

# 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 abstractions 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

PCSO Performance Framework		
<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?)	

<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>	
<b>INTERVENTIONS</b>	3. <b>Members of the Community</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)	



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

## 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.