceed those of regular officers – if so, recruitment, financial and training plans will need to allow for this.
- 7.9. PCSO vacancies may be attractive to some existing support staff as well as to new applicants. Existing support staff are less likely to need

significant periods of notice prior to taking up their posts. There are significant variations between forces, but there may be impact on (for example) Traffic Warden and Special Constabulary numbers.

- 7.10. Forces need to bear in mind the possibility that applicants for PCSO posts will be more representative of women and minority ethnic communities than those for regular police posts. This could be of significance in building links with some under-represented communities. Where this is a particular concern for the force, consideration should be given to ensuring that advertisements for vacancies are inclusive of such groups.
- 7.11. Being a PCSO, for some, is an opportunity to engage in worthwhile work without the kind of long-term personal commitment associated with a regular police career. It would be wrong to assume that PCSOs are less able than regular officers.
- 7.12. A full Health & Safety Risk Assessment will need to be conducted in force. A specimen example is at Appendix D.
- 7.13. Forces with an effective communication strategy on PCSOs will be in a better position to give potential applicants positive information on the post and how it fits into policing. The need for an informative recruitment pack is greater because this is a role that is likely to be unfamiliar to prospective applicants.
- 7.14. Vetting procedures need to be planned into the recruitment timetable. Forces will need to decide their stance on how minor, few or expired previous convictions will affect an applicant's chances of selection.
- 7.15. There is scope for seasonal working by PCSOs, which may prove particularly useful for forces coping with fluctuating demands, for example those generated by seasonal tourist destinations. Part-time working is also a useful option – not only may it attract quality staff who would otherwise be unable to commit themselves to a PCSO post, but it may impact on allowances and therefore reduce costs. Annual hours contracts can have other advantages.
- 7.16. All the options should be considered with the advice of an HR professional.
- 7.17. Exit interviews for staff who resign are good HR practice in all cases. They will have particular value in respect of PCSOs and forces should have a plan for conducting EIs and dealing with the information they provide.

8. Training and Development

- 8.1. Chief Officer of police or a Director General shall not **designate** a person under this section unless they are satisfied that that person-
- (a) Is a suitable person to carry out the functions for the purposes of which they are **designated**;
 - (b) Is capable of effectively carrying out those functions; and
 - (c) Has received adequate training in the carrying out of those functions and in the exercise and performance of the powers and duties to be conferred on him by virtue of the **designation.**'
- 8.2. This places a clear duty of care upon Forces to ensure that all PCSOs are capable of fulfilling their role and they are trained effectively before they are deployed to their duties.
- 8.3. A body of good practice has developed in relation to the training and the lead forces involved are willing to assist and give guidance. The following practices and guidelines are recommended:
- 8.4. Centrex in consultation with ACPO and the Home Office produced a set of 'Learning Descriptors' that relate to the role of the PCSO. These were linked directly to the National Occupational Standards (NOS) and several pilots have been run using the NOS and the 'Learning Descriptors.'
- 8.5. Copies of the ' PCSO National Learning Programme ' and the 'Learning Descriptors' are available from NPIA A copy of the NOS are available on the Skills For Justice website at www.skillsforjustice.com click on our work in the left menu column, then on national occupational standards and then police community support officers.
- 8.6. The single training package is suitable for all forces and is available to allow forces to use it to benchmark and enhance existing training products. It is essential that the relevant learning descriptors/NOS are used in the design process any PCSO training to ensure a national level of consistency.
- 8.7. Training Matters (2002), Home Office Circular 18/2002 and the white paper 'Policing a New Century', should be referred to in the design of the training. Other references should also be made to documents such as the 'Rules of Engagement' (Appendix H) throughout the training programme and not only delivered in isolation
- 8.8. Throughout the country training packages for PCSOs are being delivered both locally and centrally, depending upon numbers and Force requirements. The actual course length usually ranges from four to six weeks in length and is dependent upon the powers designated and local procedures and requirements.
- 8.9. It is essential that Forces are aware of their obligation under the Police Reform Act. Part 4 of the Act, Chapter 1 S.38 states:

- 8.10. Subject where appropriate to training needs analysis, initial training should include:
- Corporate induction
 - Diversity, ethics and community awareness
 - Inter-personal skills
 - First aid
 - Self-defence (“empty hand skills”)
 - Communications and radio procedure
 - Problem-solving approaches to crime and disorder
 - Scene management
 - Tasking and intelligence gathering
 - Evidence gathering and witness skills
 - PCSO powers and procedures
 - Citizens’ powers and procedures
 - Human rights
 - Anti-Social Behaviour, Anti-Social Behaviour Contracts and Youth Referral
- 8.11. Local orientation at the PCSOs station will also need to be facilitated. Depending on local policing structures, this may be carried out by the relevant Beat Manager, a Tutor or “Parent” Constable, Training Officer or other suitable person.
- 8.12. Some Forces have trained and appointed current PCSOs as tutors or mentors. They are responsible for carrying out a period of mentoring or tutoring similar to that of the role of the Tutor Constable.
- 8.13. From the initial training, through the initial stages of deployment and throughout the whole of the probationary period there needs to be a structured monitoring and development process, comparable to the probationer constable’s Personal Development Profile (PDP), linked directly to the ‘NOS /’Learning Descriptors’ for the role of the PCSO or the SOLAP
- 8.14. Centrex developed a nationally agreed Personal Development Profile (PDP) for PCSOs in line with the Initial Police Learning Development Programme (IPLDP).

- 8.15. It should also be borne in mind that some PCSOs are looking to eventually become police officers. Many of the NOS are relevant for both the role of a Police Constable and a PCSO.
- 8.16. With the introduction of the IPLDP for probationer police officers, the work in relation to 'Accredited Prior Learning,' and the recommendations in the recent HMIC paper 'Modernising The Police Service,' it is essential that Forces ensure they have a recognised process that monitors and develops the individual PCSO.
- 8.17. This would also cater for the recognition of the experience and skills of a PCSO wishing to transfer to another Force, in circumstances similar to the police officers transferring from one Force to another.
- 8.18. All PCSOs should receive regular continuation training and the initial training package should regularly be reviewed.
- 8.19. All PCSOs should undertake regular continuation training in Self Defence and First Aid, as recommended by local Force procedures ACPO directives.
- 8.20. Further training aimed at enhancing and building on current skills should also be designed according to local need, evidenced and subject of a training needs analysis. Continuation training could include areas such as:
 - Major incident training
 - Sex Offenders Act
 - Major incident house to house training
 - RIPA (Regulatory Investigatory Powers Act)
 - Searching for vulnerable persons
 - Understanding mental health
 - POPs training
- 8.21. When new powers become available, the individual Forces need to ensure that PCSOs have been adequately trained and are capable of effectively using those additional powers before the Chief Officer designates them.
- 8.22. The role of the PCSO in comparison to that of the police officer is still relatively new. It is clear that there is still some lack of understanding of the role of the PCSO.
- 8.23. It is imperative that all those in the police service are aware of the importance of the role, what the role actually entails ensuring that PCSOs are used effectively and correctly to ensure there is no mission, creep, nor abuse of authority.

- 8.24. Forces should look to ensure that both current and new staff, both police officer and police staff members receive an input on the role of the PCSO. This could be delivered in a variety of ways and reinforced with an internal website and other local methods of communication.
- 8.25. It is essential that all supervisors both police officer and police staff are made aware of the role of the PCSO and their responsibilities as supervisors.
- 8.26. Initial supervisor courses should include a session on the role of the PCSO and the 'Extended Policing Family' and again the input can be reinforced through the use of items such as laminated cards, websites and internal Force circulars.

9. Equipment and Uniform

- 9.1. Forces will wish to equip PCSOs in accordance with their different plans for deployment and with health and safety considerations.
- 9.2. Access to vehicles may be necessary in rural areas, although the clear emphasis of PCSOs is high visibility foot patrol. Cycle patrol is an alternative in some areas. In urban areas, walking or public transport may be sufficient to allow PCSOs to patrol their areas effectively.
- 9.3. Where PCSOs are allocated force vehicles, these should be liveried so that the vehicle is recognisable to the public as belonging to the police, but visibly distinct from other marked police vehicles.
- 9.4. The main issues regarding equipment for PCSOs are their uniform and appointments.

Uniform

- 9.5. PCSOs should be recognisable to the public as police staff but visibly distinct from regular police officers. The Home Office desires PCSOs to look similar across the country.
- 9.6. A general pattern of uniform has emerged as follows:-
 - ◆ Peaked cap (for men) or bowler hat (for women), with plain dark blue band and enamel cap badge without royal crest but bearing the words “Community Support Officer” or “Police Community Support Officer”
 - ◆ Black or Blue anoraks, or reflective yellow / part reflective yellow, part blue jacket with the designation “Community Support Officer” or “Police Community Support Officer” in white on blue background with separate police force crest / logo
 - ◆ White or Blue uniform shirt
 - ◆ Royal blue epaulettes and tie
 - ◆ Standard issue or dark blue uniform trousers.
- 9.7. The uniform was closely based on the Metropolitan Police CSO uniform, the first to have been developed. A copy of the specification is at Appendix D. While it is understood that forces may wish to vary from the norm, this should be done on objective grounds (such as economy), which can be audited.
- 9.8. Forces should also note that there are special safety considerations about headgear (e.g. level of head protection) and reflective wear (e.g. European standard EN471). A rigorous Health & Safety Risk Assessment should identify the safety standards which apply. Forces should also be in a position to respond to any national changes in relation to head protection as they emerge.
- 9.9. The issue of additional badging – for example, to reflect that a PCSO has been provided via a local source of funding such as a Local Authority – should be avoided. This has the potential to lead to confusion with Local Authority funded Wardens and is not therefore

recommended as good practice. This position should be outlined to any partner agency prior to the commencement of any partnership agreement.

Appointments

- 9.10. These need to be considered in the light of the type of duties envisaged. PCSOs will need access to communication (probably an Airwave terminal or – additionally in some rural areas with poor coverage – mobile telephones); means of recording evidence in respect of offences they deal with or witness (a pocket notebook, incident or offence booklet or equivalent); and equipment for their protection in accordance with health and safety risk assessments.
- 9.11. Each force will need to consider what level of protective appointments will be appropriate to its PCSOs. Passive protective equipment e.g. Body armour has become commonplace and forces should consider issue of this equipment in light of local health and safety assessments.
- 9.12. The issue of Incapacitant spray, handcuffs and batons could all be considered as options, although it is not envisaged that forces will progress down this particular route. Further information on this issue is at Appendix H.

Summary

- 9.13. There are substantial legislative and regulatory considerations that need to be taken into account prior to the issuing of Personal Protective Equipment (PPE) to Police Community Support Officers. There are also considerable Officer Safety Training requirements associated with the issuing and use of PPE and Forces will need to be in a position to commit resources to both initial and regular refresher training. Training is however essential and Forces must be able to demonstrate adequate levels of competence in the event of any subsequent complaint, challenge or litigation.
- 9.14. Forces must clearly define the role and powers of their PCSOs prior to making decisions about equipment.
- 9.15. It is the view of ACPO that the issue of non-passive Personal Protective Equipment, while a matter for local decision is contrary to the primary roles of Police Community Support Officers and should only be considered in extreme circumstances.

10. Evaluation and performance management

Evaluation

The impact of PCSOs

10.1 A national evaluation has been carried out by the Home Office and published in January 2006 (Home Office Research Study 297). It can be downloaded here:

<http://www.homeoffice.gov.uk/rds/horspubs1.html>

10.2 Key points of the evaluation are:

PCSOs spent most of their time in the community through visible patrol and engaging with the community. Much of this time was spent dealing with youth disorder and alcohol related issues.

PCSOs were seen as more accessible than police officers by some members of the public who were, therefore, more likely to report issues to them that they would not 'trouble' a police officer with. The public was also more likely to pass on information to a PCSO.

PCSOs' activities varied in different locations which reflected force level and more local priorities.

10.3 The evaluation found no evidence that PCSOs were having a measurable impact on the level of recorded crime or reported incidents of antisocial behaviour in the areas where they were deployed. This may be accounted for by a number of factors including limitations of the data, changes in levels of reporting and the sorts of activities targeted by PCSOs.

10.4 The public valued the role of PCSOs. There was strong evidence from two case study areas, where the PCSOs were well known by name to the community, that the residents and businesses felt that PCSOs had made a real impact in their areas especially in dealing with youth disorder.

10.5 The diversity of PCSOs, particularly in terms of ethnicity and age, has been one of the successes of the implementation of this new role.

10.6 Over 40% of PCSOs said they joined as a stepping stone to becoming a fully sworn police officer.

10.7 Conclusions of the Evaluation

- Evidence from the evaluation suggests that PCSOs have the potential to be, and have been successful in many neighbourhoods. However some aspects of deployment and staffing need

consideration if their role is to be fully effective in the local area. These include:

- Staff turnover, particularly the number of PCSOs wanting to become fully sworn officers, and the impact on service provision within the neighbourhood
- The implications of PCSOs carrying out tasks falling outside their main role of patrol and community engagement.
- How to balance the advantages of close team working with police colleagues and the importance that times of deployment allow for maximum visibility.
- How to ensure adequate supervision for PCSOs without overburdening sergeants.
- How to deliver training and induction that meets the needs of PCSOs.

10.8 The evaluation found two key factors to the successful and effective use of PCSOs:

- The embedding of PCSOs within the forces' organisational structures.
- Ensuring that police officers and members of the public understood the unique role of PCSOs.

10.9 The impact of PCSOs in neighbourhood policing teams

There is a growing body of research on the positive impact at a local level PCSOs can have, as part of neighbourhood policing teams, on crime and public perceptions of the police.

10.10 The Home Office evaluation of the National Reassurance Policing Programme, published in January 2006, provides strong evidence in support of neighbourhood policing. The final report (Home Office Research Study 296) is available here:

<http://www.homeoffice.gov.uk/rds/horspubs1.html>

10.11 The evaluation found that, after 12 months, this model of neighbourhood policing which integrated PCSOs in neighbourhood teams delivered: reductions in crime (victimisation) and perceptions of anti-social behaviour; and positive improvements in public confidence in the police, feelings of safety, community engagement and police patrol visibility.

10.12 The evaluation showed that the activities in the trial sites were consistent with improvements to police performance. Improvements in overall public confidence were, for examples, linked to three key neighbourhood policing activities:

- targeted patrol by police officers and PCSOs;
- community engagement; and
- problem-solving.

10.13 PCSOs can play an important role in each of these activities. Reduced victimisation was also associated with confidence, underlining that crime reduction was a key outcome of neighbourhood policing.

10.14 Performance management

Since late 2005, the Neighbourhood Policing Programme Team (NPPT), the Association of Chief Police Officers (ACPO) Standards and Quality Portfolio, the Association of Police Authorities (APA), the Home Office (Citizen Focus) and HMIC have been working together to agree the outcome measures for Neighbourhood Policing and to develop tools to support a performance management framework for Neighbourhood Policing at a local (BCU) level.

The NPIA Programme Team have now completed pilot activity aimed at developing the performance management of neighbourhood policing at a BCU level. Given the central role played by PCSOs in neighbourhood policing, the learning from this pilot will have direct relevance for the monitoring of PCSOs.

The Performance Guidance from is now available at www.neighbourhoodpolicing.co.uk

10.15 Future Developments

The 'Neighbourhood Policing Performance' guide is an attempt to help the service embed robust and effective performance management to assist the implementation of a sustainable approach to Neighbourhood Policing for the future.

However, the policing landscape is constantly evolving, and with it the way that performance is monitored, assessed and managed at all levels of the service. As enshrined in the principles of the 2006 Local Government White Paper. Central government is advocating a change in the balance of

accountability, with a shift away from central direction and a greater emphasis on tackling local issues and promoting stronger local accountability.

These changes will build on the strengths of the current systems for monitoring and assessing performance whilst addressing some of the gaps we know exists. Tackling the most serious crimes will increasingly be given greater prominence in national strategies and performance support mechanisms. At the same time more flexibility will be invested in local partnerships in to address the issues that matter most to their local communities.

The development of a new national performance assessment system for policing, crime and drugs (APACS), the establishment of new government PSA targets, and changes to the related performance regimes at the national and regional level are all being taken forward with these new principles in mind.

The Police Crime and Standards Directorate (PCSD) at the Home Office are currently undertaking a programme of work to update and expand existing performance management guidance and good practice advice to the police, Crime and Disorder Reduction Partnership (CDRP's) and Community Safety Partnerships. This guidance and practice advice will be completed by late 2007.

Examples of designation document



This is to certify that

has been designated as a Police Community Support Officer by the Chief Constable of Northumbria Police to exercise the following powers when on duty:

- Require names and addresses for fixed penalty offences and offences causing injury, alarm or distress to another, or damage or loss of another's property.
- Require names and addresses of persons acting in an antisocial manner.
- Require a person to stop drinking in a designated public area and to surrender containers of intoxicating liquor.
- Confiscate alcohol and tobacco from young people.
- Enter property to save life or limb, or prevent serious damage to property.
- Seize vehicles used to cause alarm and distress.
- To stop vehicles for the purpose of a road check in accordance with Section 4 of The Police and Criminal Evidence Act 1984.
- Remove abandon vehicles.
- Issue fixed penalty notices for:
 - Cycling on footpaths.
 - Being drunk in a highway, other public place or licensed premises.
 - Throwing fireworks in a thoroughfare.
 - Knowingly give a false alarm to a fire brigade.
 - Trespass on railway.
 - Throwing stones etc. at trains or other things on railways.

- Buying or attempting to alcohol for consumption in licensed premises by a person under 18.
- Disorderly behaviour while drunk in a public place.
- Wasting police time or giving a false report.
- Using a public telecommunication system for sending a message known to be false in order to cause annoyance.
- Consumption of alcohol in a designated public place.
- Use of insulting or abusive behaviour to cause harassment, alarm or distress.
- Dog Fouling
- Littering

Uniform

The Chief Constable has approved the following PCSO uniform:

- Cap or bowler, with a reflective blue and white chequered band. The badge will display the words 'Community Support Officer Northumbria Police'.
- White uniform shirt with Blue epaulettes,
- Blue tie and Black trousers.
- Blue pullover, reflective jacket and fleece marked with 'Community Support Officer', the Northumbria Police badge and a unique force number visibly displayed on epaulettes.

M Craik, BSc (Hons), MPhil (Cantab)
Chief Constable

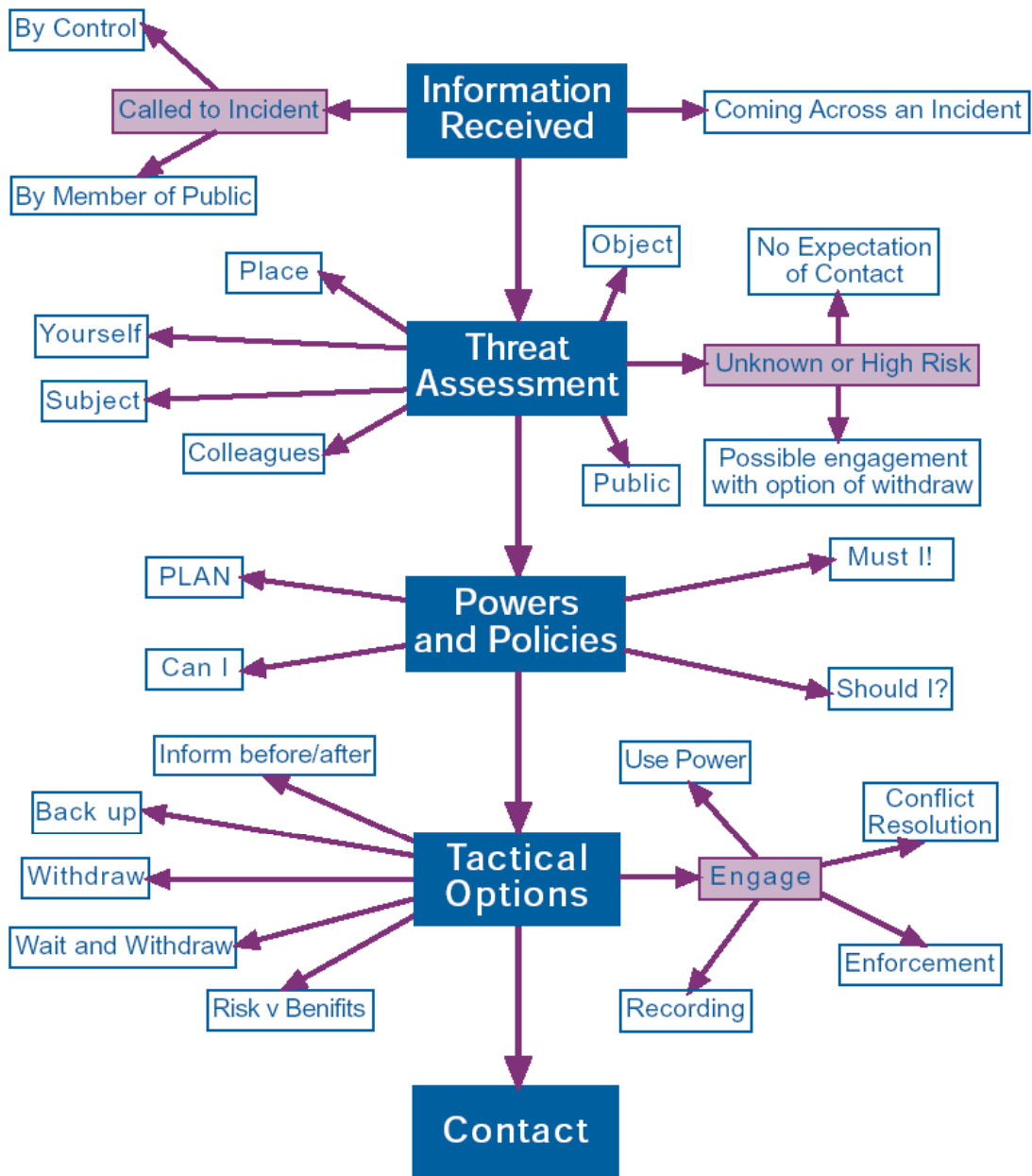


Community Support Officers Rules of Engagement

A framework will be provided for CSOs to apply to operational risk assessment and decision making.

- The rules of engagement govern all interventions (including the exercise of powers) and draws on risk assessments - weighing up the benefits and risks of a situation.
- There will be no expectation that CSOs will engage in activities assessed as "high risk".
- The decision by a CSO to withdraw, observe and report is a valid tactical option and will be supported by managers.
- There is no positive duty for a CSO to intervene - they are civil staff not police officers.
- CSOs' main purpose is to support police officers by performing primary roles of "eyes and ears" and "observe and report".
- As public authorities, CSOs' actions will support the human rights of individuals, according to the PLAN acronym (Proportionate, Legal, Accountable, Necessary).

In preparing to engage in an incident the CSO can use the "safe working method" approach to risk management, typified by the diagram on the following page.

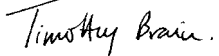


Police Headquarters Malling House Church Lane Lewes East Sussex BN7 2DZ
 Telephone 0845 60 70 999 Fax (01273) 404270

DESIGNATION

(Sections 38 & 42 & Schedule 4, Police Reform Act 2002)

This is to certify thatwho is an employee of Gloucestershire Police Authority and is under my direction and control, is designated *POLICE COMMUNITY SUPPORT OFFICER with powers and duties set out in Paragraphs 1 (excludes 2(a) disorder) 2,3,5,6,7,8,9,10,11,12,13,14,15,16 of Part 1 (Paragraph 4 is currently suspended) of Schedule 4 to the Police Reform Act 2002.

Chief Constable.....  Timothy Brain QPM BA PhD

Date.....

The Chief Constable may at any time by notice to the Police Community Support Officer modify or withdraw this Designation.

This Certificate of Designation is to be retained by the Police Community Support Officer. When producing this Designation upon request in accordance with s.42 of the Police Reform Act 2002 the Community Support Officer shall produce the Constabulary Identity Pass bearing a photograph of the holder.

A copy of this Certificate of Designation will be retained with the Police Community Support Officer's personal file.

If this Certificate is modified, withdrawn or replaced it shall be surrendered immediately to Gloucestershire Constabulary Personnel Department and retained within the Police Community Support Officer's personal file.

s.38(7)(a)

The Police Community Support Officer shall not be authorised or required by virtue of this Designation to engage in any conduct otherwise than in the course of employment by the Gloucestershire Police Authority.

s.42(2)

The Police Community Support Officer shall only exercise powers pursuant to this Designation whilst wearing the uniform of a Community Support Officer.

s.38(7)(b)

When engaging in any conduct by virtue of this Designation the Police Community Support Officer shall be subject to any restrictions and conditions specified in the Designation.

s.42(1)

A Police Community Support Officer exercising or performing, or purporting to exercise or perform, any power or duty in relation to any person in reliance on this Designation shall produce this Designation to that person if requested to do so.

s.38(8)

Where a Police Community Support Officer exercises a power by virtue of the Designation which would, if exercised by a constable, include or be supplemented by a power to use reasonable force, the Police Community Support Officer shall have the same entitlement as a constable to use reasonable force.

s.38(9)

A Police Community Support Officer shall only use force to enter premises by virtue of a power or duty conferred or imposed by this Designation when accompanied and supervised by a constable, or for the purpose of saving life or limb or preventing serious damage to property.

*A Police Community Support Officer in Gloucestershire is employed as a Traffic Warden and designated as a Police Community Support Officer in line with the Traffic Wardens Order 1970 (as amended) and that contained within associated legislation under The Road Traffic Regulation Act 1984 and Road Traffic Act 1988.

- Drunk and disorderly
- Consumption of alcohol by person under 18 yrs
- Drinking in a public designated area
- Drunk in a highway
- Throwing fireworks
- Breach of fireworks curfew
- Possession of category 4 fireworks
- Possession under 18 yrs of adult firework
- Wasting police time / giving false report
- Using public electronic communications network to cause annoyance
- Sec 5 Public Order - causing harassment alarm or distress'

Uniform

The Chief Constable has approved the following uniform for PCSO's.

- Cap with blue and white chequered band and silver North Yorkshire Police Badge.
- White uniform shirt.
- Black tie.
- Blue epaulettes marked with the words 'Police Community Support Officer' and with an identification number.
- Black fleece marked 'Community Support Officer' 'North Yorkshire Police'.
- Hi-Visibility jacket marked 'Community Support Officer' 'North Yorkshire Police'.
- Police uniform trousers or skirt.



Grahame Maxwell
Chief Constable



**Police Community
Support Officers**

Schedule 4 Police Reform Act 2002

Designation

(Sections 38 and 42 & Schedule 4, Police Reform Act 2002)

I, Grahame Maxwell, Chief Constable of North Yorkshire
Police appoint

A N Other as a Traffic Warden and designate him/her as a Police
Community Support Officer as defined within Section 38 of the Police
Reform Act 2002.

PCSO 0000 has, throughout the County of North Yorkshire and the City of
York the following, designated powers, as defined within Schedule 4 Part 1
of the Police Reform Act 2002.

The Chief Constable may at any time by notice to the PCSO modify or
withdraw this designation.

The PCSO shall only exercise powers pursuant to this designation whilst
wearing the uniform of a PCSO.

A PCSO exercising or performing, or purporting to exercise or perform any
power or duty in relation to any person shall produce this card to that
person if requested to do so.

The PCSO shall also produce the Police Identity card bearing a photograph
of the holder.

A PCSO shall only use force to enter premises by virtue of a power or duty
conferred or imposed by this designation

Designated Powers

North Yorkshire Police Community Support Officers are designated by the
Chief Constable of North Yorkshire and may exercise the following powers
when on duty:

- The issue of Fixed Penalty Notices in respect of:
 - Cycling on the footway
 - Dog fouling
 - Litter
 - Truancy
 - Graffiti and Fly Posting
- The issue of Penalty Notice for Disorder.
- Confiscation of alcohol in designated public places.

- Confiscation of alcohol from young persons.
- Confiscation of tobacco from young persons.
- Removal of abandoned vehicles.
- Stop cycles -riding on footpath
- Seizure of vehicles used to cause alarm.
- Disperse groups and remove persons u16 years to their place of residence.
- Remove children in contravention of curfew notices to their place of residence.
- Detain or accompany a person to a police station.
- Use reasonable force to prevent a detained person making off.
- Entry of premises to save life or limb or prevent serious damage to property.
- Carrying out road checks.
- Stopping vehicles for purpose of testing.
- Regulating traffic for the purpose of escorting abnormal loads.
- Request name and address of a person believed to have committed a relevant offence, namely:
 - I. A designated Fixed Penalty Offence.
 - II. An offence the commission of which appears to cause injury, alarm or distress to any other person or the loss of, or any damage to, any other persons property.
- Power to request the name and address of a person believed to have been acting or to be acting in an antisocial manner.
- Enforcing cordon areas under S.36 Terrorism Act 2000.
- Stop and search of vehicles and items carried by persons in authorised areas in the company of a constable.
- Traffic Wardens power to stop vehicles under S.35 of the Road Traffic Act 1988.
- Penalty Notice for Disorder (PND) for the following offences:
 - Sale of alcohol to person under 18 yrs
 - Purchase of alcohol for person under 18 yrs
 - Purchase of alcohol in a bar by person under 18 yrs
 - Delivery of alcohol to person under 18 yrs

APPENDIX B

The following key messages might be considered in relation to communication, internally and externally.

- The introduction of PCSOs is part of our efforts to deliver the best possible policing service to our communities, and this is in line with government commitment that by 2008 every area in England and Wales will benefit from a dedicated neighbourhood policing team.
- PCSOs will help us meet the great public demand for visible and accessible patrol.
- This is not about creating different levels of policing. It is about introducing a new and unique role to create a wider policing team or family to deliver greater public reassurance and to deal with quality of life issues.
- PCSOs are not a replacement for police officers. Their purpose is to complement and support police officers by addressing many of the quality of life issues that affect our communities, such as reporting vandalism, that do not require the experience or powers held by police officers but which often take officers away from more appropriate duties.
- The success of PCSOs in delivering effective public reassurance relies on how well we integrate them into our existing systems and teams. This requires the cooperation and help of all our staff – officers and support staff.
- PCSOs do not have sole responsibility for foot patrol and quality of life issues – they exist to support officers in these tasks.
- PCSOs are wholly employed, managed and directed by the force. They are part of the policing family.
- PCSOs will be fully trained to understand their role and how and when their powers should be exercised. All PCSOs are fully trained in customer care skills and community and race relations issues.
- We have listened to what our communities want and time and again they say they want visible and accessible foot patrol. We have used the opportunity offered by the government's police reform programme to help provide this.
- PCSOs are directed and managed by local police managers and are fully accountable to the local BCU commander.
- They are subject to internal and external discipline and complaints procedures so they are fully accountable for their actions.

APPENDIX C

See The Following pages for the risk assessment



General Risk Assessment Form

WORK ACTIVITY		HAZARD	H M L	LIKELIHOOD		H M L	RISK	FURTHER ACTION REQUIRED	
Ref. No.	Description	(including description of potential severity)		Groups Exposed and Evidence of Previous Harm	Existing Controls in Place		H M L	ACTION (Who responsible and by when)	REVIEW ACTION AND DATE (Including estimate of Residual Risk)
1.	Dealing with motorists and other members of the public.	<p>The general public.</p> <p>Verbal abuse and/or physical assault which may result in varying degrees of stress and or personal injury.</p> <p>Contracting HIV- Hepatitis B or other infection through assault or by 1st Aid administration.</p>	H	<p>20 PCSOs Up to 12 hours per day 6 days per week.</p> <p>Numerous incidents of varying degrees, resulting in an accident report, control informed, or at least a pocket book entry.</p>	<p>Provision and training in use of personal radio Contact with other PCSOs, traffic wardens and police officers including talk-through facility Communications centre respond promptly to calls for assistance</p> <p>Personal issue Aids packs. Immunisation available, free of charge.</p> <p>Injury reporting and health monitoring systems in place</p>	M	High	<p>Implement training courses in: Handling Confrontation Self Defence First Aid For all PCSOs.</p>	<p>On joining force and then annual refresher courses.</p> <p>Residual Risk remains <u>MEDIUM</u></p>
			H	<p>Identified as high-risk group by force medical officer.</p>		L	Medium	<p>Ensure Aids packs are carried and are in date.</p> <p>By Line Management As soon as possible.</p>	<p>Every three months.</p> <p>Residual Risk remains <u>MEDIUM</u></p>
2.	General Patrol Duties	Minor ailments, such as colds, flu in the winter and sweat rash or de-hydration in the summer can be caused by working outside in all weather conditions.	L	As at ref:1. above: All PCSOs engaged on operational duties.	A reasonably warm and water-resistant uniform is provided. Facilities provided to store and dry uniforms. Line Manager monitors time spent out - doors in adverse weather conditions. Authorisation to remove ties is given in hot weather.	L	L	No further action at this time	<p>Clothing Committee to monitor.</p> <p>Residual risk remains L – M</p>
3.	General Patrol	Respiratory, audio and visual	M	As at ref:1. above:	Discretion to move to	L	L – M	No further action at this time	Occupational Health Unit to

WORK ACTIVITY		HAZARD	H M L	LIKELIHOOD		H M L	RISK	FURTHER ACTION REQUIRED	
Ref. No.	Description	(including description of potential severity)		Groups Exposed and Evidence of Previous Harm	Existing Controls in Place		H M L	ACTION (Who responsible and by when)	REVIEW ACTION AND DATE (Including estimate of Residual Risk)
	Duties	problems caused by working outdoors in an increasingly polluted environment i.e. exhaust fumes, road dust and traffic noise.		All PCSOs engaged on operational duties.	less busy street if PCSO feels adversely affected. Health Monitoring Scheme in operation. Provision of face masks if required.				monitor for increased levels of sickness. Residual risk remains L - M
4.	General Patrol Duties	Possible signs of tinnitus by excess use of covert radio earpiece	M	All foot patrol officers who habitually use earpieces.	None	M	M	Opinion of Force Medical Officer required ASAP	Review as soon as information obtained. Residual risk remains M Review annually.
5.	General Patrol Duties	Symptoms of, and varying degrees of stress as well as an increased likelihood of physical abuse can be caused by lone working in high risk areas and/or at high risk times. i.e. football matches etc.	L	As at ref:1. above: All PCSOs engaged on operational duties.	As at ref. 1. Above.	L	Low	PCSOs to work in pairs whenever possible, especially at times and in areas of increased risk or abuse. By Line Manager with immediate effect.	Residual risk remains Low Review annually.
6.	Pedal Cycle Patrol.	Serious Injury or death following collision with a moving vehicle.	H	Up to 20 PCSOs Up to 12 hours per day 6 days per week	Reflective jackets and basic cycle helmets provided.	L	M	Ensure reflective jacket / tabard is worn at all times and that helmet / hat is correctly fastened under chin. To be actioned by all cycle patrol officers with immediate effect. A cycle proficiency test to be taken by all patrol officers on commencing duties for the first time and an annual assessment for all cycle officers. Regular maintenance checks to be made on cycles By Line Manager ASAP	To be monitored by the Line Manager on a continual basis. Summer 1999 Residual Risk remains <u>MEDIUM</u>
7.	Preparation for Patrol.	Officer's safety at risk because of inadequate briefing.	M	All engaged on foot patrol.	Briefings kept meaningful and relevant. Appropriate information provided to officers	M	Med	Supervisors need to stress the correct level of individual or collective preparation needed for the situation.	Supervisors / Safety Reps to review every six months.

WORK ACTIVITY		HAZARD	H M L	LIKELIHOOD		H M L	RISK	FURTHER ACTION REQUIRED	
Ref. No.	Description	(including description of potential severity)		Groups Exposed and Evidence of Previous Harm	Existing Controls in Place		H M L	ACTION (Who responsible and by when)	REVIEW ACTION AND DATE (Including estimate of Residual Risk)
		Officer's safety at risk because of inadequate staffing levels.	H	All engaged on foot patrol.	Likely risks are identified and assessed together. Supervisors deploy officers in accordance with information available, and after an assessment of likely risks. Supervisors ensure that Personal Protective Equipment is maintained and available at all times. Monitored and set by Planning Officer and availability of Staff	M	M-H	Supervisors to monitor the equipment needs for officer safety, including the future use of stab resistant vests and slash resistant glove. Forward planning and Supt. To ensure that sufficient cover is maintained to minimise risk to patrol officers	To be reviewed monthly.
8.	Officer on Patrol.	Potential risk of injury to officer as a result of inadequate level of protective clothing and / or equipment.	L	All operational officers	Force Clothing and Accoutrements Committee evaluate requests for, reports on and tests of all items of clothing and equipment, prior to it being issued force wide.	L	L	Managers and Safety Reps to monitor clothing and equipment levels and report any serious shortcomings to the Committee.	Supervisors / Safety Reps to review every six months.
9.	Officer on Patrol.	Potential risk of injury to officer in isolation following a communications failure.	M	All operational officers	Best possible radio provided and maintained. Fault reporting system in operation. Officers check equipment prior to patrol and carry spare charged batteries if required. Control room aware of officer's location and status. Control and officers aware of poor reception areas.	L	M	Officers to be reminded regularly of the need to keep control informed of their locations at all times. Control to do well man checks on regular basis Supervisors to check contingency measures for system failure.	Supervisors / Safety Reps to review every six months.

WORK ACTIVITY		HAZARD	H M L	LIKELIHOOD		H M L	RISK	FURTHER ACTION REQUIRED	
Ref. No.	Description	(including description of potential severity)		Groups Exposed and Evidence of Previous Harm	Existing Controls in Place		H M L	ACTION (Who responsible and by when)	REVIEW ACTION AND DATE (Including estimate of Residual Risk)
10.	Officer on Patrol	Contact with undesirable members of the public: Risk of infestation by fleas, lice etc. AND Risk of contracting a communicable disease – HIV, Hepatitis, Tetanus etc.	L H	All operational officers	Close contact avoided if possible. Washing and shower facilities available. Staff trained for awareness of problem. First aid kits available in vehicles, stations etc. Inoculation Policy in force. Accident and injury reporting facilities in place. Health monitoring systems in place. Welfare / Stress counselling facilities in place.			Supervisors to regularly mention subject at briefings and include appropriate advice. (This can be obtained from the Occupational Health Unit.) Supervisors to ensure that COSHH assessments are carried out on all chemical agents under their control and that data sheets are available to all users. (Specific forms and advice on this can be obtained from the force Health and Safety Adviser at HQ)	Every six months by safety reps and managers.
11.	Officer on Patrol	Slips, trips and falls, resulting in minor or even serious injury.	L	All operational officers	Officers take care on foot and when negotiating obstacles. Occupational Health facilities available.	L	Low	Supervisors to ensure that suitable footwear is worn at all times.	Supervisors and safety reps to review annually.
12.		Falls from heights, resulting in death or serious injury.	H	All operational officers	Officers take extreme care in high-risk areas.	M	M – H	Officers to avoid pursuits onto roofs and high places.	Supervisors and safety reps to review annually. (Residual risk LOW)
13.		Musculo-skeletal injury as a result of manual handling task.	M	All operational officers	Officers avoid unnecessary manual handling tasks. Officers assess the risk taking account of the load, the environment and	L	L – M	Supervisors to advise any officer who requires training in manual handling techniques to contact HQ Training Department, or the force Occupational Health Unit.	Supervisors and safety reps to review annually. (Residual risk LOW)

WORK ACTIVITY		HAZARD	H M L	LIKELIHOOD		H M L	RISK	FURTHER ACTION REQUIRED	
Ref. No.	Description	(including description of potential severity)		Groups Exposed and Evidence of Previous Harm	Existing Controls in Place		H M L	ACTION (Who responsible and by when)	REVIEW ACTION AND DATE (Including estimate of Residual Risk)
					their own capability. Officers get mechanical / manual assistance if required.				
14.		Scratched or bitten by dogs or other animals resulting in minor or possibly serious injury.	M	All operational officers	Officers treat all animals as potentially dangerous and keep a safe distance.	L	L – M	Supervisors to be aware of generic risk assessment No 340 Dealing with Dangerous / Wild Animals.	Supervisors and safety reps to review annually. (Residual risk LOW)
15.		Attendance at major incident resulting in symptoms of trauma.	M	All operational officers	Major incident policy in place. Traumatic Incident counselling facilities available.	L	L – M		
16.		General ill health as a result of occupational stress.	M	All operational officers	Health screening, advice and support available from Occupational Health Unit. Sickness / Accident monitoring.	L	L – M	Supervisors to ensure that full debrief takes place and counselling facilities are made available after a traumatic incident. Supervisors to ensure that proper meal breaks are taken and that shift patterns are monitored.	Supervisors and safety reps to review annually. (Residual risk LOW)

APPENDIX D

Uniform for Police Community Support Officers

- Police issue flat cap with reflective hat band edged in blue
- Blue enamel hat badge with “Community Support Officer / Police Community Support officer
- Blue epaulettes with embroidered “Community Support Officer /Police Community Support Officer” - numbers and designation
- White/Light blue/grey shirt with epaulettes and radio loops
- Blue or black Tie
- Issue trousers
- Issue black leather belt
- PCSOs to provide their own black shoes
- Blue jumper with “Community Support Officer or Police Community Support Officer” embroidered badge
- Issue blue or black Gore-Tex - type anorak with epaulettes / radio loops and “Community Support Officer or Police Community Support Officer” embroidered badge.
- Waterproof Trousers
- Black gloves
- Document pouch

Police Community Support Officers Uniform – Kit List - Example

Male Issue

Anorak with incorporated lining x1

Over trousers G.S. x 1

Trousers HW x 1

Trousers all weather x 2

Shirts x 7

Cap G.S x 1

Badge cap x 1

Numerals

Epaulettes x 2

Document pouch x 1

Belt Leather x 1

Pullover unlined x 2

Hi-Viz overjacket (police staff) x 1

Tie, clip-on x 2

Gloves – black leather x 1

Scarf woollen x 1

Female Issue

Anorak with incorporated lining x1
Overtrousers G.S. x 1
Trousers or skirt (choice) x 3
Shirts x 7
Bowler Hat x 1
Hat Badge x 1
Numerals
Epaulettes x 2
Document pouch x 1
Belt Leather x 1
Pullover unlined x 2
Scarf woollen x 1
Hi-Viz overjacket (police staff) x 1
Tie clip-on or cravat x 2
Gloves – black leather x 1

It is a matter for individual forces whether footwear is included within the standard issue list.

APPENDIX E

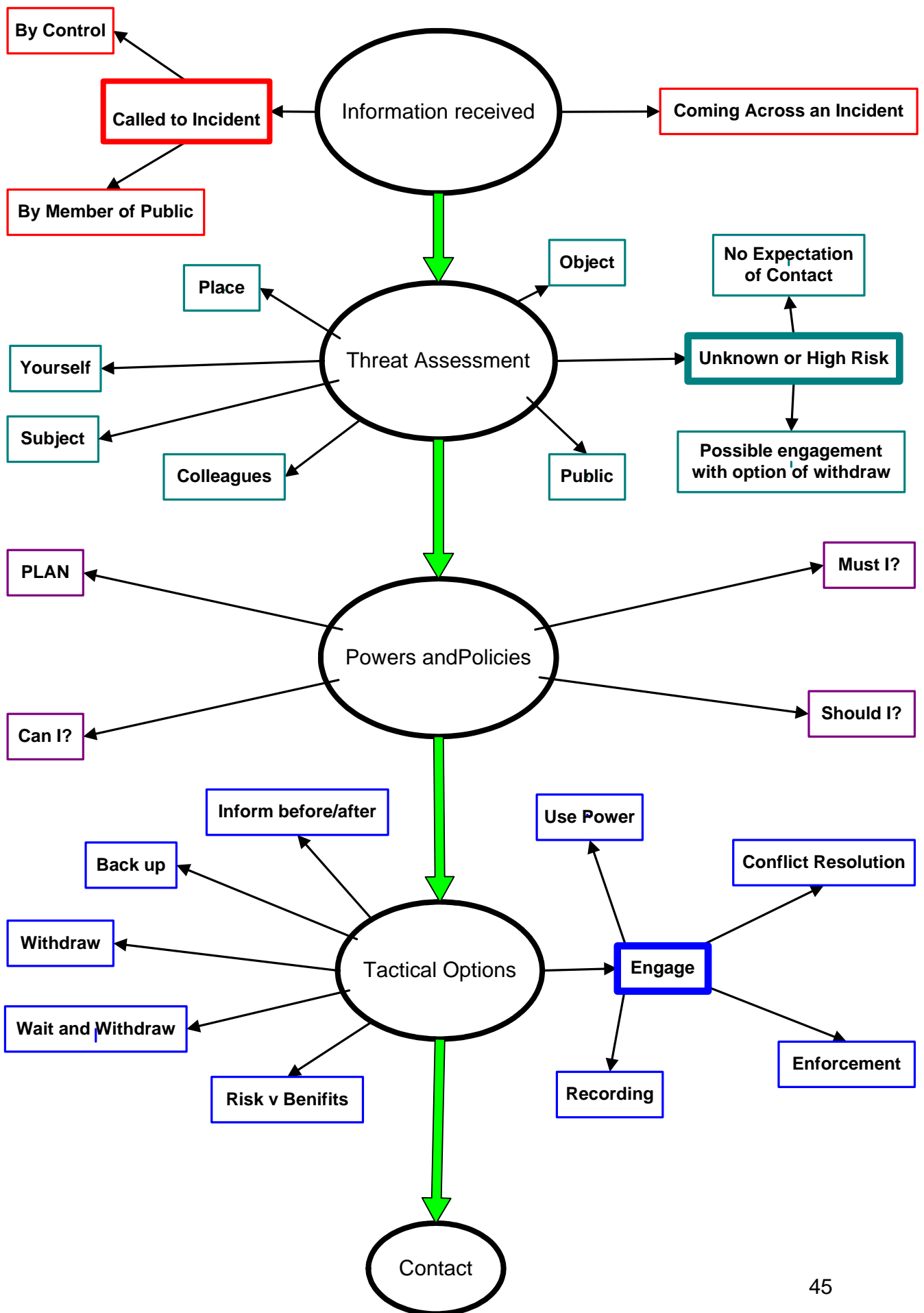
PCSO Rules of Engagement

A framework will be provided for PCSOs to apply to operational risk assessment and decision making.

- The rules of engagement govern all interventions (including the exercise of powers) and draws on risk assessments – weighing up the benefits and risks of a situation.
- There will be no expectation that PCSOs will engage in activities assessed as “high risk.”
- The decision by a PCSO to withdraw, observe and report is a valid tactical option and will be supported by managers.
- There is no positive duty for a PCSO to intervene – they are civil staff not police officers.
- PCSOs’ main purpose is to support police officers by performing primary roles of “eyes and ears” and “observe and report.”
- As public authorities, PCSOs’ actions will support the human rights of individuals, according to the PLAN acronym (Proportionate, Legal, Accountable, Necessary).

-o-o-o-o-o-

In preparing to engage in an incident the PCSO can use the “safe working method” approach to risk management, typified by the diagram on the following page.



Personal Protective Equipment

The Legislative Position

1. Issuing incapacitant spray, handcuffs and batons could be considered as options, although it is not expected that forces will do so as a matter of course.
2. Legal powers to use reasonable force are derived from various sources: section 3 Criminal Law Act 1967, Section 117 Police and Criminal Evidence Act 1984, Common Law (Breach of the Peace) and Common Law (Self Defence).

Incapacitant Spray

3. Incapacitant spray is a prohibited weapon under Section (5)(1b) Firearms Act 1968. Section 54(3) of the Act states that a person is exempt from Section 5 (1b) if they are (a) a member of a police force, or (b) a person employed by a police authority who is under the direction and control of a chief officer of police, or(c) a member of the National Criminal Intelligence Service or the National Crime Squad. It is therefore considered that a PCSO would be exempt from the firearms legislation by virtue of sub section (b) and therefore it would be lawful for a PCSO to possess CS spray under the direction and control of a Chief Officer of Police.

Baton

4. A baton is an offensive weapon by virtue of Section 1 (1) Prevention of Crime Act 1953, being specifically made for causing injury. Possession of such an item is not an offence where lawful authority exists. It is considered that possession of a baton by a PCSO on duty, where authorised by a Chief Officer, will therefore be lawful.

Handcuffs

5. The possession of handcuffs is not prohibited by law. However, use of handcuffs amounts to an assault and is unlawful unless it can be justified. Justification is achieved through establishing a legal right to use handcuffs, and good objective grounds for doing so. Use of force must be reasonable, necessary and proportionate. Possession of handcuffs by PCSOs would not be unlawful, although Forces should take account of the following paragraphs.
6. Any Officer should be familiar and comfortable with the circumstances in which handcuffs may be used. Moreover, they should be able to justify usage to supervisors, and appropriate Authorities including the Courts. In

the same way officers should be prepared to justify the periods of time the handcuffs were applied before their eventual removal. In considering what action is reasonable, an officer should apply the principles of the Conflict Management Model, especially the Impact Factors. Factors such as age and gender, respective size and apparent strength and fitness may or may not support the justification of using handcuffs, taking into account the accompanying circumstances at the time. There must also be an objective basis for the decision to apply handcuffs.

7. The physical condition of a person is another consideration in deciding whether or not handcuffs should be applied. For example, where a person has a condition that may be aggravated when handcuffed, this might make their use unreasonable. When handcuffs are used, the condition of the person should be monitored to ensure that there is no particular risk of injury or death or their application continued.
8. The following advice and guidance is also provided to help clarify the guidelines:
 - I. In establishing an objective basis for believing that a person may escape or attempt to escape, an officer may react to whatever the person says or does, but need not wait for a physical act. The officer should take into account the seriousness of the offence for which the person has been detained. Depending on the circumstances, this can induce a level of desperation so that an attempt to escape could reasonably be expected. Previous indications of the person's likelihood to escape can also be considered to establish reasonable grounds to handcuff.
 - II. In establishing an objective basis for believing that a person should be handcuffed because violence is likely to be used against the officer or a member of the public, the officer need not wait for a physical act from the person. The officer should take into account the actions of the person prior to detention. If violence had already been displayed in the circumstances that led to the detention, regardless of whether or not the detention was for an offence involving violence this could constitute adequate objective grounds for handcuffing. Verbal and non-verbal indications from a person of a possible likelihood of violence can provide grounds for making an objective decision. When a person is known or is believed to be likely to use violence, based on previous experiences of such (perhaps particularly at the point of detention or while in custody), this would also assist an officer to develop an objective basis for a decision to use handcuffs.

Community Support Officer (PCSO)

Role Profile

To patrol area for which responsible and to work in partnership with the community and other agencies to ensure community safety and crime reduction.

Core Responsibilities
Community Safety

Activities

The role holder should effectively deliver these key requirements:

Adopt a problem solving approach to community issues - 131

Identify with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements.

Conduct patrol - 112

Conduct patrol responding to calls and requests for assistance, countering criminal activity and public disorder and minimising risks to public safety.

Prepare and ride non-motorised bicycles - 366

Ride a bicycle safely with consideration for others in accordance with organisational policy and legislation.

Promote and raise awareness of social responsibilities and community safety among young people - 151

Work with schools, local community representatives and agency stakeholders to develop and implement initiatives that will educate young people on personal safety and crime awareness.

Respond to road related incidents, hazards, offences and collisions - 115

Contribute to maintaining road safety by identifying and responding to hazards regulating traffic dealing with traffic offences and attending collision scenes in accordance with legislation and organisational policy.

Intelligence

Gather intelligence to support policing objectives - 56

Gather intelligence to facilitate the achievement of crime and disorder reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice.

Use information/intelligence to support policing objectives - 57

Use information/intelligence to support the achievement of community safety and crime reduction objectives. Ensure that intelligence is used ethically and in accordance with the relevant legislation, policy, protocols and codes and practice.

Police Operations

Contribute to planned policing and other operations - 671

Contribute to planned policing operations and other operations.

Prepare for, and participate in, planned policing operations - 69

Participate in police and agency-led operations, working within appropriate authority limits and carrying out tasks necessary for the successful implementation of the operation whilst managing risks to the operation and acting in accordance with legislation and procedure. This activity links to PIP level 1.

Investigation	<p>Provide an initial response to incidents - 101 Respond promptly and take control of the incident by correctly identifying the nature of incident and take appropriate action to ensure that it is dealt with and recorded correctly.</p>
	<p>Conduct investigation - 1 Conduct the investigation and scene preservation with the relevant investigation policies and legal requirements, and within the required timescales. Demonstrate support for victims and witnesses and recognise any possible impact on the community.</p>
	<p>Manage scene preservation - 33 Take charge of the scene taking appropriate action to ensure the initial preservation of the scene is complete, evaluate evidence, identify and pursue possible lines enquiry as required to progress the investigation.</p>
	<p>Provide care for victims and witnesses - 74 Ensure that the necessary care for victims and witnesses is provided in an ethical and empathic manner and in accordance with the legislation, policies and procedures.</p>
Custody and Prosecution	<p>Search person(s) or personal property - 52 Search individual(s) or personal property in accordance with the relevant legislation, policy, procedures, whilst respecting the dignity of the individual and being aware of the possible impact on the community.</p>
	<p>Prepare and submit case files - 42 Prepare and submit case materials, working with the CPS or other relevant agencies/organisation to progress the case.</p>
	<p>Present evidence in court and at other hearings - 44 Attend court and give evidence in accordance with legislation. This activity links to PIP levels 1 and 2.</p>
Personal Responsibility	<p>Complete administration procedures - 216 Ensure that all matters relating to the process of information are carried out in a prompt, efficient manner and in accordance with legislation, policy and procedure.</p>
	<p>Comply with Health and Safety legislation - 206 Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.</p>
	<p>Maintain standards for security of information - 660 Maintain personal responsibility for gathering, recording, storing, accessing and sharing of information in compliance with information security policy, procedures and codes of practice and legislation.</p>
	<p>Maintain standards of professional practice - 217 Ensure your behaviour complies with organisational values and organise your own work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance.</p>
	<p>Make best use of technology - 242 Make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements.</p>

	<p>Promote equality, diversity and Human Rights in working practices - 141 Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices.</p>
	<p>Provide an effective response recognising the needs of all communities - 127 Build and maintain community relations by providing a service that is responsive to the needs of all communities and by ensuring that those affected by crime receive a fair and non-discriminatory service.</p>
	<p>Work as part of a team - 224 Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and organisational objectives.</p>
Managing the Organisation	<p>Participate in meetings - 236 Prepare for and actively contribute within meetings in a clear, concise and relevant manner, ensuring decisions and actions are communicated to appropriate personnel.</p>
	<p>Provide specialist advice and knowledge - 1072 Provide specialist advice and knowledge to colleagues, partners and other individuals and agencies to support the achievement of organisational objectives and enable compliance with organisational policy.</p>
Health, Safety and Welfare	<p>Provide first aid - 207 Identify the nature of illness or injury and provide the necessary first aid treatment in accordance with approved procedures.</p>
Managing and Developing People	<p>Prepare and deliver presentations - 234 Prepare and deliver information to diverse audiences ensuring that you use an appropriate communication style, operate equipment correctly and represent the values of the Service.</p>
Behaviour Area	Behaviour
Leading People	<p>Effective communication - C Speaks clearly and concisely, and does not use jargon. Uses plain English and correct grammar. Listens carefully to understand.</p>
	<p>Teamworking - C Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.</p>
Leading the Organisation	<p>Planning and Organising - C Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures.</p>
	<p>Community and Customer Focus - C Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.</p>
Leading the Way	<p>Respect for Race and Diversity - A Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.</p>

Personal Qualities & Values

Personal Responsibility - B

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience - B

Shows confidence to perform own role without unnecessary support in normal circumstances. Acts in an appropriate way and controls emotions.

Role Profile : Community Support Officer (PCSO)

Date created : 01/08/2003

Last updated : 10/05/2007





WORKBOOK FOR THE CREATION OF ACPO GUIDANCE/PRACTICE ADVICE

The first page of this document, duly completed, must be emailed to the ACPO Office at registration@acpo.pnn.police.uk immediately the work has been commissioned so that it can be registered as a new project and a unique reference number generated

Title of Draft Guidance/Practice Advice Document

Guidance Police Community Support Officer (PCSOs)
--

ACPO Reference Number

Unique reference number: 6 / 06
--

ACPO Commissioning

Name of ACPO Business Area:	Citizen Focus Business Area
Head of Business Area commissioning the work:	Chief Constable Julie Spence
Date Authorised:	May 2007
Projected date of completion:	1 st September 2007

Person Completing Work Book

Name: Assistant Chief Constable Jerry Kirkby	Force Address: NPIA, 10 Victoria St, London SW1H ONN
	Contact Tel. No: Project Manager Ian Barry 0207 084 8877
Email address:	ian.barry@acpo.pnn.police.uk

Date the first page of this Workbook was completed and forwarded to the relevant ACPO Policy Officer:

1 st February 2006

For ACPO use only

Name of the ACPO Policy Officer:	Martin Bagshaw
Date QA check completed:	03 April 2006
Date referred to HBA:	03 April 2006

Date Guidelines/Practice Advice signed off by HBA:	03 April 2006
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SECTION A - FOR USE ONLY WHERE AN EXISTING GUIDANCE OR PRACTICE ADVICE DOCUMENT IS BEING AMENDED AS THE RESULT OF A REVIEW

A.1 Title of original document:

ACPO Guidance on Police Community Support Officers (PCSOs)

A.2 Date of publication of original document:

16th December 2002

SECTION B – IMPACT UPON OTHER ACPO BUSINESS AREAS

B.1 Give details of the impact on/dependencies with other ACPO Business Areas and existing Guidance/Advice

PCSO Guidance will impact on the developing Neighbourhood Policing Project and the Workforce Modernisation Business Area.

If B.1 applies, please inform the relevant ACPO Policy Officer who will consult across other business areas

SECTION C - ACPO EQUALITY IMPACT ASSESSMENT TEMPLATE (DIVERSITY AUDIT) AS AGREED WITH THE CRE

C1. Identify all aims of the guidance/advice

C.1.1 Identify the aims and projected outcomes of the guidance/advice:

The purpose of this Guidance is to assist forces in developing Police Community Support Officers (PCSOs) in their area. It aims to raise the main issues; highlight good practice; and draw attention to any known pitfalls. While this Guidance is not prescriptive it does represent good practice. Forces can be expected to diverge from the Guidance but should, it is suggested, have clear reasons for doing so.

C.1.2 Which individuals and organisations are likely to have an interest in or likely to be affected by the proposal?

All Home Office Police Forces, also The British Transport Police, The Home Office and The Association of Police Authorities.

C2. Consider the evidence

C.2.1 What relevant quantitative data has been considered? N/A

Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	

<u>C.2.2 What relevant qualitative information has been considered?</u>	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
<u>C.2.3 What gaps in data/information were identified?</u>	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
<u>C.2.4 What consideration has been given to commissioning research?</u>	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	

C3. Assess likely impact

C.3.1 From the analysis of data and information has any potential for differential/adverse impact been identified? N/A	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
<u>C.3.2 If yes explain any intentional impact:</u>	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
C.3.3 If yes explain what impact was discovered which you feel is justifiable in order to achieve the overall proposal aims. Please provide examples: N/A	
Age	
Disability	
Gender	

Race	
Religion / Belief	
Sexual Orientation	
C.3.4 Are there any other factors that might help to explain differential /adverse impact? N/A	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	

C4. Consider alternatives

C.4.1 Summarise what changes have been made to the proposal to remove or reduce the potential for differential/adverse impact:
N/A
C.4.2 Summarise changes to the proposal to remove or reduce the potential for differential/adverse impact that were considered but not implemented and explain why this was the case:
N/A
C.4.3 If potential for differential/adverse impact remains explain why implementation is justifiable in order to meet the wider proposal aims:
N/A

C5. Consult formally

C.5.1 Has the proposal been subject to consultation? If no, please state why not. If yes, state which individuals and organisations were consulted and what form the consultation took: This document was developed by means of a working group involving ACPO, Home Office and the Association of Police Authorities.	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
C.5.2 What was the outcome of the consultation?	
Age	
Disability	
Gender	
Race	
Religion / Belief	
Sexual Orientation	
C.5.3 Has the proposal been reviewed and/or amended in light of the outcomes of consultation? NO	
C.5.4 Have the results of the consultation been fed back to the consultees? N/A	

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C6. Decide whether to adopt the proposal

C.6.1 Provide a statement outlining the findings of the impact assessment process. If the proposal has been identified as having a possibility to adversely impact upon diverse communities, the statement should include justification for the implementation:
N/A

C7. Make Monitoring Arrangements

C.7.1 What consideration has been given to piloting the proposal?
N/A
C.7.2 What monitoring will be implemented at a national level by the proposal owning agency and/or other national agency?
N/A
C.7.3 Is this proposal intended to be implemented by local agencies that have a statutory duty to impact assess policies? If so, what monitoring requirements are you placing on that agency?
N/A

C8. Publish Assessment Results

C.8.1 What form will the publication of the impact assessment take?
On the ACPO website the impact assessment be attached to the completed document as an appendix. On the ACPO Intranet, the whole workbook will be attached to assist in the preparation of local audits.

SECTION D - HUMAN RIGHTS REVIEW

D1. Does the proposal have significant human rights implications, either for the public or for the Police Service? Answer YES or NO:

NO

If NO, go straight to Section E

If YES, answer the following questions and consider seeking legal advice

D.1.1. Who will be affected by this proposal?

- *Consider not only the direct subject of the proposal, but also other people who may be affected (e.g. bystanders, victims, general public, police staff, subject's family)*

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D.1.2 Which of their rights are being protected?

- *E.g. the right to life; right to security; freedom of belief, expression or assembly; right to family life; right to privacy; right to property*

D.1.3 For each person or group of people, which of their Convention rights may the proposal potentially interfere with and how?

- *E.g. right to life; prohibition of degrading treatment; right to liberty; right to fair trial; right to due process; right to privacy; freedom of belief, expression, assembly and association*

Answer the following questions in respect of each interference with a right.

D.1.4 Is the interference legal? Explain in full:

- *e.g. European legislation, Act of Parliament, statutory instrument, statutory codes, common law*

D.1.5. Is the interference necessary? Explain in full:

- *It may for example be justified if it protects others' rights, e.g. right to life; right to security; freedom of belief, expression or assembly; right to family life; right to privacy; right to property*
- *What "legitimate aims" under the Convention are being pursued in interfering with the right?*

D.1.6 Is the interference proportionate? Explain in full:

- *What practical alternative actions are available? Will any of these not interfere or interfere less with a right? If they will, why are they not being used?*
- *Is the interference the least intrusive means available?*

D.1.7 Having considered the above points, do you consider that the proposal -

(a) Breaches a Convention right? YES or NO:

(b) Is vulnerable to challenge? YES or NO

Note: interference with a right does not equal a breach – if an interference is justified, there is no breach.

If the answer to (a) or (b) above is YES and you consider that there is a breach of a Convention right or that the proposal is vulnerable to challenge, seek legal advice.

SECTION E - DATA PROTECTION REVIEW

E.1 Does this proposal relate in any way to the processing of personal data? Answer YES or NO. If NO, go straight to Section F.

If YES, outline how it complies with the Data Protection Act, listing the principles summarised below. The ACPO Data Protection and FOI Portfolio Group will provide assistance in identifying and addressing compliance:

YES, Personal data may be obtained by a PCSO and recorded onto Police information files, in doing so the principals of the data protection act have been considered.

The Principles:

- a) *Personal data shall be processed fairly and lawfully ...*
- b) *Personal data shall be obtained only for one or more lawful purposes ...*
- c) *Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is processed*
- d) *Personal data shall be accurate and, where necessary, kept up to date*
- e) *Personal data processed for any purpose shall not be kept longer than is necessary for that purpose*
- f) *Personal data shall be processed in accordance with the rights of data subjects under the Act*
- g) *Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data ...*
- h) *Personal data shall not be transferred to any country outside the European Economic Area (EEA) unless the country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to processing of personal data*

SECTION F - HEALTH & SAFETY REVIEW

F.1 Does this proposal have significant health and safety implications for the public or for police staff? Answer YES or NO.

YES

If YES, answer questions F.2. & F.3. If NO, go straight to Section G1.

F.2 Explain how the risks to health and safety have been assessed and what control measures have been put in place:

A full risk assessment of the measures that could be used to restrain members of the public and risk to the PCSO have been considered, it remains the

responsibility of each chief Constable to risk assess the role they want their specific PCSOs to carry out and must carry out a local risk assessment based on the forces PCSO role profile

F.3 What are the health and safety duties and who is responsible for them? Explain in full:

Each person is responsible for risk assessing the action they take when responding to an event. Each Chief Constable has a responsibility to ensure that an up to date and relevant risk assessment has been completed for their PCSOs looking at mode of patrol and personal protection

SECTION G - BUREAUCRACY REVIEW

G.1 List the forms or databases that police staff will be required to complete as part of this proposal:

None

G.2 Give details of how you have reviewed the need for, content of and appropriateness of the forms or databases. Have you reduced their quantity or content?

Factors to consider:

- Whether the benefit of gathering the information exceeds the effort
- The cumulative impact – especially when there is repeated entry of the same information
- Retention period – is the information disposed of at the optimum time?

N/A

SECTION H - FREEDOM OF INFORMATION REVIEW

**H.1 Is this reviewed proposal exempt from publication under the FOIA?
Answer YES or NO:**

NO

IF NO, go straight to Section I. If YES, give full details of the exemptions that apply and the reasons for them at H.2.1 – 2.3 below:

H.2 Reasons for Non- or Partial Disclosure under Freedom of Information Act 2000

H.2.1 Is this document completely non-disclosable? Answer YES or NO

H.2.2 If yes, why? Which exemptions apply?

Section	Description and Type of Exemption	Evidence / Rationale for Application

H.2.3 Is this document partially disclosable? Answer YES or NO

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H.2.4 If yes, which parts of the document are not disclosable and why? Which exemptions apply?

Part of the Document	Section	Description and Type of Exemption	Evidence / Rationale for Application

SECTION I – IMPLEMENTATION AND EVALUATION

I.1 Now that the audit is complete the Guidance/Advice document should be prepared for consideration by the Head of Business Area - either for approval and sign-off or, in some cases, referral to ACPO Cabinet or Council. Please follow the attached ACPO Practice Guidance/Advice Template.

I.2 Please ensure that a full consultation on the content of the final draft document is conducted with stakeholders, both internal and external and ensure that their views are fully considered. Please detail below the organisations/individuals consulted:

<p><u>Finished document proof read by Home Office, APA, and a selection of forces from England and Wales, that make up the PCSO Practitioners Group.</u></p>

I.3 Full consideration should be given to the following:

- Financial implications/benefits
- Resource implications/benefits
- Potential performance/service improvements

- Risks
- Learning requirement

Monitoring and Review

I.4 Detail below the on-going effects of this proposal:

The effects will be on the public and the police service as the PCSOs establishment nationally increases to 24,000

I.5 How will it be monitored?

The Neighbourhood Policing Programme continues to monitor and update the guidance to ensure it remains a live and relevant document to assist forces in the developing role carried out by PCSOs within local communities.

I.6 By whom?

The Neighbourhood Policing Programme and PCSO Practitioners Group

I.7 At what intervals?

At present every six months.

I.8 When is the next review of this proposal planned?

Note. Diversity Reviews are required at least every 3 years under the RRAA but this review is in relation to the ongoing relevance of the document. If you consider that an earlier review is needed, please give the reasons and explain what process is in place to prompt those in post at that time to conduct the review:

March 2008

This Workbook must be attached to the completed Guidance/Advice document as Appendix, 'A' (or 'B' if existing guidance etc. is being amended) which must then be submitted to the relevant ACPO head of business area through the ACPO Office by email, where it will undergo quality review prior to submission to the head of the business area for approval. *The email address and telephone number of the relevant ACPO Policy Officer can be obtained through the ACPO switchboard on 020 7227 3434*