



## **Council meeting – 28 November 2019**

### **Agenda Item CC2054/19**

#### **The role and responsibilities of a PCSO**

##### **Introduction**

This paper reports progress in reviewing the Service Level Agreement with Hertfordshire Constabulary for PCSOs allocated to Croxley Green.

##### **Discussion**

On 25 July the Council resolved (CC2021/19)

- That the Clerk will recover sums paid to Herts Police based on the percentage of time our PCSO was not covering Croxley Green.
- That the Council continues to provide support towards funding two PCSOs for service in Croxley Green.
- That the Clerk will negotiate the service level agreement with Herts Police and monitor the provision of PCSO services to Croxley Green.

The Clerk met with Chief Inspector Nick Lillitou and Sergeant Neil Canning on 5 September and, following an extensive discussion, a refund was agreed in principle and £7,125 will be taken off the invoice for the next payment due to Hertfordshire Constabulary. The Constabulary intends to review the Service Level Agreements, to more accurately reflect the changing role of the PCSO, and Chief Inspector Lillitou undertook to keep the Clerk updated.

The Clerk also arranged an informal meeting with PCSO Steve Jacob, before the F&A meeting on 24 October, open to all parish councillors. Steve explained his role and responsibilities and answered a number of questions from Councillors, some submitted in advance and others which arose in discussion.

The Annex sets out elements from the current role profile for a PCSO in Hertfordshire:

- The main purpose of the role and
- The key responsibilities

Councillors should note that the 80% time commitment within the locality covers the full range of activities and not simply high visibility uniformed foot and cycle patrols.

##### **Recommendations**

It is recommended that

- the Clerk, when negotiating the service level agreement, seeks to ensure that it more accurately reflect the role and responsibilities of the post, as well as the Parish Council's view of the priorities.

Cllr Andrew Gallagher  
05 November 2019

## **ANNEX – ROLE AND RESPONSIBILITIES OF A PCSO**

### **Main purpose of the role:**

To be a visible foot patrolling representative of law and order, providing public reassurance and building confidence, whilst actively engaging with communities and getting others involved.

To assist with the prevention of crime, disorder and anti-social behaviour within the community, complementing the work of Police Officers, by focusing on the six key strands of our Neighbourhood Policing model, with particular focus on the engagement elements which contribute to achieving the policing objectives.

### **Key Responsibilities:**

- Achieve 80% of time spent within policing locality addressing crime, anti-social behaviour and quality of life issues,
- Reduce crime and anti-social behaviour by conducting high visibility uniformed patrols, responding to calls for assistance and enforcement of local bylaws and summary offences, via fixed penalty notices.
- Intelligence led foot and cycle patrols of hot spots.
- Use of designated PCSO powers in response to crime, anti-social behaviour, disorder, fear of crime and quality of life issues.
- Provide support and post incident care to victims through follow up visits and regular contact.
- Intelligence gathering (both criminal and community) through interaction with the public, community groups, Key Individual Networks and partner agencies.
- Engage communities on local crime and activity to reduce crime and antisocial behaviour.
- Support investigation processes by conducting tasks such as scene preservation, securing of evidence, collection of CCTV, identifying witnesses, house to house enquires and providing reassurance as directed
- Utilise range of legislative tools to reduce crime and ASB, including evidence gathering in support of longer term problem solving; including ABC/ASBO breaches and the maintenance of accurate and timely records.
- Contribute towards Problem Solving and Crime Reduction initiatives, including but not limited to activities to develop youth diversion and working with partners to implement long term solutions.