

| Report of | Meeting | Date |
|---|---------------------------------|-----------------|
| Chair of Safer Chorley and South Ribble Partnership | Overview and Scrutiny Committee | 22 January 2012 |

PCSO ROLE, DUTIES AND PRODUCTIVITY

PURPOSE OF REPORT

- To inform members of the Overview and Scrutiny Committee of the role, duties and the productivity Police Community Support Officers (PCSO's) deployed in the Chorley Borough area and part funded by the Council

RECOMMENDATION(S)

- Members of the Overview and Scrutiny Committee are asked to consider and note the report.

EXECUTIVE SUMMARY OF REPORT

- Members of the Overview and Scrutiny Committee will recall that the committee's schedule of business includes a review of the role, duties and productivity of PCSO's.
- This report outlines the role, duties and the productivity of PCSO's in relation to the Council, Community Safety Partnership (CSP) and Lancashire Constabulary areas of business including their contribution to the CSP Strategic Assessment priorities, Council Corporate Strategy and wider policing issues.

| | | |
|--|-----|-----------|
| Confidential report Please bold as appropriate | Yes | No |
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CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

| | | | |
|--|---|---|---|
| Involving residents in improving their local area and equality of access for all | | A strong local economy | |
| Clean, safe and healthy communities | x | An ambitious council that does more to meet the needs of residents and the local area | x |

BACKGROUND

- This report outlines the role, duties and productivity of PCSO's in relation to the Council, CSP and Lancashire Constabulary areas of business including their contribution to the CSP Strategic Assessment priorities, Council Corporate Strategy and wider policing issues.
- Police Community Support Officers were introduced in September 2002 by the Police Reform Act 2002. Chorley Councils annual financial contribution to Lancashire

Constabulary to support the employment of additional PCSOs is currently £297,000 per annum. This financial arrangement is governed by a Service Level Agreement (Appendix 1) and Memorandum of Understanding between Chorley Council and Lancashire Constabulary (Appendix 2).

8. Day to day Lancashire Constabulary PCSOs carry out a number of varied duties which aim to reduce crime, disorder and ASB along with helping to reduce reoffending; and work to improve community confidence and reassurance.
9. PCSO powers vary from force to force and sometimes within a force itself. The powers of PCSOs stem from the Police Reform Act 2002, as amended. Every PCSO since 2007 has been provided a number of standard powers regardless of which force they belong to. This is in addition to the discretionary powers that can be designated by the Chief Constable or Commissioner of each PCSOs respective force.
10. The roll and function of the PCSO's supports a number of Council, CSP and wider policing issues.

PCSO's Contribution to the Community Safety Strategy

11. The priorities of the 2012/2013 strategic assessment are
 1. Domestic Abuse
 2. Child Sexual Exploitation
 3. General ASB – Delinquent Peer Groups, Youth nuisance, ASBRAC (high risk repeat victims of ASB), vehicle and motorcycle nuisance.
 4. Night time economy, crime and anti-social behaviour
 5. Reducing Reoffending concentrating on those perpetrators involved in violent crime and burglary in a dwelling (BIAD).
12. Cross-cutting themes
 - Alcohol related harm
 - Drugs

Domestic Abuse

13. The input of PCSO's into the Domestic Abuse area of business is limited due to the specialist and high risk nature of the agenda. Due to strict guidelines on dealing with domestic abuse the role of PCSO's is limited to gathering and submitting Intelligence and making referrals into Multi Agency Risk Assessment Conferences (MARAC's) and other supportive services.

Child Sexual Exploitation

14. The tackling and prevention of Child Sexual Exploitation (CSE) is a relatively new area of business for the CSP, as historically it has been largely the primary concern of the Constabulary. PCSO's are responsible for submitting vulnerable child referrals regarding children/youths that are suspected to be at risk of exploitation. The intelligence used to inform these referrals comes via the PCSO's engaging with the community, conducting visits to problematic or high risk families, direct observations, attendance of multi-agency meetings such as Mini MATAC's or liaising directly with agencies such as Young Peoples Services (YPS).
15. PCSO's support the monitoring of individuals at higher risk of CSE by monitoring police systems including intelligence data bases, liaison with the Public Protection Unit (PPU) and wider constituent agencies. Furthermore they also support the monitoring, visitation and also feedback intelligence relating to high risk sexual offenders who are managed by PPU.

16. In addition PCSO's support the prevention of CSE by engaging with local schools and discussing behavioural patterns which could be indicative of CSE taking place. Such behaviours may include truancy, family issues, drug and alcohol usage, ASB and criminality.

Night time economy, crime and anti-social behaviour

17. In addition to daily patrolling activity PCSO's contribute a significant amount of time to the tackling and prevention of crime and ASB associated with the night time economy. Operations and activities the PCSO's support include.

Operation Staysafe

18. Operation Staysafe is run during peak periods of time when youth related and alcohol driven crime and ASB is expected to be problematic across the Borough. This operation involves the targeting of young people on the streets who are committing ASB and drinking alcohol. Youths are offered brief alcohol interventions and then taken to a place of safety where they are collected by their parent, guardian or carer. Other youths present are signposted to positive activities or other youth services. Furthermore the presence of the PCSOs during this operation provides reassurance and a high visibility presence which helps prevent further issues arising.

Community Alcohol Network

19. PCSO's support the delivery of Community Alcohol Networks (CAN's) which is an initiative used to help restrict the accessibility of alcohol to young people. Interventions are conducted with licensees in partnership with Trading Standards, the Community Safety Team and the licensing departments of Lancashire Constabulary and Chorley Council. Test purchase operations are conducted to ensure compliance and publicity is used to raise awareness of the scheme within the community. This initiative has resulted in a reduction of crime and ASB and the risk to young people who are drinking alcohol in public places. The initiative also engages the parents/guardians/carers of young people who are drinking alcohol; reduces the risk of young people becoming the perpetrators or victims of crime or ASB; increases parents/guardians/carers awareness of the impact that alcohol has on anti-social behaviour and crime; empowers parents/guardians/carers to discuss the impact of alcohol with their child.
20. As part of the operation PCSO's visit licensed premises and businesses and work with them to help prevent underage sales and promote of safe working practices. They also obtain intelligence around under age sales, proxy sales, problem individuals which is then considered by the Community Safety Team and Multi-Agency Licensing and Tasking (MALT) group.
21. A specific function of the Clayton & Whittle le Woods, Coppull and Adlington PCSO's is the organisation of the Boroughs Pub Watch which coordinates licensed premises holders and supports the banning of problematic persons from licensed premises. This activity helps prevent banned individuals from causing further problems for the community. The PCSO's also facilitate the sharing of information between licensed premises and the Constabulary.
22. Other operations that PCSO's support in a similar capacity to those already described include

Bright Sparks

23. Bright Sparks aims to make sure the public stay safe and enjoy themselves over the Halloween and Bonfire Night period. The initiatives aims are 3 fold to engage, enforce and educate over the period. Activities are centred around.

- Combating criminal damage and ASB related to fireworks & bonfires
- Educating young people about firework & bonfire safety
- Ensuring that firework & bonfire injures and damage to property are reduced
- Reassuring the public about firework & bonfire safety measures.
- Highly successful this year contributing

Summer Nights

24. Summer Nights is a multi-agency campaign that aims to tackle and prevent crime and ASB across Chorley in the summer months.
25. Key outcomes/actions include but are not limited to
- Reducing ASB during peak seasonal periods
 - Reducing violence in the night time economy
 - Protecting and supporting vulnerable people including DV
 - Community Beat sweeps street surgeries
 - Reduction of Serious Acquisitive Crime SAC
 - Provision of positive activities
 - Restorative justice

General Antisocial behaviour (ASB) concentrating on behaviours which are prevalent in Chorley, motorcycle nuisance, ASBRAC (high risk repeat victims of ASB).

26. ASB is one of the biggest crime and disorder priorities for our communities. As a result, the CSP's structure and resource allocation reflects the importance of the Issue. PCSO's are a highly visible part of neighbourhood policing and carry out a number of functions that help prevent and tackle ASB.

Motorcycle Nuisances

- PCSO's issue section 59 warnings and which can result in the seizure of vehicles including motorbikes being used in an antisocial manner.

General ASB

- PCSO's support and promote diversionary activities such as Get Up And Go by showing a presence at events and engage with youths and Council colleagues.
- Introduce new initiatives to address ASB problems e.g. Junior Bobbies organised by PCSO's in Coppull and Chorley Moor provided positive activities over the summer holidays to reduce ASB, organised visits to Her Majesty's Court Service (HMCS), Police Stations, police dogs/horses/helicopter and the organisation of a Crime Scene Investigation (CSI) workshop.
- PCSO's issue Youth Referrals to young people involved in ASB, so this behaviour can be monitored by the Community Safety Team and where applicable referred to Prevent and Deter to help stop issues escalating.
- Conduct joint visits with Housing Associations to problem tenants involved in ASB/Crime – sharing information to allow Housing Associations to take the appropriate action to support the Police
- Should problems escalate Acceptable Behaviour Contracts (ABC's) are compiled by the Community Safety Team and served by PCSO's to individuals on the fringes of persistent ASB.

- PCSO's collect and gather evidence for the Community Safety Team to support the application of and use of tools such as ASB Injunctions (ASBI's), ASB Orders (ASBO's), Drug and ASB Closure Orders etc.

ASBRAC (high risk repeat victims of ASB)

- Follow up contact with individuals who report an ASB issue. This is normally by telephone within 24/48 hours, identifying problems and trends
- PCSO's submit referrals for people/families that are vulnerable due to being a target of ASB. Where applicable they conduct regular visits to vulnerable families, carry out agreed multiagency actions, support the monitoring of the family and the coordination of key partners in order to reduce risk and resolve presented issues.

Reducing Reoffending

27. Serious Acquisitive Crime (SAC) is a continuing priority of the CSP as its impact on communities and individuals can be profound. PCSO's support this area of business by conducting visit's to known SAC offenders and gather intelligence which is used to manage and monitor them. Curfew visits are also carried out and PCSO's report breaches to enable offenders to be arrested and presented at court.
28. Other SAC operations and activities PCSO's support include but are not limited to.

Operation Cannon/ Lock It or Lose IT.

29. Operation Cannon/Lock It or Lose It looks to reduce the number of crimes which are committed due to insecurity. Residents and businesses are engaged with in a proactive way and provided promotional material and advice on how to prevent themselves becoming a victim of a theft offence.

Operation Firecrest

30. Operation Firecrest looks to prevent and tackle rural crime and is centred on locations throughout Borough and targets acquisitive offences. PCSO's conduct extra patrols, target known offenders, make visits to farms and rural businesses to offer crime prevention advice, host community meetings and provide a high visibility presence to deter offenders. Furthermore PCSO's encourage farmers, landowners and gamekeepers to work collectively with the police to help identify, disrupt and deter criminals targeting the Lancashire countryside through initiatives like Farm Watch and Rural Watch.
31. Other actions that PCSO's carry out to reduce SAC include
 - The Gathering of evidence for Criminal Anti-Social Behaviour Orders (CRASBO's)
 - Completion of house to house and CCTV enquiries for Police Constables/Detectives in order to identify further lines of enquiry and offenders which can lead to the improved detection rates.
 - Revisit victims of crime providing reassurance
 - Auto number plate recognition (ANPR) Days identifying travelling criminals.
 - Carry our Restorative Justice interventions

Wider policing issues

32. In addition to the role and duties previously outlined PCSO's carry out a number of other functions which are integral to the delivery of wider community and neighbourhood policing issues. Additional responsibilities include.
- The chairing of Police and Community Together (PACT) monthly meetings which drive delivery against local priorities.
 - Street Surgeries – identifying areas with specific problems and organise surgeries to gather information and identify solutions and provide key messages
 - Problem Orientated Partnerships (POPS) – the identification of problems and usage of the SARA (Scanning , Analysis, Response and Assessment) model to resolve them
 - Attendance at Police and Council Briefings which keep PCSO's up to date with legislation and key messages which are to be delivered to the community
 - Work to resolve neighbour conflicts which helps to prevent ASB escalation.
 - Support Council run events e.g. Picnic in the Park, Christmas lights switch on, Cake Fair by providing a visible presence preventing problems occurring and engaging with the public, providing reassurance
 - Operation Pathway– targeting traffic issues often highlighted by residents at PACT meetings
 - Regular presence outside schools at the start and end of the day and engagement with pupils, parents and teachers and the management of parking/traffic issues
 - Provide a visible and accessible uniformed presence to improve the quality of life in the community and offer greater public reassurance
 - Manage Speed Indicator Devices (SpID's) and the obtaining of funds for new devices. This has been done in Clayton le Woods and Wheelton)
 - Low level missing from home (MFH) enquiries and follow up visits to young people who have been missing
 - School visits – providing a wide range lessons on stranger danger, bullying, drugs, alcohol, ASB and criminal damage.
 - Attend monthly Parish Council meetings providing key messages, local crime information and crime prevention advice.
 - Operation Tornado - regional multi-agency operation to target metal theft. PCSO's help target those involved in the theft and handling of stolen metal and help to reinforce legislative changes which ban payment in cash for scrap metal. Additional activity includes road side check sites which inspect vehicles and the documentation of persons transporting metal. scrap metal dealer inspections are also conducted. Agencies involved in this operation include Environment Agency, British Transport Police (BTP), Smartwater, Electricity North West, National Grid, British Telecom (BT), Virgin Media, HMRC, Airwave, Calor Gas and BOC.

- Support for vulnerable people e.g. those with mental health problems, by making appropriate referrals to obtain support and visiting them to monitor identified issues
- Scene preservation – provision of a cordon around crime scenes that need to be preserved for Crime scene Investigation (CSI) and senior officer attendance. PCSO's also support the implementation of cordons for non-crime scene issues such as fires, Operation Merlin which helps prevent the public coming to harm.
- Assisting with road closures following Road Traffic Collisions (RTC's)
- Joint visits to families with Social Services and other agencies who require support
- Visit local Children's Homes including Gilsbrook House, White House Park and Chorley Hall Road. PCSO's engage with staff, residents and residents as and when specific issues arise e.g. drugs use, behavioural problems, ASB and CSE.
- PCSO's have a responsibility for Neighbourhood Watch and the setting up new schemes and initiatives including Rural/Farm Watch which is now in place in all rural areas of Chorley.
- Complete background checks on abandoned vehicles, vehicle causing obstruction and registered keeper enquiries.
- Attend and support neighbourhood action days and clean up days
- Apply for funding from LANPAC and other avenues for community initiatives and POPs e.g. for new skate parks, lighting and signage.
- Support the execution of drug warrants.

33. It has been identified that the contact PCSO's have with local politicians could be improved and the Community Safety partnership would welcome the Overview and Scrutiny Committees thoughts in relation to improving this area of interest.

Corporate strategy priorities.

34. As discussed Chorley Councils annual contribution to Lancashire Constabulary to support the employment of additional PCSOs is £300,000. This contribution further supports the clean safe and healthy communities aspect of the corporate strategy.
35. The Council receive a monthly performance update relating to environmental crime which focuses on the following areas of interest..

Environmental Crime

1. PCSO hours spent on supporting and resolving Environmental issues on behalf of Chorley Council
2. Number of people engaged with regarding the borough wide 'Dirty Dog' campaign.
3. The number of FPNs issued relating to litter, dog fouling, dog exclusion, dogs on leads by direction and dogs on leads orders.
4. No of environmental issues such as graffiti and fly tipping which are reported to Chorley Council
5. The number of joint PCSOs and Chorley Council neighbourhood officer patrol hours.

Productivity

36. Outlined below are the last 13 months of PCSO activity in relation to these outlined environmental crime area of business.

| | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|--------------|-------|--------|--------|--------|------|---------|--------|---------|-------|-------|--------|-------|
| Hours spent on Environmental issues on behalf of The Council. | 425.25 | 584 | 602 | 733.50 | 1304.5 | 1803 | 1357.25 | 1678 | 1531.75 | 1316 | 1569 | 1562. | 1518 |
| Number of people engaged with regarding '@Dirty Dog' campaign. | Not Measured | | | | | | | | | 740 | 1061 | 960 | 791 |
| FPNs issued | 9 | 9 | 16 | 14 | 7 | 14 | 10 | 9 | 7 | 7 | 6 | 0 | 6 |
| No. of Environmental reports to Council, (Graffiti/Fly tipping etc) | 70 | 63 | 33 | 24 | 23 | 39 | 18 | 26 | 15 | 12 | 31 | 25 | 41 |
| Hours of joint patrol i/c Neighbourhood Officer | 102.75 | 93.75 | 127.25 | 68.75 | 89 | 127 | 142 | 204.75 | 56.75 | 22.50 | 46.25 | 131.25 | 32.50 |

37. Members of the Overview and Scrutiny Committee are asked to consider and note the report.

COMMENTS OF THE STATUTORY FINANCE OFFICER

38. There are no financial implications arising from this report.

COMMENTS OF THE MONITORING OFFICER

39. There are no legal implications arising from this report.

JAMIE CARSON

CHAIR OF SAFER CHORLEY AND SOUTH RIBBLE PARTNERSHIP

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|----------------------|------------|-----------------|---------------|
| Paul Lowe | 5758 | 11 January 2013 | N/A |