

# Sustainable Communities Scrutiny Committee

## Agenda

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**Date:** Thursday, 5th August, 2010  
**Time:** 10.30 am  
**Venue:** Town Hall, Macclesfield, SK10 1DX

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The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

### **PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT**

1. **Apologies for Absence**

2. **Declarations of Interest/Whipping Declarations**

To provide an opportunity for Members and Officers to declare any personal and /or prejudicial interests in any item on the agenda.

3. **Public Speaking Time/Open**

A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers

4. **Safer Cheshire East Partnership Plan** (Pages 1 - 32)

To comment on the draft Safer Cheshire East Partnership Plan and make recommendations to the Safer Cheshire East Partnership.

5. **PCSO Service Level Agreement** (Pages 33 - 64)

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For any apologies or requests for further information, or to give notice of a question to be asked by a member of the public

**Contact:** Katie Smith  
**Tel:** 01270 686465  
**E-Mail:** [katie.smith@cheshireeast.gov.uk](mailto:katie.smith@cheshireeast.gov.uk)

To make recommendations on the proposed service level agreement, between the Safer Cheshire East Partnership and Cheshire Constabulary, in relation to the funding of 16 Police Community Support Officers.

## CHESHIRE EAST COUNCIL

### REPORT TO: Sustainable Communities Scrutiny Committee

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**Date of Meeting:** 5 August 2010  
**Report of:** Abigail Webb  
**Subject/Title:** Safer Cheshire East Partnership Plan

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#### **1.0 Report Summary**

- 1.1 The purpose of this plan is to provide an overview of the Safer Cheshire East Partnership priorities, and sets out a strategy, detailing how these priorities will be addressed. It also allows the partnership to identify emerging issues and trends, and effectively plan for the future.

#### **2.0 Recommendations**

- 2.1 To comment on the draft Safer Cheshire East Partnership Plan, and make recommendations to the Safer Cheshire East Partnership (Appendix A)

#### **3.0 Reasons for Recommendations**

- 3.1 Inform members of the priorities of the Safer Cheshire East Partnership and the intended activity over the next 12 months

#### **4.0 Wards Affected**

- 4.1 All

#### **5.0 Local Ward Members**

- 5.1 All

#### **6.0 Policy Implications including - Climate change - Health**

- 6.1 N/A

#### **7.0 Financial Implications for Transition Costs (Authorised by the Borough Treasurer)**

- 7.1 None

#### **8.0 Financial Implications 2009/10 and beyond (Authorised by the Borough Treasurer)**

8.1

		<b>Revenue</b>	<b>Capital</b>
<b>Funding Source:</b>	Area Based Grant	323,278	52,500
	Second Home Taxation	170,864	
<b>Total Funding</b>		<b>494,142</b>	<b>52,500</b>

**9.0 Legal Implications (Authorised by the Borough Solicitor)**

9.1 None, subject to the comments of the scrutiny committee.

**10.0 Risk Management**

10.1 The recent phase of government cuts has seen a reduction in the amount of area based grant funding the partnership receives, for 2010/11. Previous “Ring fenced” budgets have now been opened up. The partnership is currently assessing the impact of this, and how it may affect delivery of its priorities, and other existing commitments. The area based grant will cease from 2011, and there is some uncertainty around what will replace it.

**11.0 Background and Options**

11.1 Following a presentation by the community safety manager at the last scrutiny committee, members requested that a report in relation to the Safer Cheshire East Partnership and further information relating to the Safer Cheshire East Partnership Plan be presented at its next meeting, on the 15<sup>th</sup> July 2010. Safer Partnerships are required by law to produce an annual strategic assessment. This is a survey of crime and disorder levels and trends over the past year (and up to three years). It is used for planning future partnership activity and this forms the basis of the Safer Cheshire East Partnership Plan which sets out how to reduce the levels of crime and disorder and its impact on the community.

**12.0 Overview of Year One and Term One Issues**

12.1 N/A

**13.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

Name: Abigail Webb  
 Designation: Community Safety Development Manager  
 Tel No: 01244 613352  
 Email: Abigail.webb@cheshireeast.gov.uk



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**Safer Cheshire East Partnership Plan**

**2010-11**

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# **Introduction**

## **1.1 Background**

The Safer Cheshire East Partnership (SCEP) was formed in April 2009 as a result of the Local Government Review in Cheshire. Previous to this date, the area of Cheshire East had 3 safer partnerships called Crime and Disorder Reduction Partnerships (CDRPs) and these were geographically based around the old borough boundaries of Macclesfield, Congleton and Crewe & Nantwich. The organisations with named responsibility to work in partnership to tackle crime and disorder in the area of Cheshire East are Cheshire East Council, Cheshire Constabulary, Cheshire Fire and Rescue Service, Central and Eastern Primary Care Trust, Cheshire Police Authority and Cheshire Probation Service. In addition, key agencies within the partnership are Cheshire Drug and Alcohol Team, Cheshire East Domestic Abuse Partnership, Youth Offending Team and members from the voluntary sector.

A requirement of the Safer Cheshire East Partnership is to conduct an annual strategic assessment. This document provides intelligence and data from partner agencies to help monitor performance, identify emerging problems and to effectively plan for the future.

## **1.2 Purpose of the plan**

The purpose of the partnership plan is to indicate what are the Safer Cheshire East Partnership priorities (identified from the strategic assessment) for 2010-11 and to set out a strategy detailing how these issues should be tackled and by who. Where appropriate, links are shown to the National Indicators which form part of the Local Area Agreement.



## **The Current picture**

Cheshire East has a population of 360,000 and is 116,638 hectares in size. The age structure of the Cheshire East is slightly older than that of England & Wales. 5% of Cheshire East's population is aged under 5 and 12% are aged 5 to 14 and 18% are aged 65 or more. There will be around 5% fewer children living in Cheshire East by 2026 than there were in 2006 and the number of people aged 85+ will double between 2006 and 2026.

### **2.1 What you have said**

The residents perceive Cheshire East as a safe place to live. 92% of residents feel safe when outside in their local area during the day, after dark that reduces to 54% compared with North West England of 87% and 47% respectively. 64% of residents (which was the top priority) said that levels of crime are the most important factor in making somewhere a good place to live. Only 25% of residents feel that police and public services are successfully dealing with anti-social behaviour and crime in their area. (*source: Cheshire East website*)

### **2.2 Current Performance**

The table overleaf shows the outturn performance details for the Safer Cheshire East Partnership 2009 – 2010.

Indicator	Title	Baseline (2008/09 outturn unless stated)	2009/10 Target	Mid Year Actual	Third Quarter Actual	Fourth Quarter Actual	Performance Assessment	Comments
NI 018	Adult re-offending rates for those under probation supervision	8.31%	8.20% (275)	8.31% (-5.85%)	8.83% (-0.62%)	8.97% (+1.12%)	Amber	Rate of adult re-offending continues to remain below predicted rate.
NI 020	Assault with injury crime rate	5.2 (1868)	5 (1819)	3.22 (1007)	4.42 (1442)	5.08 (1833)	Amber	Outturn within tolerances of target. Projects planned for 10/11 to reduce crime rate by April 2011.
NI 021	Dealing with local concerns about anti-social behaviour and crime by the local council and police	25.4%	27.3%	Place survey	Place survey	Place survey	Place Survey	Place Survey completed biannually. Next survey due 10/11. No target set for 09/10.

NI 030	Re-offending rate of prolific and priority offenders	210 offences (Oct 07 – Sept 08)	15% reduction (e.g. > 178 offences to be committed )	72 offences	Awaiting data from GONW	Data not expected from GONW until August 2010		Data from GONW has a minimum 3 month lag time to allow for offenders to attend court and be convicted
	PPO - Local Indicator	Varies – 12 months before they became PPOs  Total 506 offences	40% reduction in offending	64% Reduction	74% Reduction	69% Reduction	Green	Total year end Local Indicator reduction rate 70%

NI 032	Repeat incidents of domestic violence	31%	26%	29%	27%	26%	Green	Whole partnership approach, of which Multi-Agency Risk Assessment Conferencing (MARAC) is central, has been shortlisted for Idea Innovations Award. Revision of target for 10/11 being discussed with GONW.
NI 033a	Deliberate primary fires	325 (2007/08)	214	81	117	168	Green	Target exceeded
NI 033b	Deliberate secondary fires	669 (2007/08)	408	213	291	361	Green	Target exceeded
NI 47	People killed or seriously injured in road traffic accidents	2008 = 311 3 Yr/Av = 277 1.1% reduction	233	134	264	262 (Actual)	Red	LSP / LAA Delivery Plan under authority of Cheshire Fire Service / Cheshire Safer Roads Partnership. 10/11 intelligence based Action Plan to be produced for focussed work as part of LTP 3 process. Overall performance trajectory is positive but targets overall not met.

LAA 036	Reported incidents of Anti Social Behaviour	19,292 (11,657 BG6)	18,327 (11,074 BG6)	10,803	14,582	17,905	Green	Seasonal variation following Christmas period has seen reduction in reported incidents of anti-social behaviour.
LAA 037	Increase in proportion of non-Police referrals to the Cheshire DAFSUs and MARACs	15%	35%	32%	38%	39%)	Green	<b>Non-police referrals to MARAC are important because at least half of all serious incidents are not reported to police. The target has been significantly exceeded showing excellent partnership investment in MARAC.</b>
LAA 038	Alcohol arrest referrals	120 brief interventions per quarter	200 brief interventions per quarter	75 brief interventions	165 brief interventions	263 brief interventions	Amber	Funding approved in Third Qtr 09/10 and service improved. On course to achieve/ exceed future targets based on current resources.
LAA 039	Anti social behaviour - criminal damage	4944	4697 (5% decrease)	1045	No Q3 reporting	4216 (11.69)	Green	Target exceeded. Major multi-agency focus in 2009/10 on ASB at key times (e.g. Halloween, Bonfire Night)

## **Development of Plan**

### **3.1 Vision of Safer Cheshire East Partnership**

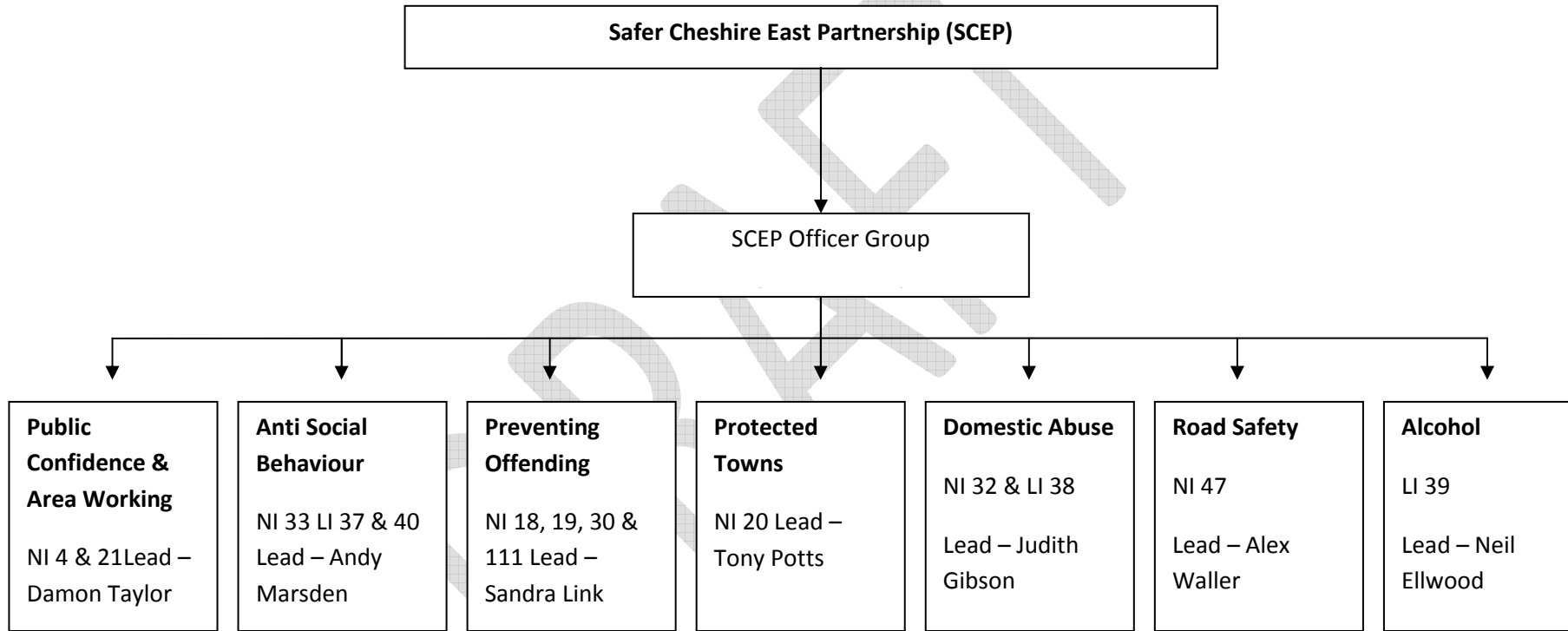
'A Safer and Stronger Community for All'

### **3.2 Pledge**

#### **The Partnership's Pledge is to**

- Reduce anti social behaviour and crime and disorder across Cheshire East
- Reduce the fear of crime and engage with our communities
- Reduce the number of offenders committing more crime
- Keep our roads safe
- Reduce domestic violence and other violence offences happening within our homes, within our neighbourhoods and within our towns
- Reduce the number of crime being committed by people under the influence of alcohol and drugs

### 3.3 Safer Cheshire East Partnership Structure



### **3.4 Cross Connectivity & Partnership working**

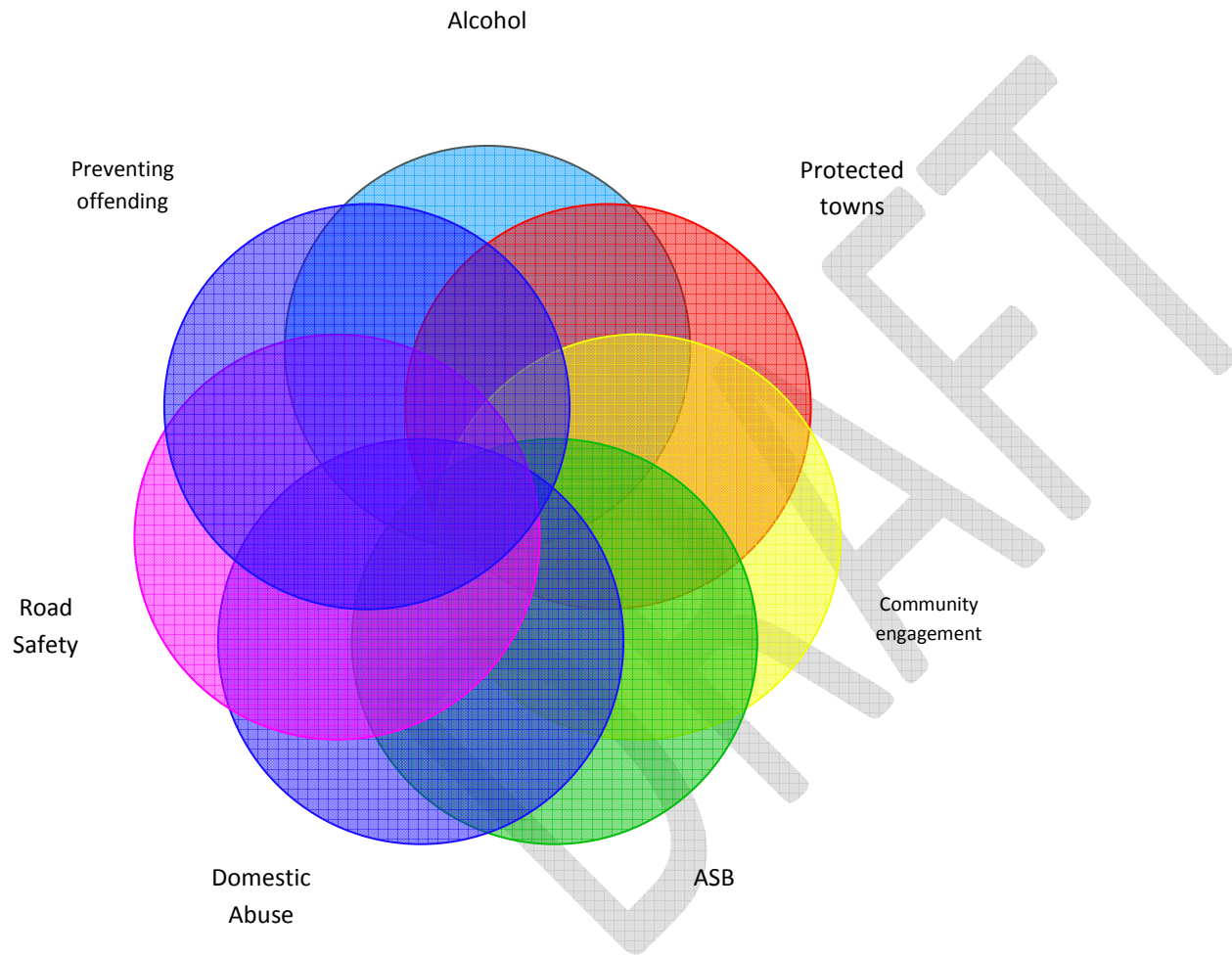
All of the 7 priorities areas for the Safer Cheshire Partnership have cross connectivity. One of the main contributing factors is the use of alcohol. The Local Strategic Partnership is currently pulling together a project group across the five thematic work stream (Safer Cheshire East Partnership being one of them) to look at how different agencies can work together to reduce alcohol related harm.

Over the last 12 – 18 months, there has been significant development in relation to partnership working such as co-location of multi agency teams. There is a multi-agency Prolific and Priority Offending team consisting of Police and Probation staff working together within the same location, sharing some resources and funding to support the work of project. More recently, the Cheshire East Community Safety Team and the Anti Social Behaviour Team have re-located to the Cheshire Police Partnership Unit. This has allowed for closer working in relation to sharing information, resources and deployment to staff.

In May 2010, the Community Safety and Justice Commission was formed (which is chaired by the Chief Constable of Cheshire) and one of the aims of this group is to look at how partnerships can be more effective. A piece of work currently being undertaken at the moment is looking at pooling various funding streams together. By doing this will hopefully reduce duplication of work and/or financial implications.

The simple structure demonstrates how each subgroup within the Safer Cheshire East Partnership overlaps the work of other areas within the partnership.





**Priority Areas of the Safer Cheshire East Partnership**

### 3.5 Links to other plans

The Safer Cheshire East Partnership sits within the structure of the Cheshire East local Strategic partnership and is one of the five thematic partnerships. This partnership plan has been developed and aligned with a number of key strategies including

- Cheshire East Sustainable Community Strategy
- Local Area Agreement
- Cheshire Police Authority Policing Plan
- Cheshire Fire & Rescue Locality Action Plan

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# **Safer Cheshire East Partnership Priorities**

## **4.1 Community Engagement and Area Working**

### **WHAT'S THE ISSUE?**

Many agencies are working across Cheshire East to make the borough safe and feel safe. We understand the need to secure greater efficiencies from the way we spend the public's money, and we are therefore seeking ways in which the effort that we are all undertaking can be drawn together to avoid unnecessary duplication. We recognise that if we pool our resources and effort together we can deliver a better service to the public at less cost.

We also recognise how important it is to involve the public of Cheshire East in how the Partnership delivers its community safety service, and wish to build on the development of the Local Area Partnerships, of which there are seven in the area, to ensure that delivery at the local level is very much focused on an accurate analysis of local need and demand. It is clear that a current issue of concern for many people relates to anti-social behaviour, and we recognise the negative impact it can have on people's enjoyment of their local environment if the issue is not tackled effectively early on by all agencies concerned.

### **WHERE ARE WE NOW?**

Currently, there are lots of mechanisms which are employed throughout the area to seek the views of the public on the services we provide to them, and how this may be further improved. The Partnership is measured against a suite of national performance indicators and two in particular, around the percentage of people who feel they can influence decisions in their locality & how the police and council deal with local concerns about Anti-Social Behaviour and crime, are a particular focus of this Group.

The Partnership is going through a process to map all the engagement activity we currently undertake with a view to streamlining it. In the first instance this will be undertaken in a pilot area, based around one of the Local Area Partnerships, but if successful it will be rolled out across the Borough. We will work closely with local people through the Local Area Partnerships to ensure your views about local delivery are listened to and will look to explore in more detail some of your concerns around anti-social behaviour in your local area. Utilising survey data which is already readily available, we want to identify those areas in the borough which perhaps do not enjoy such high levels of confidence in the police and local council, and where residents feel that their voice is not adequately heard, and work with them to improve their confidence in local agencies and increase their feelings of wellbeing in their own environment.

## **WHERE DO WE WANT TO BE?**

We want people to feel more involved in the work of their local partnership and have a greater understanding of the work we are doing across the partnership to deliver a safer Cheshire East. In return, we hope to be able to develop a better picture of local concerns and demand to ensure that future service delivery can more accurately reflect those issues. This is not purely about satisfying performance in terms of national indicators, but the primary focus will be to ensure that local people can and do feel more involved in the work of the wider partnership.

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## 4.2 Anti Social Behaviour

### WHERE ARE WE NOW

Over the last 12 months, there has been a significant reduction in the number of anti social behaviour being reported (1,387 fewer incidents in 2009/10 compared with 2008/09). However across Cheshire East, there are areas where anti social behaviour is a problem. There are also specific times of the year, when incidents of anti social behaviour increase such as school holidays and Halloween. Cheshire police and Cheshire East Council Anti Social Behaviour team are continuing to work closely together with other key agencies to reduce anti social behaviour by a further 5% for 2010/11.

### WHAT HAVE WE ACHIEVED

- Achieved our 5% reduction target for 2009/10
- Established an anti social behaviour working group which meets monthly to discuss current issues relating to Cheshire East
- Working with other Anti Social behaviour co-ordinators across Cheshire to ensure best practice is achieved
- Held several successful campaigns across Cheshire East at key times within the year to engage with local communities
- Secured funding from the Safer Cheshire East Partnership to deliver key activities across the year

### WHERE DO WE WANT TO BE

- Full staffing levels within Anti Social Behaviour team
- Develop an anti social behaviour database whereby all incidents are reported and monitored
- Develop an anti social behaviour hotline number for residents to call if they are experiencing anti social behaviour
- social marketing campaigns for parents and carers to challenge youth behaviour and promote “You said we did” publicity
- Utilisation of the Town centre CCTV systems, including mobile units to proactively monitor and provide intelligence, to enable a more structured response to issues to hot spots.

## 4.3 Preventing Offending

Cheshire Probation supervises Offenders In Cheshire East To:-

- Reduce Re-Offending
- Protect The Public
- Reduce The Number Of Future Victims
- Rehabilitate Offenders
- Enable Offenders To Repay Their Debt To The Local Community By Undertaking Community Payback

Probation Staff in Cheshire East will work with partners to reduce re-offending and improve community safety. Specifically:-

- We will target prolific and priority offenders.
- We will provide a range of sentences to the local courts to reduce alcohol related crime and drug related crime.

The Eastern Priority Prolific Offender (PPO) Unit was set up as a partnership approach to tackle offending behaviour of prolific offenders, who cause the greatest harm to the community.

It was recognised that reducing their offending could not be done by any one agency in isolation, hence the coming together of Police, Probation, Nacro and DIP in partnership. Working together, alongside other organisations such as Cheshire East Strategic Housing and Registered Social Landlords, they address the core issues that contribute to offenders continuing their destructive lifestyles.

Nominations for PPO status can come from several sources, but most often via the police or probation, where an offender is considered a particularly high risk to community safety/fear.

Those successful nominations are separated into two strands, either re-settle and rehabilitate for those who are willing to engage with the unit, or catch and convict for those who fail to engage

Those who engage with the unit are offered assistance with finding accommodation, re-training, jobs, lifestyle skills and drug rehabilitation, effectively supporting their resettlement and rehabilitation into the community. Those offenders who fail to engage are still encouraged to do so, the various services always being open to them should they chose to engage.

Success is measured mainly by reduction in offending by the PPO's. A baseline 'score' of convictions and offences is taken before acceptance onto the scheme. Their offending behaviour is subsequently monitored following acceptance. Last year saw a reduction in offences committed by 70%, when set against a Local Indicator measure.

### **WHAT DO WE WANT TO ACHIEVE**

The Unit has proven success in reducing re-offending of the most prolific offenders who live in Cheshire East. This equates to hundreds of fewer victims of crime.

The target set under NI 30 for 2010-2011 is a 15% reduction against that indicators baseline. The target has yet to be set against the Local Indicator for this year (last years target was 40% reduction).

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## 4.4 Protected Towns

### WHAT ARE THE CHALLENGES

Although Violent Crime has fallen, surveys show that a quarter of the public perceive that Crime and Disorder has increased. In 2005/6 17% of all violent incidents were committed in or around pubs or clubs. The partnership wishes to create a safe night time economy that encourages visitors to come to our town centres, and be able to enjoy their night out without becoming a victim of crime.

### WHERE ARE WE NOW?

Through the Safer Cheshire East Partnership agencies work together to make our towns a safer place to visit and enjoy. This includes:

- A proactive and positive approach to dealing with offenders
- Introduced “Arc Angel” protected towns scheme in Congleton
- Established “PubWatch” schemes in all our Towns
- Have a comprehensive CCTV network in place
- Engage with Licensees in the promotion of responsible drinking

### WHAT HAVE WE ACHIEVED?

- A reduction in alcohol related offences in our town centres
- Created a safer night time economy
- Increased membership of “Pubwatch” and “Business Watch” schemes



## **WHERE DO WE WANT TO BE?**

- Consolidate and integrate our existing 3 CCTV control rooms
- Continue to effectively deploy our community wardens in key areas of concern to promote public reassurance
- Work closer with other agencies, in a more “Joined” up way to carry out positive enforcement, and ensure problematic premises are dealt with effectively.

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## 4.5 Domestic Abuse

### WHAT IS THE PROBLEM?

Domestic abuse harms thousands of people in Cheshire East each year. It is a crime and a serious safeguarding issue for children and young people and is unacceptable in all its forms. In 2009/10 police attended 5326 domestic incidents and we know that less than half of all incidents are reported.

### WHERE ARE WE NOW?

Through Cheshire East Domestic Abuse Partnership agencies work together to help people be safe and to recover. This includes:

- Multi-Agency Risk Assessment Conferencing (MARAC) for those at highest risk, supported by the Family Safety Unit
- two refuges providing housing and community support
- a range of children's interventions
- a specialist court in Crewe
- police, court and probation responses dealing with offenders
- a voluntary perpetrator programme

### WHAT HAVE WE ACHIEVED?

- 342 adults with 463 children were safeguarded through MARAC
- $\frac{3}{4}$  of these high risk victims did not report a further offence

## **WHERE DO WE WANT TO BE?**

- make sure everyone who needs services can access them regardless of gender, age, ethnicity, sexual orientation
- continue to reduce the number of repeats
- make sure services are delivered locally when people need them

### **Quotes from survivors of domestic abuse**

*For the first time in 6 years I actually feel much safer and that procedures have been put in place that would benefit my children and myself if we were in danger again*

*I have learnt how to look for early signs of abuse in a new relationship and how to be a stronger person*

*You helped me gain confidence in my own ability to do things. Face fears. become resilient, make decisions*

## 4.6 Road Safety

### WHAT'S THE PROBLEM?

During 2009 a total of 266 people were killed or seriously injured on roads within Cheshire East. 28 of these were children.

### WHERE ARE WE NOW?

We have established multi-agency delivery groups focusing on Education, Enforcement and Road Safety Engineering.

### WHAT HAVE WE ACHIEVED?

- Delivered a wide range of educational and awareness programs including Driver Engagement Days, Motorcycle Rider Engagement Days, Drive Survive Courses, Cheers BAR, Occupational Road User events, School/College events and activities etc
- Provided heavily subsidized training courses to drivers and motorcyclists. (Pass+ and Life Advanced Motorcycle Courses)
- Delivered numerous high profile campaigns such as Christmas drink/drug drive, Winter Driving, Child Restraint Systems, Road Safety Week etc
- Supported delivery of free cycle training to year 6 pupils and also issued free bike lights to young cyclists.
- Implemented road safety engineering activities to reduce the risk in identified accident hotspot areas.
- Carried out enforcement activities including targeted police patrols, community speed watch and deployment of high profile speed indication devices.

### WHERE DO WE WANT TO BE?

We will continue to work together to ensure that no more than 235 are killed or seriously injured on our roads this year.

## 4.7 Alcohol Abuse

The connectivity between offending, violence, anti-social behaviour/disorder and alcohol is hugely significant. Nationally, it is estimated that crime and antisocial behaviour, associated with alcohol, costs in the region of £7.3 billion per year. This figure includes the major costs to the emergency services and the criminal justice system as well as the costs incurred by the victims.

The British Crime Survey 2007/08 identified that in 45% of all violent incidents, victims believed offenders to be under the influence of alcohol.

### **WHERE ARE WE NOW:**

The Alcohol Arrest Referral Scheme in Cheshire East targets adults arrested for alcohol-related offences to given an intervention whilst in custody by a trained worker.

Such sessions are structured to inform arrestees about safe drinking levels and the links between unsafe drinking and offending using NHS recommended auditing tools.

An individual can then attend a second more detailed intervention; should a more serious issue be identified then a referral is made to the clients General Practitioner or specialist services.

Brief interventions of various forms and delivered in a variety of settings are effective in reducing alcohol consumption among increasing risk and high risk drinkers to low risk levels.

*(Review of the Effectiveness of Treatment for Alcohol Problems 2006, Raistrick D, et al)*

### **WHAT HAVE WE ACHIEVED:**

The scheme aims to reduce re-offending rates among drinkers who enter the custody suite and in particular to refer dependent drinkers into more intensive levels of treatment.

Between September 2009 and March 2010 over two hundred and sixty interventions have been completed, re-offending rates for those individuals is low.

## **WHERE DO WE WANT TO BE**

To continue to increase the number of referrals

To work in partnership with other agencies to prevent alcohol related re-offending

To ensure that those dependent drinkers who are more likely to re-offend are intensively case managed.

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## **APPENDIX 1: List of Partners**

Cheshire East Council

Cheshire Constabulary

Cheshire Police Authority

Cheshire Fire & Rescue Service

Central & Eastern Cheshire Primary Care Trust

National Probation Service – Cheshire

Cheshire East Domestic Abuse Partnership

Cheshire Drug and Alcohol Team

Connexions

Cheshire Youth Offending Team

Cheshire East Strategic Housing

Registered Social Housing – including Wulvern Housing, Dane Housing & Cheshire Peaks and Plains

Cheshire East Congress – Voluntary Service

UK Border Control

Job Centre Plus

Cheshire East Town and Parish Council Association

## **APPENDIX 2: Abbreviations**

ASB	Anti-Social Behaviour
BCS	British Crime Survey
CAM	Community Action Meeting
CEC	Cheshire East Council
CCTV	Closed Circuit Television
CEDAP	Cheshire East Domestic Abuse Partnership
CSP	Community Safety Partnership
DAT	Drug Action Team
DV	Domestic Violence
KSI	Killed or Seriously Injured
LAA	Local Area Agreement
LI	Local Indicator
NI	National Indicator
NPT	Neighbourhood Policing Team
PCT	Primary Care Trust
POP	Preventing Offending Panel
PPO	Prolific & other Priority Offenders



T & C

Tasking & Coordination

YOS

Youth Offending Service

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## CHESHIRE EAST COUNCIL

### REPORT TO: Sustainable Communities Scrutiny Committee

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**Date of Meeting:** 5<sup>th</sup> August 2010  
**Report of:** Tony Potts  
**Subject/Title:** PCSO Service Level Agreement

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#### **1.0 Report Summary**

- 1.1 The report sets out a proposed service level agreement, between the Safer Cheshire East Partnership and Cheshire Constabulary, in relation to the funding of 16 Police Community Support Officers (PCSO)

#### **2.0 Recommendations**

- 2.1 To comment on the draft proposal, and make recommendations (Appendix A)

#### **3.0 Reasons for Recommendations**

- 3.1 Inform members of the proposal to allow sufficient opportunity to make comments, and recommendations that may be incorporated into the document.

#### **4.0 Wards Affected**

- 4.1 All

#### **5.0 Local Ward Members**

- 5.1 All

#### **6.0 Policy Implications including - Climate change - Health**

- 6.1 N/A

#### **7.0 Financial Implications for Transition Costs (Authorised by the Borough Treasurer)**

- 7.1 None

#### **8.0 Financial Implications 2009/10 and beyond (Authorised by the Borough Treasurer)**

- 8.1 Safer Cheshire East Partnership will contribute £11,800 per PCSO, which for 16 amounts to 188,800 from 2010 for 3 years

**9.0 Legal Implications (Authorised by the Borough Solicitor)**

9.1 None, subject to the comments of the scrutiny committee.

**10.0 Risk Management**

10.1 The recent phase of government cuts has seen a reduction in the revenue budget of 26k, for 2010/11 and previous "Ring fenced" budgets have now been opened up.

10.2 The partnership is currently assessing the impact of this, and how it may affect delivery of both this initiative and other existing commitments. It is rumoured that the area based grant will cease from 2011, currently this is 322K

**11.0 Background and Options**

11.1 The Safer Cheshire East Partnership has inherited funding from the former borough councils of Crewe, Macclesfield and Congleton in relation to community safety.

11.2 These legacy authorities had, over the previous 3 years committed funding towards the PCSOs, under a service level agreement, and these agreements come to an end, in March 2010.

11.3 The funding for these posts comes from 2 main funding streams, The area based grant, and second homes taxation, to which the council collect on behalf of the Police and Fire service and then re allocate this to services and areas identified by them, in this case the PCSO scheme.

11.4 The funding is broken down as follows:

Second Homes Taxation 11 PCSOs at 11,800 each = 129,800

Area Based Grant                      5 PCSOs at 11,800 each = 59,800

Total = 188,800

Cheshire East council is the responsible body for receiving these grants, and makes payments as requested by the Safer Cheshire East Partnership.

The Safer Cheshire East Partnership has agreed to fund the PCSO scheme, for a further 3 year period.

**12.0 Overview of Year One and Term One Issues**

12.1 N/A

**13.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

Name: Tony Potts  
Designation: Community Safety Manager  
Tel No: 01270 686620  
Email: [Tony.Potts@cheshireeast.gov.uk](mailto:Tony.Potts@cheshireeast.gov.uk)

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# Cheshire Constabulary

## Police Community Support Officer Partner Service Level Agreement

**Cheshire East Borough Council**

**“Working together to deliver Safer and Stronger Neighbourhoods where  
people are safe, feel safe and act to help each other”**



**SERVICE LEVEL AGREEMENT FOR THE PROVISION OF SIXTEEN  
POLICE COMMUNITY SUPPORT OFFICERS TO OPERATE WITHIN THE  
BOROUGH OF CHESHIRE EAST**

**THIS AGREEMENT** is made the \_\_\_ day of \_\_\_\_\_ 2010 between the Cheshire Constabulary **(1)** of Cheshire Constabulary Headquarters, Clemonds Hey, Oakmere Road, Winsford, Cheshire CW7 2UA (hereinafter called “the Constabulary”) of the one part and Cheshire East Borough Council, Middlewich Road, Sandbach, Cheshire CW11 1HZ **(2) (hereinafter called the Council)** of the other part.

**WHEREAS:-**

The Council and the Constabulary wish to utilise the services of Sixteen Police Community Support Officers (hereinafter called “the PCSOs”) to enhance the service capacity of the local neighbourhood teams and to fulfil the role of a PCSO as more particularly described in Appendix B within the administrative area of the Council

**AND WHEREAS**

The Constabulary and the Council have, subject to the exigencies of the Police service which must be provided to the general public of Cheshire, agreed to provide sixteen PCSOs whose powers are more particularly described in Appendix A and whose job description is described in Appendix B.



**NOW IT IS HEREBY AGREED AS FOLLOWS:-**

**1. Aim of this Agreement**

The aim of this Agreement is to develop partnership working towards reducing anti-social behaviour and crime and disorder and increase the level of public confidence leading to a greater level of reassurance through the provision of sixteen PCSOs to operate within in the administrative area of the Council under this Agreement.

The role of the PCSO is to provide a visible uniformed presence in order to contribute to the reduction of anti-social behaviour and crime and disorder and the promotion of public reassurance and quality of life within the Borough of Cheshire East, this not only covers the main town centres, but also the rural and parish areas within the Borough of Cheshire East.

The Council will contribute towards identifying the locations with the Constabulary of the most suitable place for deployment. This will be reviewed and decided on an annual basis by the Neighbourhoods Superintendent and the Council.

**2. Developing Neighbourhood Services**

Neighbourhood policing is a way of working which allows the police, its partners and the public to work closely together to solve problems of anti-social behaviour and crime and disorder, and improve feelings of security. The key elements being,

- The consistent presence of dedicated neighbourhood teams capable of working with the community to establish and maintain control – to be visible, accessible, skilled, knowledgeable and familiar to the community;
- Intelligence led identification of concerns from the community, and the Safer Cheshire East Partnership, leading to prompt, effective, targeted action against those concerned
- Joint action and problem solving with the community and other local partners in order to improve the local environment and quality of life within the community.

### **3. Role of PCSOs**

The introduction of an increased number of PCSOs within the Cheshire Constabulary area is central to reducing levels of anti-social behaviour and crime and disorder, delivering more resources to enable improved local visibility.

The core objectives of PCSOs include the provision of a visible and approachable presence in neighbourhoods, engaging with communities (residential, retail and business), offering reassurance to the public, and working with partners and communities to deliver lasting solutions to anti-social behaviour and crime and disorder problems. To achieve this, they will be deployed as a key component of neighbourhood teams under police supervision predominantly in the administrative area of the Council .They complement the work of police officers by focusing predominantly on lower level crime, disorder and anti-social behaviour (ASB) and community issues

affecting the quality of life of residents, visitors and businesses. They will contribute towards shared priorities around the confidence and anti social behaviour agendas, and will be expected to undertake enforcement duties under the Clean Neighborhoods and Environment Act 2005. The role of PCSOs is more particularly described in Appendix B.

#### **4. Role of Partners**

Active engagement is required between partner agencies and the Constabulary through attendance at local tasking arrangements more specifically referred to in Appendix B. The Council will contribute funding as identified within clause 9 of this Agreement to the Constabulary's cost of providing the PCSOs in the administrative area of the Council. The Constabulary and the Council will work together to ensure PCSOs are tasked with issues that are important to the local community and relevant to the Partnerships priorities

#### **5. Management of PCSOs**

As a member of the Constabulary, the PCSOs remain employed by the Constabulary and under the operational control of the Chief Constable. The Constabulary will be responsible for the management of PCSOs for all 'Personnel' matters e.g. absence, sickness, training, performance and in doing so will take into account representations from the Council. The Constabulary will manage the attendance of PCSOs in accordance with the procedure set out in Appendix C. The overall management of the individual

PCSOs will lie with the Neighbourhood Policing Managers, the identity of which shall be notified to the Council. Unforeseen absences from duty, such as long term sickness, will be notified to the nominated point of contact within the Council as soon as is practicable.

An integral part of the management arrangements will be the provision of performance management information through the Performance Framework the Framework will include performance and outcomes against anti social behaviour and locally identified priorities, such as vehicle crime, and public confidence, and reassurance. An annual BCU report evidencing outcomes, and reviewing areas for improvement will be completed and made available to the Council.

The Constabulary will endeavour to fill any vacancy as soon as possible and will look to use existing PCSOs If, however, the Constabulary are unable to fill the vacancy after a period of six weeks the Constabulary will pay a refund to the Council for the period commencing from the date of the 6<sup>th</sup> week of absence until such time as a trained replacement officer is in post.

#### **6. Tasking and Deployment of PCSO's.**

The tasking and deployment of PCSOs is more particularly described in Appendix B.

#### **7. Identified Point of Contact (POC)**

Whenever the Council wishes to make direct contact with the Constabulary in relation to the use/deployment of a PCSO, there will be an identified person who will be the Point of Contact within the Neighbourhood Policing Area. This person will be the local Neighbourhood Policing Team Inspector.

In a similar way, the Council will identify a lead point of contact, in addition to any other individual(s) deemed appropriate, for the Police to contact.

**8. Complaints System and Accountability**

If an issue is raised by the Council in relation to the operation of this Agreement which cannot be resolved by the local Point Of Contact, then the matter will be referred to the relevant Chief Inspector, responsible for the area for decision.

**9. Management of Finance**

The Council will contribute the Agreed Sum per annum, quarterly in advance via BACS. The Constabulary will contribute the balance of the salary and on costs including but not limited to, supervision, training, equipment and resource management. The Agreed Sum will be £11,800 per PCSO per annum for three years

**10. Exit strategy**

This Agreement between the Constabulary and the Council may be terminated by either party giving 12 months notice in writing at any time.

The Commencement Date for the purposes of this Agreement will be the 1<sup>st</sup> March 2010.

**11. Disrepute**

In the event that the activities or behaviour of either Council bring or have the potential to bring either into disrepute, either party, reserves the right to terminate this Agreement forthwith without further notice

**12. Force Majeure**

Neither party shall be liable in respect of any breach of this Agreement due to any cause beyond its reasonable control including Act of God, inclement weather, flood, lightning or fire, the act or omission of Government, highway authorities or other competent authority, war or military operations.

**13. TUPE Warranty**

The Council warrants that they will indemnify the Constabulary in full against any claims for compensation and/or damages and/or costs under The Transfer of Undertakings (Protection of Employment) Regulations 2006 that may arise as a result of the appointment of PCSOs under this and only this Agreement, unless the claim arises from the Constabulary's failure to inform or consult employees.

Nothing in this clause imposes an obligation or liability on the Council unless the person liable for transfer from the Council to the Constabulary was an employee of the Council immediately prior to the transfer, Furthermore,

nothing in this clause imposes an obligation or liability on the Council in respect of any person liable for transfer from the Constabulary to the Council or in respect of an employee who is made redundant by the Constabulary.

The Constabulary warrants that they will indemnify the Council against claims for compensation and/or damages and/or costs under The Transfer of Undertakings (Protection of Employment) Regulations 2006 in the event that the PCSOs or any of them or any other employee of the Constabulary becomes liable for transfer from the Constabulary to the Council or is made redundant by the Constabulary.

**SIGNED** on behalf of the Constabulary

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**SIGNED** on behalf of the Council

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**Date** .....

**Place** .....

## Appendix A

### PCSO Powers

#### *Standard Powers*

PCSOs will work within the following standard powers:

- **Power to issue fixed penalty notices for cycling on a footpath:** Power of a constable in uniform to give a person a fixed penalty notice under Section 54 of the Road Traffic Offenders Act 1988 (fixed penalty notices) in respect of an offence under Section 72 of the Highway Act 1835 (riding on a footway) committed by cycling.
- **Power to issue fixed penalty notices for littering:** Power of an authorised officer of a litter authority to give a notice under Section 88 of the Environmental Protection Act 1990 (fixed penalty notices in respect of litter).
- **Power to issue fixed penalty notices in respect of offences under dog control orders:** power of an authorised officer of a primary or secondary authority, within the meaning of Section 59 of the Clean Neighbourhoods and Environment Act 2005, to give a notice under that section (fixed penalty notices in respect of offences under dog control orders).
- **Power to require name and address:** Power to require the name and address of a person whom a PCSO has reason to believe has committed a relevant offence or a relevant licensing offence (Relevant offences are defined under subparagraph 2(6) of Schedule 4 of the Police Reform Act 2002 and include relevant fixed penalty offences under paragraph 1 of Schedule 4, an offence under Section 32(2) of the Anti-Social Behaviour Act 2003 (failure to follow an instruction to disperse) and an offence which appears to have caused injury, alarm or distress to another person or loss of or damage to another person's property. Relevant licensing offence is defined as a specified offence under the Licensing Act 2003) Paragraph 1A enables chief constables to designate the power to require name and address without also designating the power of detention.
- **Power to require name and address for anti-social behaviour:** Power of a constable in uniform under Section 50 of the Police Reform Act 2002 to require a person whom he has reason to believe to have been acting, or to be acting, in an anti-social manner to give his name and address. Subparagraph 3(2) of Schedule 4 provides the PCSO with the power to detain (under subparagraphs 2(3) to (5) of Schedule 4). However, by virtue of paragraph 2(8) of Schedule 4 the power to detain *has no effect unless a PCSO has been designated with the power of detention under paragraph 2 of Schedule 4.*
- **Power to require name and address for road traffic offences:** Enables PCSOs to be designated with the power to require the name and address of a driver or pedestrian who fails to follow the directions of a community support officer or police officer under Sections 35 or 37 of the Road Traffic Act 1988.



- **Power to require persons drinking in designated places to surrender alcohol:** Power to require a person whom a PCSO reasonably believes is, or has been, consuming alcohol in a designated public place or intends to do so, to not consume that alcohol and to surrender any alcohol or container for alcohol. Power to dispose of alcohol surrendered.
- **Power to require persons aged under 18 to surrender alcohol:** Power to require a person who he reasonably suspects is aged under 18 or is or has been supplying alcohol to a person aged under 18 to surrender any alcohol in his possession and to give their name and address. Power to require such a person to surrender sealed containers of alcohol if the PCSO has reason to believe that the person is or has been consuming or intends to consume alcohol. Power to dispose of alcohol surrendered.
- **Power to seize tobacco from a person aged under 16** and to dispose of that tobacco.
- **Power to enter and search any premises for the purposes of saving life and limb or preventing serious damage to property.**
- **Power to seize vehicles used to cause alarm:** Power to stop and seize a vehicle which a PCSO has reason to believe is being used in a manner which contravenes Sections 3 or 34 of the Road Traffic Act 1988 (careless and inconsiderate driving and prohibition of off-road driving) and is causing alarm, distress or annoyance under Section 59 of the Police Reform Act 2002.
- **Power to remove abandoned vehicles** under regulations made under Section 99 of the Road Traffic Regulation Act 1984. A PCSO designated under this paragraph has the power to order the removal of a vehicle under Regulation 3 of the Removal and Disposal of Vehicles Regulations 1986. This relates to vehicles that have broken down or been permitted to remain at rest on a road:
  - in a position, condition or situation causing obstruction or danger to persons using the road, or
  - in contravention of a prohibition contained in Schedule 1 of the regulations.
- **Power to stop cycles:** Powers of a constable in uniform to stop a cycle under Section 163(2) of the Road Traffic Act 1988 when a PCSO has reason to believe that a person has committed the offence of riding on a footpath.
- **Power to control traffic for purposes other than escorting a load of exceptional dimensions:** Powers to direct traffic (for purposes other than escorting loads of exceptional dimensions) based on the powers constables have under Sections 35 and 37 of the Road Traffic Act 1988. It also gives PCSOs the power to direct traffic for the purposes of conducting a traffic survey. PCSOs designated under this paragraph must also be designated with powers under paragraph 3A of Schedule 4 to the Police Reform Act.

- **Power to carry out road checks:** Power to carry out a road check which has been authorised by a superintendent (or a police officer of higher rank) and power to stop vehicles for the purposes of carrying out a road check
- **Power to place signs:** enables PCSOs to be designated with the power of a constable under Section 67 of the Road Traffic Regulation Act 1984 to place and maintain traffic signs.
- **Power to enforce cordoned areas:** under Section 36 of the Terrorism Act 2000
- **Power to stop and search in authorised areas:** Powers under the Terrorism Act 2000 in authorised areas to stop and search vehicles and pedestrians when in the company and under the supervision of a constable.
- **Power to photograph persons away from a police station:** enables PCSOs to be designated with the power to photograph a person who has been arrested, detained or given a fixed penalty notice away from the police station.

**Cheshire Discretionary Powers**

PSCO will also work within the discretionary powers that have been designated by the Chief Constable of Cheshire.

- **Power to issue penalty notices in respect of offences of disorder:** Power of a constable in uniform to give a penalty notice under Chapter 1 of Part 1 of the Criminal Justice and Police Act 2001 (fixed penalty notices in respect of offences of disorder).

<b>Offences for which CSOs may issue penalty notices for disorder under Chapter 1 Part 1 of the Criminal Justice and Police Act 2001 as designated by Chief Constable of Cheshire.</b>	<b>Phoenix Doc Req'd</b>
Sale of alcohol to a person under 18	Yes
Purchase of alcohol for a person under 18	Yes
Delivery of alcohol to a person under 18 or allowing such delivery	Yes
Breach of fireworks curfew	Yes
Possession of a category 4 firework	Yes
Possession by a person under 18 of an adult firework	Yes
Throwing fireworks	No
Consumption of alcohol by a person under 18 or allowing such consumption	Yes
Buying or attempting to buy alcohol by an under 18	Yes
Sells or attempts to sell alcohol to a person who is drunk	Yes
Trespassing on a railway	No
Throwing stones at a train	No
Drinking in a designated public area	No

Please note that where the offence is shown as requiring a Phoenix Document creating this means that Forensic samples may also be required from the offender i.e. DNA. The Penalty Notice for Disorder must be submitted to supervision before the end of the tour of duty. This will enable the Penalty Notice for Disorder to be submitted within the 24 hour submission target. See FPN Procedure for full details about FPNs.

- **Power to issue fixed penalty notices for truancy:** Power of a constable to give a penalty notice under Section 444A of the Education Act 1996 (penalty notice in respect of failure to secure regular attendance at school of registered pupil).
- **Power to issue fixed penalty notices for dog fouling:** Power of an authorised officer of a local authority to give a notice under Section 4 of the Dogs (Fouling of Land) Act 1996 (fixed penalty notices in respect of dog fouling).

This power (and the 1996 Act) has now been repealed in relation to England and Wales by section 107 and Schedule 5 Part 5 of the Clean Neighbourhoods and Environment Act 2005. However the power continues to have effect in respect of any land which remains designated land under the 1996 Act.

- **Power to issue fixed penalty notices for graffiti and fly-posting:** Power of an authorised officer of a local authority to give a notice under Section 43(1) of the Anti-social Behaviour Act 2003 (penalty notices in respect of graffiti or fly-posting).
- **Power to remain:** Power to detain a person whom a PCSO has reason to believe has committed a relevant offence who fails to comply with a requirement under paragraph 1A(3) to give name and address or who gives an answer which the PCSO reasonably suspects to be false or inaccurate for up to 30 minutes for the arrival of a police officer (or to accompany that person to a police station if he or she elects to do so on request). Under paragraph 2(2) (as amended by Schedule 8 to the Serious Organised Crime and Police Act 2005) a PCSO may only be designated with the power to detain if they have also been designated with the power to require name and address under paragraph 1A of the Police Reform Act 2002.
- **Power to enforce byelaws:** The Serious Organised Crime and Police Act 2005 provides that offences committed under relevant byelaws are relevant offences under paragraph 2(6) of Schedule 4 of the Police Reform Act 2002. A relevant byelaw is a byelaw from a list of byelaws that has been agreed between a chief constable and a relevant byelaw-making body. As well as being able to require name and address for breach of a byelaw, PCSOs can also enforce a byelaw by removing a person from a place if a constable would also have the power to enforce a byelaw in that way.
- **Power to deal with begging:** The Serious Organised Crime and Police Act 2005 makes offences under Sections 3 and 4 of the Vagrancy Act 1824 into relevant offences. It also gives PCSOs a power to detain a person who they have required to stop committing an offence under Sections 3 and 4 of the Vagrancy Act and who has failed to comply with the requirement.
- **Power to disperse groups and remove persons under 16 to their place of residence:** Powers which, by virtue of an authorisation under section 30 of the Anti-social Behaviour Act 2003, are conferred on a constable in uniform by Section 30(3) to (6) of that Act (power to disperse groups and remove persons under 16 to their place of residence).
- **Power to remove children in contravention of bans imposed by curfew notices to their place of residence:** Power to remove a child to their place of residence if the PCSO has reason to believe that the child is in contravention of a ban imposed by a curfew notice under Section 15(3) of the Crime and Disorder Act 1998.
- **Power to remove truants to designated premises etc:** Enables a PCSO to be designated with the power of a constable under Section 16(3) of

(3ZA) of the Crime and Disorder Act 1998 to remove a truant or excluded pupil found in a specified area (as specified in a direction under Section 16(2) of the 1998 Act) to designated premises or (in the case of a truant) to the school from which the truant is absent.

- **Power to search for alcohol and tobacco:** Where a person has failed to comply with a requirement under paragraph 5 or 6 or has failed to allow a PCSO to seize tobacco under paragraph 7 of Schedule 4 to the Police Reform Act 2002 and a PCSO reasonably believes that the person is in possession of alcohol or tobacco then a PCSO may search them for it and dispose of anything found. It is an offence to fail to consent to be searched and PCSOs can require name and address for this offence. As specified in paragraph 3(10) of Schedule 8 to the Serious Organised Crime and Police Act 2005 a PCSO may only detain a person for failure to give an adequate name and address if he or she has been designated with powers under paragraph 2 of Schedule 4 to the Police Reform Act 2002.
- **Limited power to enter licensed premises:** Enables PCSOs to be designated with a power to enter licensed premises under section 180 of the Licensing Act 2003 for the purposes of investigating relevant licensing offences. They may not enter clubs and must enter all premises with a constable unless the premises are licensed for the sale of alcohol off the premises.
- **Power to stop vehicles for testing:** Powers of a constable in uniform to stop vehicles for the purposes of testing under Section 67 of the Road Traffic Act 1988.
- **Power to direct traffic for the purposes of escorting abnormal loads.**

## **Appendix B**

### **Service Level Agreement**

#### **Between Cheshire Constabulary and**

#### **Cheshire East Council**

#### **For the provision of Sixteen PCSOs**

This document should be read in conjunction with the following:

- Cheshire East Community Safety Strategy
- Strategic Assessment

#### **Aim**

The primary role of the PCSO is to provide a visible uniformed presence in order to contribute to the reduction of crime and disorder and the promotion of public reassurance and quality of life throughout Cheshire East.

#### **Duties**

The PCSOs will meet this aim by:

- visible intelligence-led public patrol in uniform;
- attending, when directed, at incidents of, and using their designated enforcement powers (see Appendix A) against, crime and disorder, in particular:
  - anti-social behaviour;
  - criminal damage;
  - behaviour that otherwise reduces the quality of life of the community and the local environment

- co-operating with other relevant agencies to find solutions to local community safety concerns;
- providing crime reduction and community safety advice to groups and individuals;
- collating and disseminating relevant community safety intelligence according to agreed Information Sharing Protocols;
- undertaking other duties to meet the Aim that may from time to time be directed by the local Neighbourhood Policing Team Sergeant, in consultation with the nominated Council Contact;
- attendance, whenever possible, at the Joint Surgeries held once a month;
- production of the monthly COPs newsletter;
- continuation of the Community Speed Watch and driver initiatives when priorities deem this to be a requirement;
- the PCSOs will maintain regular contact with the identified point of contact within the Council and will attend Council meetings when required.
- The PCSOs will be contactable whilst on duty via the councils CCTV control room, or by a dedicated land line.

The PCSOs will work the Neighbourhood Policing Team variable shift pattern.

The duties above will normally be undertaken throughout the Cheshire East area. The PCSOs will only be diverted to other areas/duties in exceptional circumstances, at the discretion of the Chief Constable or his delegated authority. An explanation will be given to the Council Contact as soon as such diversion is considered necessary, or within 24 hours.

### **Tasking and Management**

As a member of the Cheshire Constabulary the officers remain under the operational control of the Chief Constable, through the local Neighbourhood Policing Team Sergeant, who will direct the PCSOs to duties consistent with the Aim and Duties, having regard to:

- the current intelligence assessment relating to crime and disorder, public reassurance and quality of life in Cheshire east
- operations targeted at those issues by the local Partnership Tasking and Co-ordination group.

The Council is encouraged to play a full role in the local Partnership Tasking and Co-ordination process, ensuring that a proper assessment can be made of the community safety needs of Cheshire east and that if necessary appropriate additional resources can be allocated, to address specific issues.

Cheshire Police will be made aware in advance, of events that are taking place throughout the year that require specific attendance and commitment from PCSOs, these will include, carnivals, fairs, transport festivals, boat and folk festival, local elections etc. This will enable discussions to take place in order to agree the availability and identify existing commitments, relating to deployment of the PCSOs. These requirements will be met wherever possible, unless resources are required elsewhere due to unforeseen circumstances.



The purpose of this agreement is to foster a joint Partnership approach to reducing crime and disorder and promoting public reassurance and quality of life. All parties will therefore seek actively to work together to direct the PCSOs to activities that contribute best to those aims.

## **Appendix C**

### **MANAGING ATTENDANCE PROCEDURE**

#### **BASIC PROCEDURE**

The following document contains extracts from the 'Managing Attendance Procedure' from the Cheshire Constabulary's Human Resources Department. It contains brief details of the systems that are currently in place to allow the Constabulary to manage staff attendance and reduce the level of abstraction.

### **REPORTING SICKNESS**

#### **1. On the First Day of Sickness Absence**

- If an individual is unable to work because of ill-health or injury they should personally inform their supervisor, line manager or nominated point of contact as soon as practicable, and in any case within 30 minutes of the start of the shift.
- Staff reporting sick must ensure, as far as possible, that they remain available for contact on the first day of absence, particularly where they were unable to notify their supervisor, line manager or nominated point of contact directly, i.e. in person.

#### **2. On the Fourth Day of Sickness Absence**

- The individual must contact the supervisor or line manager to notify them that their absence is continuing.

**3. Eight Days or more Sickness Absence**

- On the eighth day of sickness absence, the individual must personally contact their supervisor or line manager to notify them that their absence is continuing, and that they will be obtaining evidence of their sickness from a medical practitioner.
- **A medical certificate is required for the 8th and subsequent days of sickness absence.**

**4. Longer Term Sickness**

4. For the purposes of clarity, long term sickness within this procedure is treated as absence of more than 21 days.

**5. Meetings/Home Visits**

- Managers must arrange a meeting at work or at some other suitable location or offer a home visit after 21 days absence. The purpose of the meeting is to provide support, ensure welfare needs are addressed and to plan any further actions as appropriate.

**6. Referral by Management**

- The Constabulary may refer staff to the Occupational Health Unit at any appropriate time. Current policy determines "trigger points" at which individuals should normally be referred to the Occupational Health Unit.

**7. Return to Work Interviews**

- A return to work interview will be required following each period of sickness absence on the first day back at work, or as soon as practical.

**8. Sanctions**

- Staff will render themselves ineligible for certain processes if their level of attendance is not to a satisfactory level, thereby offering opportunities to those whose is.

**9. Formal Action**

- Concern arises when an individual's sickness absence record becomes more frequent or prolonged so that the performance of the division or department is affected.
- Managers and staff should be aware from the outset that the Constabulary cannot allow individuals to continue with levels of attendance which are unacceptable. After due procedure, staff will normally be dismissed if they fail to demonstrate immediate, dramatic and lasting improvements in their attendance record.

## Appendix D

<b>PCSO Performance Framework</b>		
<b>Date</b> (e.g. Month and Year)		
<b>ACCESS</b>	<b>Name</b>	
	<b>Area/NPU/Ward</b>	
	<b>Community Engagement undertaken</b>	
	<b>Priority/Problems stating which engagement these come from e.g. surgeries/public enquiries/CAMs/ councillors etc</b>	
<b>INFLUENCE</b>	<b>Supporting evidence &amp; validation</b> (incident/ crime statistics, phone calls, intelligence, etc)	
	<b>Task authorised by</b>	
	<b>Objectives/Aims</b> (to address the priority. What is to be achieved? Can have more than one objective per priority. Objectives should usually be SMART)	
	<b>Consultation</b> (who has been involved in?)	

<b>INTERVENTIONS</b>	<b>Action Plan</b> (what are you planning to do to solve the priority/ problem?)	
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<b>ACCESS</b>	<b>Abstractions</b> (leave/ sickness/tng, etc.)	
	<b>Notable contact with:</b>	
	1. local elections etc <b>Councils</b>	
	2. <b>KINs</b>	
	3. <b>Members of the Community</b>	
<b>INTERVENTIONS</b>	<b>Outputs</b> (e.g. hours of foot patrol, meetings attended, problem-solving initiatives recorded, alcohol seized, FPNs completed)	
	<b>Outcomes</b> (e.g. levels of crime and ASB, fear of crime, confidence in the police)	

	<p><b>Other activities carried out on beat area</b></p>	
<p><b>ANSWERS</b></p>	<p><b>Feedback</b> (how have you made the community aware of what you have done?)</p>	
	<p><b>Evaluation</b></p>	

## Appendix E



### THE POLICING PLEDGE



The police service in England and Wales will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbourhoods safe from harm. We will:-

1. Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.
2. Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
3. Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
4. Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:-
  - If you are vulnerable or upset aim to be with you within 60 minutes;
  - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (listed below) and attendance is required, we will aim to be with you within 60 minutes;
  - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours; and
  - If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.
7. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings



and mobile police station visits which will be arranged to meet local needs and requirements.

8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our Councils are taking to make your neighbourhood safer and information on how your force is performing.
9. If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10. Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

We want to do our best for you but if we fail to meet our Pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

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