



# Police Community Support Officers Match Funding in Thurrock Review

October 2013



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# Chair's Introduction

Earlier this year, I was pleased to be invited by the Leader of the Council to chair a Task and Finish group made up of six Members, cross-party, to examine the PCSO match funding arrangements which have been in place between Thurrock Council and Essex Police since 2005. The purpose of the Review was to examine the current arrangements to ensure that, in return for the joint investment of just over £450K which provides for fourteen PCSOs, Thurrock residents receive clear benefits and additional policing presence over and above what is already paid for within the standard council tax precept.

In order to ensure a balance of views, evidence has been gathered for the Review from a range of sources, which are fully documented in the attached report. It needs to be said that, without exception there is support for the Police in Thurrock and acknowledgement their work is often difficult with limited resources. However, from the information gathered, and the performance monitoring currently in place, there has been no evidence presented to the Group, which supports the view that the substantial funding provided by Thurrock Council delivers additionality or quantifiable benefits to residents.

Concurrently Essex Police, from a broader countywide perspective, have also been reviewing match funding and, just prior to the final publication of the Thurrock review findings, have announced that match funding will not continue beyond April 2014.

Consequently, this limits the scope of options and final recommendations that are available. Nevertheless, the Review has enabled a better focus to be placed on any continuation of police funding that Thurrock Council may make in future and the monitoring arrangements that need to be put in place to ensure it receives value for money.

I should like to take this opportunity to give my thanks to, and acknowledge the contributions made by:

- Chief Inspector Ben Hodder and all the Thurrock PCSOs and policing teams.
- Orchards, Tilbury and South Ockendon Community Forums.
- Thurrock Diversity Network.
- Thurrock Council Public Protection Portfolio Holder, Councillor Angie Gaywood.
- Councillors Curtis, Gledhill, Liddiard, G. Rice and Roast, who made up the Review Panel.

Finally, a special thanks to Matthew Boulter, Principal Democratic Services Officer, Thurrock Council who has provided me with excellent support and guidance in compiling this report and coordinated all the arrangements.



**Councillor Simon Wootton**  
Chair of PCSOs Match Funding in Thurrock Review

# Introduction

The role of Police Community Support Officers (PCSOs) has been a topic of interest for Thurrock's overview and scrutiny committees for a number of years both in terms of the money spent on them but also their role and value within the community. Members, both past and present, have undertaken numerous pieces of work, met with Essex Police and even walked the beat with PCSOs to better understand their role.

Thurrock Council currently funds the equivalent of seven full time PCSO posts and with recent budgetary constraints it has been considered whether this spend has a positive impact on the policing quality in Thurrock and whether it should be continued. In February 2013 the Leader of the Council, John Kent, asked Councillor Simon Wootton to lead a cross party task and finish group to explore PCSO funding, it's impact and relevance but also, to give a steer to the Council as to whether the funding should continue. At this meeting the Leader stated: *“PCSO match funding may no longer in reality be delivering any additional resources, i.e., it may have effectively been swept up into overall Essex neighbourhood policing budgets. [We need to be] convinced that we are getting full value for our significant investment and that our extra cash is putting extra officers onto the streets.”*



# Membership of the Review Panel:

Councillor Simon Wootton (Chair) – Conservative

Councillor Charlie Curtis – Labour

Councillor Rob Gledhill – Conservative

Councillor Steve Liddiard – Conservative

Councillor Gerard Rice – Labour

Councillor Andrew Roast – Conservative

## Terms of Reference:

We agreed that our key aims were:

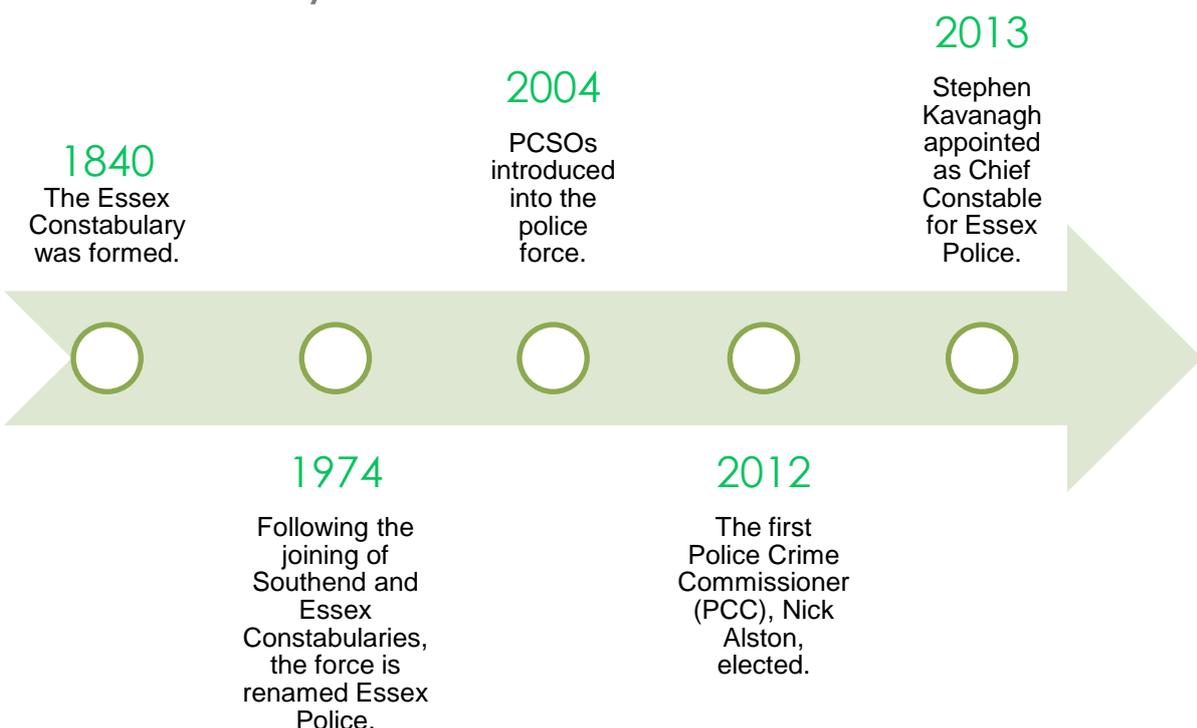
1. To understand the role and expectations of PCSOs from the perspective of Essex Police, the Council and Thurrock residents.
2. To understand the criteria Essex Police uses to allocate Thurrock's share of PCSOs from the police council tax precept.
3. Define what the Council is expecting in return for its match funding contribution of £227,000 and ensure it is getting value for money.
4. Consider options on how the funding might otherwise be better spent to provide community reassurance should the existing arrangements cease.
5. Review the current special services agreement, signed on 1<sup>st</sup> April 2013, and make recommendations for future agreements.
6. Produce a report of findings in respect of effectiveness of current arrangements, value for money, and make recommendations concerning the Council's future financial commitment to PCSOs.

# Activities:

The Group undertook the following activities to reach their recommendations:

<b>28<sup>th</sup> May 2013</b>	Held an initial meeting to discuss general issues and agree terms of reference
<b>6<sup>th</sup> June 2013</b>	Met with Ben Hodder, the Chief Inspector of Thurrock and his management team
<b>16<sup>th</sup> July 2013</b>	Attended a PCSO walkabout in Tilbury
<b>31<sup>st</sup> July 2013</b>	Visited Orchards Community Forum to discuss PCSO issues
<b>31<sup>st</sup> July 2013</b>	Correspondence with the Police and Crime Commissioner for Essex
<b>1<sup>st</sup> August 2013</b>	Visited Tilbury Community Forum to discuss PCSO issues
<b>2<sup>nd</sup> September 2013</b>	Visited South Ockendon Community Forum to discuss PCSO issues
<b>9<sup>th</sup> September 2013</b>	Held witness session with the Portfolio Holder for Public Protection and discussed outstanding issues relating to the special services agreement and the results of the public consultation.
<b>19<sup>th</sup> September 2013</b>	Wrote to the Chief Constable of Essex Police with final enquiries.

# The History of Essex Police



# The Role and Expectations of PCSOs

To understand the role and expectations of PCSOs from the perspective of **Essex Police**, the **Council** and **Thurrock residents**.

When we initially started our review we were met with many different views on what a PCSO was and what they should be doing.

## The Police and Council Perspectives

From the Police perspective it was clear that PCSOs are used strategically to support the community and gather intelligence to aid other police officers to make effective and targeted arrests. However, from a Council position, we monitored PCSO work through a set of numerical criteria that included the number of hours our funded PCSOs worked per month; the number of assisted arrests; door knockings and intelligence forms submitted.

During our walkabout with PCSOs Phil and Debbie, based at Tilbury Police station, we noted that residents openly approached them to inform them of incidents and issues that might help in police work. It was evident that the PCSOs dealt with a huge variety of community issues and worked on a daily basis to resolve these issues, whether they be supporting people who had been burgled or resolving neighbourly disagreements before they escalated into something more serious. We felt, having shadowed the PCSOs, that they provided a valuable and multi-faceted service to the community that went above and beyond simply enforcing laws and assisting in arrests.

During our review we also discovered that the powers of a PCSO could vary from county to county. In Essex, PCSOs have wide ranging powers but this did not include the power to issue a fine and points on a licence for driving without a seat belt and driving whilst talking on a mobile phone. Following our Tilbury PCSO walkabout the Chair felt these could be useful powers for a PCSO to have as it was clearly an issue in the community that needed to be tackled effectively.



## Public Perspectives

We collected views from the public in two main ways, firstly by visiting community forums and second, commissioning the Thurrock Diversity Network to undertake a consultation with those most vulnerable in our community. We felt this provided a more qualitative response than a wider public consultation.

### *Community Forums:*

We visited three forums that geographically represented Thurrock: Tilbury, South Ockendon and Orchards in Grays. We also received written representations from Purfleet Forum. Our visits to the forums demonstrated that residents' views were different to what we had experienced as a Panel and also what the Police intended for PCSOs. There was also a wide variety of perceptions about PCSOs across each locality. Some key points that came out of these meetings were:



- There was a general consensus at the Tilbury Forum that the Council's money would be better spent on fully warranted police officers who could arrest criminals. Yet, conversely, this forum also felt that PCSOs should have powers to enforce parking fines like a civil enforcement officer. In South Ockendon the forum did not raise arrest powers but instead felt that PCSOs should be participating more within the community, namely school visits.
- In Tilbury the forum knew some of their PCSOs but felt that their presence had decreased over the last year due to them being required to cover a much larger geographical area. At the Orchards Forum residents stated they did not know who their PCSOs were and in South Ockendon there was a mixed response with some residents saying they saw their PCSOs at various times doing their beat but others stating they never saw them and did not know who they were.
- No resident was definite in their understanding of the role of the PCSO.
- There was a general view that the Council should have reduced its financial investment proportionally with the reduction in overall PCSO numbers in Thurrock.

- At the Tilbury Forum a housing officer stated that they used to be able to directly task PCSOs with actions relating to anti-social behaviour. They were now no longer able to have this direct influence on them.
- All forums expressed concern that withdrawal of council funding would lead to the removal of PCSOs from their localities.

The results from our visits to Community Forums provided some surprising results. Many who attended community forums did not know who their local PCSOs were. There also seemed to be a great deal of misconception and confusion about the role of PCSOs and many residents held conflicting views about what PCSOs should be; some thinking of them as civil enforcement officers and others thinking them to be police officers with the power of arrest. No residents spoke about PCSOs in terms of a community police officer role, except in South Ockendon, whereby they gathered intelligence and acted as the eyes and ears of the police at a community level.

### *Thurrock Diversity Network Consultation:*

Early on in our review we were approached by the Diversity Network who asked to lead a review with their partner organisations on the role and impact of PCSOs. The Panel thought this would help greatly in reaching members of the community who perhaps relied on PCSOs more than others. The consultation results contained a wealth of views of individual residents of Thurrock, their friends, family members, carers and community organisations. The vast majority of responses consulted were overwhelmingly positive, championing the work of PCSOs in their local community as a deterrent for crime, tackling bullying, Anti-Social Behaviour (ASB) and as an important source of information, advice and support.

The responses demonstrated that PCSOs were seen as the “eyes and ears” of the community, and that their local knowledge base was key to intelligence gathering, reducing crime and fostering the feeling of safety – especially among more vulnerable groups – which some people felt that Police Officers lacked because they usually covered a larger geographical area. It was felt that PCSOs were of most benefit when they were familiar faces in the community, covering specific beats in order to build trust and foster a sense of confidence in the local community, intimating that if their local base was expanded and stretched to overcapacity these benefits would be lost.

A small number of respondents expressed the need for more “real” Police Officers with increased powers and few felt that there was not a strong PCSO presence in their community, although this is likely because of the geographical area those

respondents were residing in are not categorised as high crime (and therefore do not receive as many regular beats).

However when questioned on alternative ways in which funding could be spent to promote community reassurance in Thurrock, the majority of respondents advocated either keeping the same number of PCSOs or even recruiting more. It was clear that respondents felt that there would be negative consequences in their local area if the numbers of PCSOs in Thurrock were reduced, and that the benefit of people on the ground could not be substituted.

There is overwhelming evidence that the benefit of PCSOs is in their local intelligence gathering and community presence. There is a noticeable trend that in recent times the presence of PCSOs attending local events and forums has been in decline and that it is important to the community that, in their official capacity, PCSOs are accessible and visible so as to foster a sense of reassurance and safety in the community. Most felt that the number of PCSOs should not be reduced and if anything more are needed alongside more flexible facilities such as mobile police units.

People get to know them [PCSOs] and vice versa, they are important points of contact for community issues / concerns.

[PCSOs] are a vital instrument in reassurance, deterrence and community safety awareness in Thurrock

They listen, understand and operate under the same confidentiality as regular Police Officers

I do not personally feel PCSOs make any difference

[PCSOs] have local knowledge, whereas a PC can come from any area, so will lack any background

[I] always trust them – [PCSOs] feels like the community representative in uniform and the glue between the law and us.

We need more PCSOs

I do not think that a PCSO represents a Police presence, as they do not have the powers of a Police Officer

[Without PCSOs] I believe crime would rise as intelligence gathering would fall

Do not cut PCSO[s] – other methods were tried before. People on the ground matter. PCSOs are Essex Police Eyes and Ears!

# Understanding Essex Police Allocation Criteria

To understand the criteria Essex Police uses to allocate Thurrock its share of PCSOs from the police council tax precept.

It proved very difficult for us to find firm evidence as to how Essex Police assigned PCSOs across Essex. Our various meetings with Police during the review highlighted the following key points:

- Thurrock was one of the more busy areas of the county and therefore received a sizeable portion of police funded PCSOs.
- Thurrock Council funded far more PCSOs than any other council based in Essex. The closest to Thurrock was Frinton and Walton Town Council which funded 8 PCSOs.
- It was extremely rare for Thurrock based PCSOs to be moved outside of the borough to aid in other incidents. PCSOs were rarely moved beyond their immediate areas, although with the reduction of PCSO numbers, these areas had increased in size.

We learnt that at the time of their introduction in 2004, Thurrock had 54 PCSOs, although with retirements and resignations, the numbers had decreased to around 42. There was currently a freeze on further PCSO recruitment in Essex and the future use of PCSOs across Essex was due to be decided by the Chief Constable and Police and Crime Commissioner (PCC).

We wrote to the PCC in August to ask for his input and he replied that the management of PCSOs was within the role of the Chief Constable of Essex. We wrote to Stephen Kavanagh, Chief Constable of Essex Police, to follow up these enquiries.

# Match Funding – Value for Money?

Define what the Council is expecting in return for its match funding contribution of £227,000 and ensure it is getting value for money.



The Council measures the value of its match funded PCSOs through a set of twenty four performance indicators which includes the number of hours worked, the number of school visits, tobacco seizures and assisted arrests among others. At both the Panel's first meeting and our meeting with Ben Hodder, the Chief Inspector for Thurrock, we recognised that this monitoring put in place by the Council was outdated and a number of key points were agreed by both us and the Police, namely:

- Policing was as much about quality as quantity. For policing to be of sufficient quality, it needed to respond to the current day issues and not be tied to twenty four set performance indicators.
- There was currently no open dialogue about PCSO performance within a public forum, such as an overview and scrutiny committee or other public meeting. PCSO performance was monitored through officer meetings such as between the Police and Council officers but these meetings did not include the wider elected Members.

- The Police would welcome the opportunity for regular meetings with a committee or body to discuss performance.
- Staff changes within Essex Police had made it more of a challenge to produce the current reports necessary for the Council.
- As the Task and Finish Group, we did not feel the Council should set the professional agenda for PCSOs and that Essex Police should remain in overall professional control of the PCSOs day to day duties, even if funded by the Council.

It is clear that the performance indicators set by the Council to measure the work of PCSOs are not responsive to the unique nature of policing and that the measure of good PCSO policing is through continual and regular dialogue about the PCSO role between the Police and the Council's elected body, as well as its officers. The Chief Inspector felt this was possible and he would be able to provide tangible examples of where Council funding created results for Thurrock policing. The possibilities for future monitoring are outlined in **Appendix 1**.

During our review we were unable to show what specific value the Council added by partially funding PCSOs. We were able to track the particular performance of Council funded PCSOs through the performance indicators we monitored, yet we felt that with the reduction of PCSO numbers coupled with no current plan to recruit new officers, our financial contribution had been used to bolster the substantive PCSO service as opposed to an additional fund to enhance the service. We noted, however, that PCSOs were heavily used in Thurrock by Essex Police and that our contribution provided valuable funding to a much used service.

# The Alternatives

Consider options on how the funding might otherwise be better spent to provide community reassurance should the existing arrangements cease.

On 9<sup>th</sup> September 2013 we met with Councillor Angie Gaywood, the Portfolio Holder for Public Protection. She is the Cabinet member responsible for the money we spend on PCSOs. Councillor Gaywood assured the Panel that if it was decided to cease PCSO funding, she would support the money being used to bolster the enforcement work already undertaken by the council which includes parking, anti-social behaviour, enviro-crime and fly tipping. **Appendix 2** outlines some of the alternative spending options if the match funding were to cease.

The Panel made a number of key points in relation to alternative spends:

- The Panel recognised that the funding was susceptible to being offered as a saving in future budgeting if it was not used to fund PCSOs. The portfolio holder stated that she would strive to avoid this as she would want to spend the money on alternative services.
- That any alternative service paid for by the funds was effective in tackling issues and represent a valuable and worthwhile alternative to PCSO funding.

# Review of Special Services Agreement

Review the current special services agreement (SSA) to be signed on 1<sup>st</sup> April 2013 and make recommendations for future agreements.

The special services agreement (SSA) is the legal contract that sets out what the Council expects in terms of PCSO service in relation to its funding of £227,000. It sets the parameters on payment, selection of staff and the managerial control of the PCSOs, amongst many other factors.

The special services agreement (SSA) has been subject to scrutiny by Thurrock Members in the past. We discussed the document on numerous occasions during the review and made the following observations:

- The SSA is too long and complex. It needs to be simpler and more practical. We recognise that legal requirements might mean a lengthier document.
- We underlined the view that Essex Police have ultimate professional control over PCSOs.

# Summary and Recommendations

The primary aim of this review was to determine whether the Council's funding of PCSOs provided additional value. Our investigation has found no conclusive evidence that the funding provides additional resources to PCSOs in Thurrock. Arguably there are 14 PCSOs within the current numbers who are there because of the matched funding. We also found the special services agreement and the performance monitoring to be inadequate and not fit for purpose.

At the time of finalising our review report we were contacted by Chief Inspector Ben Hodder. He had been asked to review the management of PCSOs by his superiors. The recommendation had been made for Essex Police to cease all match funded arrangements across Essex and to provide councils the choice to fully fund however many PCSOs they wished. We received correspondence confirming this arrangement, which is attached at **Appendix 11**.

This development closed a number of options we had been investigating in our review. It is the prerogative of the Cabinet to decide what it wishes to do with the match funding of PCSOs but we believe there are now two options open to the Council, both of which have implications:

## OPTION 1

### Thurrock Council match funds at least four PCSOs

It is the view of the panel that should the Council continue to fund PCSOs they should fund at least four. Current funding allows the Council to fund up to seven; however the Panel felt that four was an amount that allowed the Council some flexibility over managing the safety of residents. The Cabinet could re-invest the left over monies into alternative provision (appendix 2) or conversely, it may feel that it wishes to fully fund seven PCSOs.

The current performance and contract management of match funded PCSOs does not reflect the reality of policing in Thurrock nor does it allow for the police to demonstrate any additional value of the Council's match funded PCSOs. The Panel was in no doubt that Essex Police manage PCSOs to the utmost professionalism, however, if new funding arrangements are to exist, performance management needs to change. The panel recommends:

- 1: That a revised performance monitoring system be put in place to better satisfy the Council that funding is providing additional value (as set out in Appendix 1).**
- 2: The Special Services Agreement be significantly revised to better reflect the new performance monitoring arrangement and to avoid any unnecessary detail or wording.**

## OPTION 2

### Thurrock Council Cease Match Funding of PCSOs

If funding were to cease then the Council would have the option to invest the money into other services (see appendix 2). If this was the case this panel would recommend:

- 3: That the options for alternative spends be fully explored between the Head of Public Protection and the Portfolio holder for Public Protection and be presented to Cabinet for consideration.**
- 4: That the money be invested into effective services that tackle public protection issues of benefit to Thurrock and which complements the work of PCSOs.**

## Recommendations to Essex Police

Beyond these options and their associated recommendations we felt there were recommendations we could make to Essex Police, namely:

- 6: Essex Police seek to promote the role of PCSOs more widely with key community groups and organisations to reduce confusion over the role of PCSOs.**

During our investigation we discovered that members of the public had misconceptions as to what PCSOs actually did and we feel that if Essex Police were able to tackle this in some way, some communities may gain a better understanding of PCSO roles and engage with them better.

- 7: Essex Police look to review PCSO powers to include:**

- **issuing appropriate penalties for people driving without a seatbelt**
- **using a phone while driving**
- **obstruction offences**

A number of PCSOs we met during the investigation raised this as an issue and the Panel felt it was the sort of offence a PCSO should be able to deal with as it was an offence they were most likely to see while on their rounds.

<b>Appendix 1</b>	
<b>Monitoring of Match Funded Activity</b>	
<b>Report of:</b> Gavin Dennett – Head of Public Protection	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> All
<b>Accountable Head of Service:</b> Gavin Dennett – Head of Public Protection	
<b>Accountable Director:</b> Lucy Magill – Director of Environment and Public Protection	
<b>This report is</b> Public	
<b>Purpose of Report:</b> This report summarises potential alternative uses for the funding currently allocated to the match funding of PCSOs by Thurrock Council.	

### **EXECUTIVE SUMMARY**

The Council currently match fund 14 PCSOs with Essex Police. The current budget allocation for this match funding is £227k.

The current regime to monitor the activity that is delivered as a result of the match funding relies on statistics detailing the activity of all PCSOs deployed within Thurrock by Essex Police. These statistics are presented in a spreadsheet that provides for a breakdown of activity by type on a monthly basis. The view has been expressed by both Essex Police and members of the Match Funding Review Panel that this does not reflect adequately the contribution made by match funded PCSOs to Council priorities. The spreadsheet quantifies the activities of PCSOs as a set of narrowly defined tasks. This does not allow sufficient flexibility to note activity falling outside of the categories used that would arguably better demonstrate the flexible and innovative contribution that the additional PCSO resource provided by virtue of match funding could be expected to deliver.

#### **1. RECOMMENDATIONS:**

- 1.1 That PCSO activity is reported to the Cleaner Greener and Safer Overview and Scrutiny Committee by the Police on a bi-annual basis; or**
- That PCSO activity continues to be monitored by way of a spreadsheet of statistics provided to the Council by the Police and updated on a monthly basis.**

**2. INTRODUCTION AND BACKGROUND:**

2.1 The format and nature of the performance monitoring arrangements in place for the agreement by Thurrock Council to match fund PCSOs is being considered as part of a Match Funding Review Panel. Members of the Panel have requested a report giving an alternative proposal for the monitoring of the contribution of PCSOs to the Councils priorities.

**3. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:**

3.1 There are two ways in which the activity of PCSOs can be reported to members, the first is by the presentation of statistics and the second is by way of a narrative report. The statistical method of monitoring PCSO activity is undertaken currently and is not deemed to be entirely satisfactory by the members of the Match Funding Review Panel.

3.2 The second method is a narrative report by the Police to members, this arguably provides more scope for the Police to highlight innovative work by the PCSOs that falls outside of the ability of a narrowly focused statistical return to capture. It also allows for members to question officers to clarify points of uncertainty that may arise from reports.

**4. REASONS FOR RECOMMENDATION:**

4.1 A narrative report from the Police to the Cleaner Greener and Safer Overview and Scrutiny Committee will allow local police commanders to give a balanced and informative picture of PCSO activity in the area. The commanders, with detailed knowledge of local police operations, will be well placed to put the contribution of the match funded PCSOs in the context of the overall local policing picture thereby giving members sufficient information against which to judge the impact of match funding.

**7. IMPLICATIONS**

**7.1 Financial**

To be confirmed

**7.2 Legal**

To be confirmed

7.3 **Diversity and Equality**

To be confirmed

**BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):**

- None

**APPENDICES TO THIS REPORT:**

- None

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<b>Appendix 2</b>	
<b>Alternative uses of funding allocated to PCSO match funding</b>	
<b>Report of:</b> Gavin Dennett – Head of Public Protection	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> All
<b>Accountable Head of Service:</b> Gavin Dennett – Head of Public Protection	
<b>Accountable Director:</b> Lucy Magill – Director of Environment and Public Protection	
<b>This report is</b> Public	
<b>Purpose of Report:</b> This report summarises potential alternative uses for the funding currently allocated to the match funding of PCSOs by Thurrock Council.	

### **EXECUTIVE SUMMARY**

The Council currently match fund 14 PCSOs with Essex Police. The current budget allocation for this match funding is £227k.

This funding would support the employment of four officers at the appropriate grade to undertake enforcement work on aspects of community based crime for the Council. This would include the staff costs of the officers and the allocation of sufficient operational budget to allow for expenditure on equipment, contractors and other items required to facilitate the work of such officers.

The following options include selection of choices that that could be exercised by councillors with regard to the future use of these funds.

#### **1. RECOMMENDATIONS:**

**1.1 Members are requested to note the options.**

#### **2. INTRODUCTION AND BACKGROUND:**

2.1 The use of Council funds to match fund Essex Police PCSOs is under consideration by members of a task and finish group, the PCSO Match Funding Review Panel.

2.2 Members have requested options for alternative uses of the budget used to fund match funded PCSOs to use as part of their decision making on the

future of match funding. This report lists options suggested for consideration by officers and members are asked to consider these as appropriate

### **3. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:**

- 3.1 Should the decision be taken to use the match funding budget in house to address community based crime the following options could be funded:
- Four additional Environmental Enforcement officers within Public Protection to increase the activity on fly-tipping, littering, dog fouling, abandoned vehicles and other environmental crime within the remit of council enforcement.
  - Five additional Civil Enforcement officers within Planning and Transportation to increase the activity to combat parking infringements.
  - Two additional Environmental Enforcement officers and three additional Civil Enforcement Officers to combat a combination of environmental crime and parking infringements.
  - Re-establishment of a small Anti Social Behaviour team within Public Protection to deal with Anti Social Behaviour affecting owner occupiers and private tenants.

The funding could alternatively be used to contribute towards the Councils corporate savings target.

### **4. REASONS FOR RECOMMENDATION:**

- 4.1 The continuation or cessation of match funding for PCSOs is a member decision. This paper outlines the alternative options for the use of the match funding budget for the information of members on the Panel in making their judgement.

### **5. CONSULTATION (including Overview and Scrutiny, if applicable)**

- 5.1 This report has not been consulted on. It is a report of information and is not seeking a decision.

### **6. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT**

- 6.1 All options outlined contribute to the following council priorities

**Encourage** and promote job creation and economic prosperity and

**Protect** and promote our clean and green environment

### **7. IMPLICATIONS**

- 7.1 No implications have been requested for this report as the various options presented will have differing implications.
- 7.2 Should an option be favoured by the panel specific implications for this option can be requested and provided as part of a more detailed report on the chosen option.

**BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):**

- None

**APPENDICES TO THIS REPORT:**

- None

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### Breakdown of PCSO Match Funded Posts

Organisation	Number of PCSOs
Alresford Parish Council	1
Boreham Parish Council	1
Brentwood Borough Council	2
Colchester CDRP	1
Dedham Parish Council	1
Frinton & Walton Town Council	8
Great & Little Leighs Parish Council	1
Mistley Parish Council	2
Springfield Parish Council	1
St Osyth Parish Council	1
Thurrock Council	14
University of Essex	1
Uttlesford District Council	4
West Mersea Town Council	1
Witham Town Council	2
<b>Total Match Funded as at January 2013</b>	<b>41</b>

### OTHER FUNDED POSTS

Stansted Airport (50% STAL)	5
Lakeside (100%)	4
<b>Total Match Funded as at January 2013</b>	<b>9</b>

## Police Community Support Officers

### Performance Monitoring

<b>Performance Measures for Police Community Support Officer Match Funding</b>
Number of PCSOs in Post (excluding those funded by Lakeside)
Number of PCSO Vacancies
Total Hours Worked
Other abstractions (hours) scene preservation, sickness, courses etc.
Foot patrol on target beat (hours)
Mobile Police Station duties (hours)
Engagement – community, forums, businesses, commuters, no cold calling areas (hours)
Partner Walk Around Days Attended (hours)
Partnership Operations Attended (includes Stay Safe, Under Age Sales) (hours)
Partnership tasking carried out (this may come from LAGs or individual Council Departments) (hours)
Key individual networks contacted
Number of door knockings
School visits
No of Council FPNs issues
No of Police PNDs issued
Alcohol seizures (no of people seized from)
Tobacco seizures (no of people seized from)
House to house enquiries (as a result of crime reported)
Assisted arrests
Number of repeat victims visited
Number of CID61 intelligence forms submitted (general)
Number of CID 61 intelligence forms submitted (PREVENT)
Number of CID 61 intelligence forms submitted (PPO's or core offenders)
Number of stop and account forms submitted
Number of Sect 59 Warnings and vehicle seizures initiated
Number of abandoned vehicles notified to council
Letters of appreciation / emails received
3VP Burglary Initiatives / vulnerable people – property
CLE 2/6 No VEL forms submitted

**MINUTES of the meeting of the PCSO Match Funding Overview and Scrutiny Committee held on 28 May 2013 at 7.00pm**

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**Present:** Councillors Simon Wootton (chair), Andrew Roast, Charlie Curtis, Steve Liddiard and Gerard Rice

**Apologies:** Councillor Rob Gledhill

**In attendance:** Gavin Dennett – Acting Head of Public Protection  
Matthew Boulter- Democratic Services

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**1. TERMS OF REFERENCE AND GENERAL DEBATE**

The Panel used the terms of reference as a starting point for debate. The Panel agreed that there were two contrasting outcomes for the review, namely that the PCSO funding continued or that it did not. However, members recognised that the outcome could range anywhere between these two opposites as well.

The Panel established what other local authorities in Essex funded in terms of PCSOs and noted that Thurrock funded significantly more than others.

Other comments and observations that were made during debate were:

- PCSOs were being used for front line policing, which was considered by most of the committee as the right role for them as they were protecting the community.
- What impact would a reduction of council funded PCSOs have on the police service?
- The Council had very little control over the work of the PCSOs and it was debatable whether this was desirable or whether the Police were the experts in managing this resource.
- There was originally 55 PCSOs across Thurrock and these had reduced over the years. Should the Council receive a proportional reduction in their contribution as a result?
- Would the Council be better served by Council wardens? There had previously been twenty four wardens employed by the Council but it was debateable how useful they had been.

A key issue the Panel discussed was the performance management of PCSOs and to what extent the Council could or should influence in terms of PCSO work. The panel recognised that there was already a set of performance indicators that the Council monitored but that this was not a true reflection of the ever evolving priorities of community policing. The Panel also recognised that if the council was too prescriptive with its performance

framework, the Police could possibly approach it as a tick box exercise and would not use resources to tackle current problems. However, all agreed some accountability was needed.

The panel agreed there were three key issues coming out of debate that needed further consideration:

- The Council was not currently monitoring performance or objectives in an efficient way.
- There was no evidence that the Council funding was providing addition quality to the service. It seemed the funding was simply used to fund existing services.
- Should Thurrock be aligning with the rest of Essex and vie for an equal share of police resources consummate to its needs?

The Panel agreed that the role of PCSOs should be uniform across Essex.

The Panel learnt that the Council funded 1000 hours a month. The number of PCSO hours fluctuated it seemed and Members wondered whether the Council contribution should fluctuate accordingly.

The Panel discussed how the Council and community fed into the priorities of the PCSO services and it was explained that there were various ways services such as housing and public protection fed into the service. Likewise, there were neighbourhood action panels.

The Panel noted that PCSO numbers in Essex were reducing as officers retired or moved on. The Panel felt it was important to understand the Chief Constable's approach to PCSOs in Essex and whether he saw them as an asset to the force or not. If the number of PCSOs in Thurrock went below fourteen, the Council would expect a reduction in contributions.

The Panel also felt that the Police needed to be more vocal with partners on what PCSOs were doing and what successes they were having.

**RESOLVED: That:**

- i) **The Terms of Reference be agreed.**
- ii) **The Panel write to the Police Crime Commissioner to ask for the criteria which he uses to allocate PCSOs in Essex and to explain how many are allocated to Thurrock and on what basis.**
- iii) **Ask other councils what their expectations of PCSOs are.**
- iv) **Attend a site visit to Essex Police on 6<sup>th</sup> June.**

**2. QUESTIONS TO PORTFOLIO HOLDER AND POLICE**

During debate the Panel formed the following potential questions to the Police and Portfolio Holder:

Police

1. What are PCSO duties?
2. How often are they taken away from these duties and for what reasons?
3. What is the current compliment of PCSOs in Thurrock and Essex?
4. Do you think all PCSOs provide the same quality service across their areas?
5. Are you recruiting new PCSOs?
6. How often are PCSOs on street walkabouts? If they are not, what do they do?
7. What difference and what impact does Council funding have on the PCSO service?
8. Do individual PCSOs have any autonomy in what their day to day tasks are?
9. What criteria do you use to assign PCSOs to certain areas in Thurrock?
10. Why is there such a variance in PCSO hours worked each month?
11. How do you monitor match funded PCSO work as opposed to non-match funded PCSO work?
12. What impact would there be on the service if the Council withdraw all or some of the funding?
13. How does the community and council inform what you do with PCSOs?
14. What views does the Chief Constable have on the use of PCSOs in Essex?

Questions for Portfolio Holder

1. What do you expect of PCSOs? What is their role?
2. How do you monitor the changing priorities of PCSOs and ensure they are working on the priorities of the Council and Community?

**The meeting finished at 8.40pm.**

Approved as a true and correct record

**CHAIRMAN**

**DATE**

**Any queries regarding these Minutes, please contact  
Matthew Boulter, telephone (01375) 652082,  
or alternatively e-mail mboulter@thurrock.gov.uk**

## Notes of Visit to Ockendon Police Station

6<sup>th</sup> June 2013, 10am

### Present

Chief Inspector Ben Hodder  
Inspector Leigh Norris  
Councillor Simon Wootton  
Councillor Rob Gledhill  
Councillor Andrew Roast  
Councillor Gerard Rice  
Matthew Boulter  
Gavin Dennett

Everyone agreed that the financial climate was very different now to when the PCSOs funding was first started and therefore it was right to have a review of the arrangements. It was clarified that the Council currently match funded 14 PCSO posts and that these represented an additional resource to the main provision of PCSOs that was funded solely by Essex Police. As time had progressed, PCSOs numbers had changed with people leaving to go on to other roles. There was currently a freeze on recruiting new PCSOs, although it was expected that recruitment would resume by the end of the year. Senior Police were currently debating the use and role of PCSOs in the future force.

CI Hodder stated that there were roughly 42 PCSOs employed by Thurrock Police. This was considerably more than most other areas in Essex and therefore it was clear there was an added value that the Council funding provided.

### Performance Management

CI Hodder felt the performance system the Council currently employed to monitor PCSO performance was bureaucratic and took up a lot of hours.

It was agreed that managing performance targets for the police was a very difficult task and it was often the case that setting quantifiable targets tended to lead to officers focussing their work to achieve these results rather than tackling the real issues of the locality. Insp. Norris felt it was more important to have a quality of service over above a quantity of certain performance indicators.

Every officer had a GPS device that tracked their movements and this was regularly monitored by senior management on a daily basis. PSCOs were rarely in vehicles and were on foot or bike for most of the time. The PCSOs' focus was managed through monthly tasking meetings with the Council. They were also embedded into the community and could respond to any request or development fed to them through community bodies.

The Panel heard of the new Grays Town Team initiative and how this was mostly made up of PCSOs. The team had been crucial in a number of arrests of criminals who naturally went to the town

centre. It was important to remember that the resources put into Grays Town Centre impacted on the crime levels of other areas by removing criminals.

It was highlighted that it was very rare for PCSO or other resources to be removed from Thurrock for other Essex wide business. It was more the case that other parts of Essex complimented Thurrock as it was one of the busier areas of Essex for policing.

In May PCSOs had assisted in 9 arrests, 11 stop and searches and numerous other duties including tobacco seizure and house to house enquiries.

Some members of the Panel felt that the current performance targets should be scrapped and replaced with a quarterly report that could be brought to a committee of the Council where the Members could discuss performance. The panel felt this would go a long way in communicating the added value the funding would provide. It was agreed that the performance of the 14 funded officers could not be ring fenced and focussed on.

### PSCO Duties

PCSOs covered 8am to Midnight and operated on a three shift cycle throughout that time. At peak times, there were no more than 12 PCSOs working at any one time. PCSOs focussed on the problem areas within the borough and were deployed on those areas based on current intelligence. They were briefed by the sergeant at the beginning of every shift.

The Police clarified that officers were not present in safe areas and would only be visible in the places they were needed. It was felt that PCSOs were more trusted by the community. A lot of hours were put into projects that were not easily captured by performance systems.

### Funding

It was recognised that that the reduction in PCSOs had made it difficult to quantify the value added by the council funding. It was agreed that the future development or addition of PCSOs were uncertain.

It was suggested that if the funding continued that it be reviewed on a three yearly cycle.



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**Councillor Simon Wootton**  
**Conservative Member for Chafford and North Stifford Ward**

Members Secretariat 01375 366324

31 July 2013

Mr N Alston  
PCC for Essex  
3 Hoffmanns Way  
Chelmsford  
Essex  
CM1 1GU

Dear Mr Alston,

In our recent conversations I have made you aware of Thurrock Council's Overview and Scrutiny review into the matched funding arrangements of PCSOs in Thurrock which I have been asked to chair.

The Council funds seven full time PCSO posts and, in accordance with current arrangements which I gather were put in place in 2005, Essex Police agreed to match fund another seven. In monetary terms this equates to approximately £460k in total.

At the outset, there was a clear intention that the fourteen additional officers were additional and supplementary to the "allocation" of PCSOs that Thurrock might otherwise receive from the standard Essex Police precept.

As part of the budget setting exercise earlier this year there was a widely held view expressed that these funding arrangements, however well intended at the time of implementation, may no longer be delivering any additional resources, i.e. it may have effectively been swept up into overall Essex Police neighbourhood policing budgets.

Accordingly, I was asked by the Leader of the Council to head a review into the viability and additional value this funding provides. With this in mind I attach a copy of the terms of reference for your information.

The review started in May and we have already undertaken a series of activities to deepen our understanding of the issues under question and to seek some of the answers to the enquiries set out in the terms of reference. Most notably we have:

- Met with the Chief Inspector Ben Hodder and his two colleagues, Inspectors Norris and Mitchell, to discuss operational issues regarding PCSOs.
- Undertaken a patrol with PCSOs in Tilbury to better understand their day to day work.
- Commissioned a public consultation, led by Thurrock's Community Interest Company, to understand what PCSOs mean to the people of Thurrock. We will also be attending a number of community forums in the forthcoming weeks.

We still have a number of activities we wish to complete, including a witness session with Cllr Angie Gaywood, the council's portfolio holder for public protection.

The Special Services Agreement, which underpins the current arrangements, is no longer appropriate and the performance monitoring data collection is onerous on Essex Police and gives no benefit in its current form.

There is however, still much work to be done and, whilst I had an optimistic view initially that this work would have all been completed by now, I anticipate it will take another couple of months. I trust this letter gives you a comprehensive summary of our work to date. I will, of course, keep you apprised of the reviews' outcome.

One of the key questions we have yet to answer and one which I will take this opportunity to formally ask is that Thurrock Council needs assurances as to what additional value our funding brings to PSCOs in Thurrock. The Panel has heard that Thurrock originally started with around fifty four PCSOs and this has reduced to around forty two. Our funding has not reduced proportionally so there are a number of Councillors on the Panel questioning what additional value our money brings if the original provision has been reduced.

Also, there is a question about the criteria Essex Police use to allocate PCSOs around the county and how Thurrock fits into that formula. In your position as Police Crime Commissioner I am hoping that you will be able to provide a formal response that we can discuss this at our next meeting.

Thank you for your continued interest in the review and I very much look forward to sharing our final report with you.

Yours sincerely

Councillor Simon Wootton  
**Chair of the PSCO Match Funding  
 Overview and Scrutiny Review Panel**



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Your Ref:  
Our Ref: NA/EN/SW  
Date: 21<sup>st</sup> August 2013  
Enquiries to: Nick Alston  
E-mail: [pcc@essex.pnn.police.uk](mailto:pcc@essex.pnn.police.uk)

Dear Cllr Wootton,

Thank you for your letter which has given a clear summary of Thurrock Council's PCSO Match Funding Overview and Scrutiny Panel's work to date.

Following from our recent conversations, concerning the distribution formula of PCSOs across the county, my position is that PCSOs are an operational resource available to the Chief Constable, and as such, presently do not follow a strict formula as their deployments will be affected by operational needs and requirements. Clearly many things have changed since the original agreement in 2005.

As most public sector organisations look to the next financial year and the continued need to make savings, I would expect that greater levels of scrutiny will be made of current arrangements for their value for money.

As this issue is looking at wider operational deployment issues, I will forward a copy of this correspondence to the Chief Constable, so that Essex Police take into account this issue as part of their future planning, tasking and deployment strategy.

I look forward to being kept apprised of further developments and your final report.

Yours sincerely

PP 

**Nick Alston CBE**  
**Police and Crime Commissioner for Essex**

cc. Stephen Kavanagh, Chief Constable

**Notes from the visit to Orchards Community Forum Meeting (Grays)**  
**31<sup>st</sup> July 2013**

PCSO funding review

Cllr Wootton introduced the review to residents and explained the funding context and background with regard to reduced numbers of PCSOs and value for money of continuing funding.

Cllr Wootton explained the process of the review to residents and the fact that a report to council would result.

Cllr Wootton explained actions taken by the review so far and the further actions which are to be taken including Meeting with Chief Constable.

Cllr Wootton then asked for the views of the residents on PCSOs and whether they supported continued funding or were they of the view that this was a waste of money for the council:

- Resident1

Are we getting our additional PCSOs as a result of the match funding.

Cllr Wootton advised of the position whereby we can't clarify this with the police at the moment.

- Resident2

Helicopter question

Cllr Wootton explained this was a police question.

- Resident3

What could we do differently with the money Cllr Gaywood answered for PP and answered on PCP points.

GD answered on potential alternatives.

PCSOs not known by the residents in attendance???

- Resident4 Cllr Yash Gupta

Thinks we have no control over deployment of PCSO funded by Thurrock.

Police accessibility is poor.

Cllr Gaywood do you have any police attendance?

Cllr Stone not good recently.

- Resident5

Andy if we decide to spend the money elsewhere will we lose PCSOs?

Cllr Wootton Not clear at the moment but touches on the criteria for allocation argument.  
Response from resident so value for money is currently an unknown?

Cllr Wootton yes that is very eloquently put.

Cllr Gaywood we need to clarify the Chief Constable's view on PCSOs and if he is supportive of recruiting more PCSOs to replace loses from the establishment.

Cllr Curtis there are regular monthly meetings in South Ockendon with the Police?

Cllr Stone no there were but not often recently.

**Notes from Visit to Tilbury Community Forum meeting**  
**1<sup>st</sup> August 2013, 7pm**  
**PSCO Review**

Present

Councillor Simon Wootton  
Councillor Steve Liddiard  
Councillor Bukky Okunade  
Councillor Angie Gaywood  
Matthew Boulter  
Stephanie Young

Background to the PCSO review

Councillor Wootton provided some background information for the PCSO review, explaining the Thurrock Council match funding contribution to Essex Police of nearly £250,000 for an additional 14 PCSO's, and that the review is to ensure Thurrock Council and its residents are getting value for money. Currently the Council is reviewing the information to determine whether the Council funding was providing additional PCSO's, rather than being used to fund existing services and PCSO's which Essex Police would have provided anyway.

Cllr Wootton explained that he has met with CI Ben Hodder, Inspector Norris and Inspector Mitchell (who covers Tilbury) and has been on a walkabout with 2 PCSO's in Tilbury which was very productive. In 2-3 months Cllr Wootton hopes the process will be complete and that currently the group are 6-8 weeks away from pulling together findings.

There were originally 55 PCSO's in Thurrock which has now been reduced to around 42 – but Thurrock Council's contributions have stayed the same. Councillor Wootton asked residents what their views on PCSO's were and their effectiveness in the local area.

Residents Discussion

Resident 1 expressed concerns that the match funding has not made an additional contribution to increasing PCSO numbers – is it value for money if there has been a reduction of officers?

Resident 2 has noticed a cutback in the area and feel that the PCSO presence is not as prominent as it has been in the past.

Resident 3 Feels that PCSO's are important and most know the 2 local PCSO's – Phil & Debbie by name.

Resident 4 feels that PCSO powers are too limited, they only have the authority to hold someone for 15mins each and their powers do not go above and beyond the power of citizen's arrest. This resident asked why the money spent on PCSO's can't pay for actual Police Officers. To this Cllr Wootton responded that the Essex Chief Constable decides how much power Essex PCSO's are given and that these have to fall within national guidelines, however Essex PCSO's do have more power than many of their counterparts elsewhere in the Country.

Cllr Wootton explained the differences between PCSO v regular Police Officer powers. PCSO's are the eyes and ears of the community collecting local intelligence

Resident 2 said that 6-12 months ago the PCSO's were more visible in the local area as they were regularly seen on their bikes and were well known to the local community. However since they have the van the resident states they are taken away more from local issues.

Resident 5 works in the Housing Locality Action Group and said that her and her colleagues used to have a very good relationship with the 2 PCSO's and used to be able to task them with specific work that would help them in their work – e.g. by asking a PCSO to visit a problematic resident with them so they could act as a professional witness if the case went to Court. Since the Policing blueprint areas in Thurrock have changes Tilbury PCSO's have lost some presence as they now need to cover a larger area. As a result she can no longer task them with such work.

Resident 6 agreed that PCSO's are valued but their value is in the fact that PCSO's often work in the local community and know their residents, if this is diluted because of the blueprint and the fact that the PCSO's now cover a wider area, the community lose this benefit.

Resident 7 asked why Civil Enforcement Officers and PCSO's cannot be merged and can more emphasis be placed on Neighbourhood Watch. Cllr Wootton explained that this is why they are seeking residents views – if the money is not spent on PCSO's what should the money be spent on?

Councillor Gaywood explained that the funding the Council provides for PCSO's is not statutory and outlined the different roles between Civil Enforcement Officers (CEO's) who are responsible for issuing parking fines, Public Protection Officers who tackle dog fouling, fly tipping and hate crime (and who often take a preventative role visiting schools and education and the School Safety Vehicle.

Resident 4 asked whether PCSO's outnumber Police Officers and whether PCSO's are frustrated with their lack of authority. Councillor Gaywood responded yes PCSO's do outnumber Police Officers on the Neighbourhood Policing teams. Councillor Wootton described how in his personal discussions with the 2 Tilbury PCSO's they feel being a PCSO is advantageous (as they do not have to complete as much paperwork as the Police Officers), this means they can be out in the community more.

## **Notes of Visit to Ockendon Police Station**

**6<sup>th</sup> June 2013, 10am**

### **Present**

Chief Inspector Ben Hodder  
Inspector Leigh Norris  
Councillor Simon Wootton  
Councillor Rob Gledhill  
Councillor Andrew Roast  
Councillor Gerard Rice  
Matthew Boulter  
Gavin Dennett

Everyone agreed that the financial climate was very different now to when the PCSOs funding was first started and therefore it was right to have a review of the arrangements. It was clarified that the Council currently match funded 14 PCSO posts and that these represented an additional resource to the main provision of PCSOs that was funded solely by Essex Police. As time had progressed, PCSOs numbers had changed with people leaving to go on to other roles. There was currently a freeze on recruiting new PCSOs, although it was expected that recruitment would resume by the end of the year. Senior Police were currently debating the use and role of PCSOs in the future force.

CI Hodder stated that there were roughly 42 PCSOs employed by Thurrock Police. This was considerably more than most other areas in Essex and therefore it was clear there was an added value that the Council funding provided.

### **Performance Management**

CI Hodder felt the performance system the Council currently employed to monitor PCSO performance was bureaucratic and took up a lot of hours.

It was agreed that managing performance targets for the police was a very difficult task and it was often the case that setting quantifiable targets tended to lead to officers focussing their work to achieve these results rather than tackling the real issues of the locality. Insp. Norris felt it was more important to have a quality of service over above a quantity of certain performance indicators.

Every officer had a GPS device that tracked their movements and this was regularly monitored by senior management on a daily basis. PCSOs were rarely in vehicles and were on foot or bike for most of the time. The PCSOs' focus was managed through monthly tasking meetings with the Council. They were also embedded into the community and could respond to any request or development fed to them through community bodies.

The Panel heard of the new Grays Town Team initiative and how this was mostly made up of PCSOs. The team had been crucial in a number of arrests of criminals who naturally went to the town centre. It was important to remember that the resources put into Grays Town Centre impacted on the crime levels of other areas by removing criminals.

It was highlighted that it was very rare for PCSO or other resources to be removed from Thurrock for other Essex wide business. It was more the case that other parts of Essex complimented Thurrock as it was one of the busier areas of Essex for policing.

In May PCSOs had assisted in 9 arrests, 11 stop and searches and numerous other duties including tobacco seizure and house to house enquiries.

Some members of the Panel felt that the current performance targets should be scrapped and replaced with a quarterly report that could be brought to a committee of the Council where the Members could discuss performance. The panel felt this would go a long way in communicating the added value the funding would provide. It was agreed that the performance of the 14 funded officers could not be ring fenced and focussed on.

### PCSO Duties

PCSOs covered 8am to Midnight and operated on a three shift cycle throughout that time. At peak times, there were no more than 12 PCSOs working at any one time. PCSOs focussed on the problem areas within the borough and were deployed on those areas based on current intelligence. They were briefed by the sergeant at the beginning of every shift.

The Police clarified that officers were not present in safe areas and would only be visible in the places they were needed. It was felt that PCSOs were more trusted by the community. A lot of hours were put into projects that were not easily captured by performance systems.

### Funding

It was recognised that that the reduction in PCSOs had made it difficult to quantify the value added by the council funding. It was agreed that the future development or addition of PCSOs were uncertain.

It was suggested that if the funding continued that it be reviewed on a three yearly cycle.

## **MINUTES of the meeting of the PCSO Match Funding Overview and Scrutiny Review Panel held on 9 September 2013 at 7.00pm**

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**Present:** Councillors Simon Wootton, Charlie Curtis and Steve Liddiard

**Apologies:** Councillors Gerard Rice and Andrew Roast

**In attendance:** Councillor Angie Gaywood – Portfolio Holder for Public Protection  
G. Dennett – Head of Public Protection  
M. Boulter – Principal Democratic Services Officer

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### **3. MINUTES**

The minutes of the PCSO Match Funding Overview and Scrutiny Review Panel held on 28 May 2013 were approved as a correct record.

### **4. DECLARATION OF INTERESTS**

a) Interests

No interests were declared.

b) Whipping

No interests were declared.

### **5. UPDATE ON REVIEW**

The Chair took the opportunity to update Members on the review so far and informed them that the following activities had been undertaken:

- Three community forums had been attended (Ockendon, Orchards and Tilbury) to obtain the views of residents.
- A walkabout with two PCSOs in Tilbury
- Met with the Chief Inspector and his Inspector colleagues.
- Wrote a letter to the Police Crime Commissioner.
- The Diversity Network undertook a consultation on the value of PCSOs within the community.

### **6. WITNESS SESSION: PORTFOLIO HOLDER FOR PUBLIC PROTECTION**

The portfolio holder stressed that PCSOs were valued and that the key aim of the review was to find out whether the Council's contribution provided any additionality to the resources that was already supplied by the Police themselves. She added that Brentwood Council had ceased funding its two

PCSOs on the basis that they had no evidence that their funding was providing additional resources within community policing.

The portfolio holder recognised that the Council should have spoken with the police when PCSO numbers started to drop to see if the council's contribution could be amended appropriately. Likewise, the monitoring put in place by the special service agreement had slipped. The Committee agreed that if funding continued there would need to be a better and more responsive monitoring system. Officers confirmed this and suggested that a more narrative feedback by the police could give the Council a better idea of how council funded PCSOs were working. Some Members felt that this would not be robust enough and was actually involving the Council in an area of responsibility that was not theirs to have, namely the organisation and management of the police service.

The Panel noted that back office staff at Essex Police had reduced significantly in the recent budget cuts and the requirement on completing the Council's monitoring forms added a significant pressure.

All present recognised that the role of PCSOs had changed over the past ten years and they provided more policing services than simply community presence.

It was clarified that PCSOs were tasked through Local Area Groups which would respond to present day concerns within the community.

The Panel agreed that the Chief Constable should be approached to gain his views on the future of PCSOs, their deployment and also his response if the funding was removed. The portfolio holder added that she had received assurances from a previous Chief Constable that if funding was removed the police would not seek to make any PCSO redundant but reduce services through natural wastage, for example, retirement.

**RESOLVED: That:**

- i) The Chair of the Panel and the Portfolio Holder seek to have a meeting with the Chief Constable to clarify issues on the future of PCSOs in light of funding arrangements.**
- ii) The Head of Public Protection provide a report on the ways in which match funded PCSO performance could be monitored in the future if funding were to continue.**

## **7. DISCUSSION ON ALTERNATIVE SPEND FOR THE PCSO BUDGET**

The portfolio holder confirmed that the PCSO match funding accounted for 10% of the entire public protection budget. There was always a possibility that this money would be made as a future saving but the portfolio holder stressed that

she would fight for her budget and would plan to spend the money, if funding ceased, on other areas of enforcement which might include parking, anti-social Behaviour, fly tipping or enviro-crime. It was added that the funding amounted to the equivalent of 4 or 5 full time posts plus an operational budget, so it could be used to establish a very effective unit within the Council. The panel asked that if this ever occurred that the unit was made effective so as to counter the possible future loss of PCSOs.

**RESOLVED That the Head of Public Protection provide a report on the possible alternative spends of the money if match funding were to cease.**

## **8. CONSIDERATION OF DIVERSITY NETWORK CONSULTATION RESULTS**

The Panel registered their thanks to the network for their hard and very informative work. The Panel noted the varied responses of residents in relation to key questions such as what they would feel if PCSOs were removed entirely. The Panel briefly discussed the positive uses of special constables.

**RESOLVED that the report be passed on to the Chief Inspector for his information.**

## **9. DISCUSSION ON SPECIAL SERVICES AGREEMENT**

The Panel agreed the document was unwieldy and overlong. Members discussed the merits of having PCSOs directly in contact with ward councillors and how this could best be facilitated in any future agreement. All agreed that because the Panel had not yet decided to either continue or cease funding that the services agreement could not be commented upon in detail.

## **10. REVIEW RECOMMENDATIONS**

The Panel agreed to receive all documentation relating to the review alongside draft recommendations once the Chair had met with the Chief Constable. There was proposed that one final meeting be held to sign the recommendations off. Members of the Panel registered their thanks to councillor Wootton for his chairing so far.

**The meeting was finished at 8.40pm.**

Approved as a true and correct record

**CHAIRMAN**

**DATE**

**Any queries regarding these Minutes, please contact  
Matthew Boulter, telephone (01375) 652082**



Thurrock Council, Civic Offices, New Road,  
Grays, Essex RM17 6SL

Councillor Simon Wootton  
Chafford & North Stifford Ward

20 September 2013

Mr S Kavanagh,  
Chief Constable, Essex Police,  
Essex Police Headquarters,  
PO Box 2,  
Springfield,  
Chelmsford,  
Essex, CM2 6DA

Dear Sir,

You may be aware that Thurrock Council has established a Task and Finish Group to review our on-going matched funding arrangements of fourteen PCSO posts, which equates to a contribution of approximately £227,000 per annum. We have undertaken a number of tasks in relation to this including visiting resident groups, a PCSO walkabout and we have also had dialogue with a number of your colleagues, including Chief Inspector Ben Hodder and his management team, and the Police and Crime Commissioner, Mr Nick Alston, to understand what the role of PCSOs are, and what added value our match funding brings to policing in Thurrock.

I attach our terms of reference for your information.

We are approaching the end of our review and are looking to make our recommendations to Council Members in November. There have been a number of questions arising during the review that our investigation has yet to answer and we had rather hoped to set up a meeting with you to discuss various aspects of the Review. As we have been unable to arrange a meeting, I am writing to you instead in the hope that you may be able to provide us with some responses if possible by 4th October to enable us to complete this important work on time.

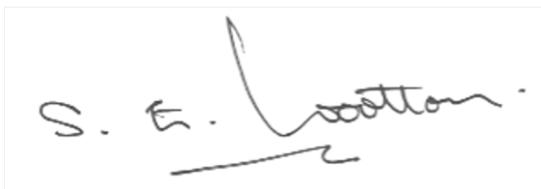
Our questions are,

1. What is your current vision for the future use of PCSOs across Essex and particularly in Thurrock? What are the current criteria operationally for the allocation of numbers to areas and more specifically to Thurrock? Are they crucial to the continued operation of Essex Police?
2. If Thurrock Council was to withdraw match funding what is the likelihood of a further PCSO headcount reductions? (When the scheme started in 2005 numbers were approximately 55. Now there are 42 PCSOs whilst in that time the match funding arrangements for 14 has remained constant).

We had hoped to seek a meeting with either yourself or Assistant Chief Constable Mason to discuss these issues but understandably your schedules are very busy and do not fit into our rather specific deadlines. We would however like to ensure that any views you have a reflected in our final report.

I look forward to your response.

Yours sincerely,

A handwritten signature in black ink, reading "S. E. Wootton." with a horizontal line underneath.

Councillor Simon Wootton  
Chair of the PCSO Match Funding Task and Finish Review Panel

c.c. Assistant Chief Constable Maurice Mason  
Nick Alston (PCC)

Members Secretariat | 01375 366324  
Email | [swootton@thurrock.gov.uk](mailto:swootton@thurrock.gov.uk)  
Tel: | 07766 781998

**A copy of the email response from Chief Inspector Alan Cook to Councillor Simon Wootton – 7 October 2013**

Dear Simon,

It was good to catch up today and hear you are keeping well.

As discussed I would like to formally acknowledge receipt of your letter dated the 20<sup>th</sup> September regarding PCSO allocation and funding.

In your letter you ask two specific questions, which I will try and answer in the round as they are linked.

Essex Police is currently developing a PCSO vision of the future and as a result reviewing the role to determine the key operational principles for their deployment post April 2014. Part of this review will consider what the PCSO ratio or percentage reduction might be under a revised Essex policing model. The operating model for PCSOs was unchanged in a recent force restructure (Blueprint), where they continue to deliver a neighbourhood policing role.

It is recognised that it has become increasingly difficult to understand the added value of match funded PCSO arrangements, where partners are equally under pressure to reduce spending. Therefore it is important the review understands how the PCSO establishment in each district meets the force's demand profile and policing priorities. It will consider the following:

1. Developing and determining a clear 'Essex Police PCSO Strategy' for the future
2. Designing and developing a clear operational deployment criteria for PCSO's
3. Determine the future force PCSO establishment
4. Determine their geographical distribution against a clear resource allocation model
5. Review and revise existing joint funding arrangements, contracts, liabilities, constraints and operational control around demand management.

In addition to the above Essex Police has just established a team (under the name Evolve) to take forward our response to CSR2. As this is a developing picture it is not possible at this stage to know what future numbers will be and what would happen in cases where joint funding is withdrawn.

I also note your comments with regard to a meeting with the Chief Constable to discuss these matters. While it is unlikely he could add any further detail at this time I would be happy to arrange something if you feel it would be of benefit.

If I can be of any further assistance please let me know.

Kind regards,  
Alan

**Alan Cook**  
Chief Inspector  
Staff Officer to Chief Constable  
Executive Support



C/Supt Prophet  
Essex Police  
PO Box 2  
Springfield  
Chelmsford  
CM2 6DA

22nd October 2013

Lucy Magill  
Director of Environment and Public Protection  
Thurrock Council  
Civic Offices  
New Road  
Grays  
Essex  
RM17 6SL

Dear Lucy,

Please accept my apologies for taking a few weeks to respond to you on an issue I realise is very important to the community safety agenda in Thurrock. I can confirm that Essex Police will not be offering match funding opportunities for Police Community Support Officers (PCSOs) with effect from 1st April 2014. The force will still consider full funding requests. I can also assure you that there are no plans to make PCSOs redundant irrespective of whether or not they are currently match funded.

As we consider the financial challenges presented to us by the latest comprehensive spending review (a deficit of £36million over the next three years) the force remains committed to an operating model that recognises the importance of neighbourhood policing to community confidence and the fact that PCSOs are an integral part of that structure.

Yours sincerely

Andy Prophet  
Chief Superintendent  
Essex Police

**taking a lead in  
making Essex safer**

[www.essex.police.uk](http://www.essex.police.uk)

## Thurrock Diversity Network



Thurrock Diversity Network

## Your PCSOs In Thurrock

## Detailed Survey Report

### Introduction:

Thurrock Diversity Network is a registered Co-operative under the Industrial and Provident Societies Act 1965 and is regulated by the Financial Conduct Authority.

In all its work as a co-operative, Thurrock Diversity Network aims to:

- a) Benefit disabled adult residents of Thurrock by the promotion of citizenship and the development of inclusive communities;
- b) Promote disabled people's active participation in and full integration into society;
- c) Encourage the provision of services which improve residents' conditions of life, facilitate independent living and give them choice and control over service delivery;
- d) Act as a co-ordinating body for and provide support to voluntary organisations in Thurrock that work with disabled people;
- e) Promote the advancement of understanding of human rights, equality and diversity;
- f) Work within and promote the social model of disability in all aspects of the Co-operative's activities.

Thurrock Diversity Network is a founding partner organisation of Thurrock Coalition – The User-Led Organisation for Thurrock.

### Background & Context:

Thurrock Diversity Network carried out this survey as an independent community organisation in order to support and inform a review currently being undertaken by the Cleaner, Greener and Safer Overview and Scrutiny Committee at Thurrock Council in relation to the match funding of Police Community Support Officers (PCSOs) in Thurrock. The survey was open to anyone living in or with a connection to Thurrock.

### **Aim of the survey:**

To obtain, gather and hear the views of individual residents of Thurrock, their friends, family members, carers and community organisations with regard to Police Community Support Officers (PCSOs) in Thurrock. Specifically details of:

- The actual real differences that the PCSOs make to you, your friends, neighbours and people you know in Thurrock.
- The impact of PCSOs upon communities and people in Thurrock.
- Any added value the PCSOs bring to community safety and cohesion [making people feel like they belong to their neighbourhood] in Thurrock.

### **Methodology:**

The design and development of the survey was carried out by the Secretary and Committee of Management of Thurrock Diversity Network after researching relevant literature in the sector. We recognised that it was vital to relate the survey to the specific role, job description and expectations of PCSOs in a practical context. To this end, the design of the survey was informed by the “Neighbourhood Policing: PCSO Practitioner’s Guide” document<sup>1</sup> and resources from the websites of various Police Forces across the U.K. including: the Metropolitan Police, Greater Manchester Police, Warwickshire Police and Essex Police.

The questions covered the following topics:

- The geographical areas covered by PCSOs in Thurrock.
- The duties of PCSOs – including seeking qualitative, experiential individual examples (from members of the public and community groups when communicating with PCSOs in Thurrock) of:
  - Community Awareness.
  - High Visibility Patrols.
  - Community Relationships and Spirit.
  - Community Knowledge.
  - Public Engagement.
  - Listening (including Confidentiality) and Community Feedback.
  - Community Reassurance, Support and Trust.
  - Community Safety and Security.
  - Consequences for Communities in Thurrock if PCSO numbers were to be reduced (including a call for suggestions as to alternative ways in which Community reassurance might be provided).

As a Co-Operative with an overarching focus upon disability issues and the aim of supporting the participation, inclusion and involvement of vulnerable groups in civil society, we asked respondents to tell us their respective ages and whether they identified as disabled and/or as carers. All questions were optional; respondents

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<sup>1</sup> “Neighbourhood Policing: PCSO Practitioner’s Guide” – Available from:  
<http://policecommunitysupportofficer.com/PCSOGUIDE.pdf> - Last accessed 13/08/13

were encouraged to answer as many questions as they could and to share their experiences of when meeting/contacting PCSOs in Thurrock.

The survey ran for 4 weeks from 11<sup>th</sup> July 2013 to 9<sup>th</sup> August 2013 inclusive. The survey was made available Word Format and online via:

[http://www.surveymethods.com/s/18108/TDN\\_PCSOS](http://www.surveymethods.com/s/18108/TDN_PCSOS)

Paper copies of the surveys were cascaded through the Thurrock Diversity Network and Thurrock Coalition distribution lists and contacts, including Thurrock Mind, Thurrock Lifestyle Solutions, Thurrock Centre for Independent Living, the Community Safety Partnership, the Independent Advisory Group (IAG) and its members as well as numerous community forums throughout the borough (including reaching people through the Community Hub). We also presented and spoke in person to various groups such as Thurrock Over Fifties Forum and Age Concern and carried out peer-to-peer surveys at T-Fest 2013.

Once all completed paper copies were received, these were inputted electronically for ease of collation and use when analysing the results.

## **Thematic Summary of Results**

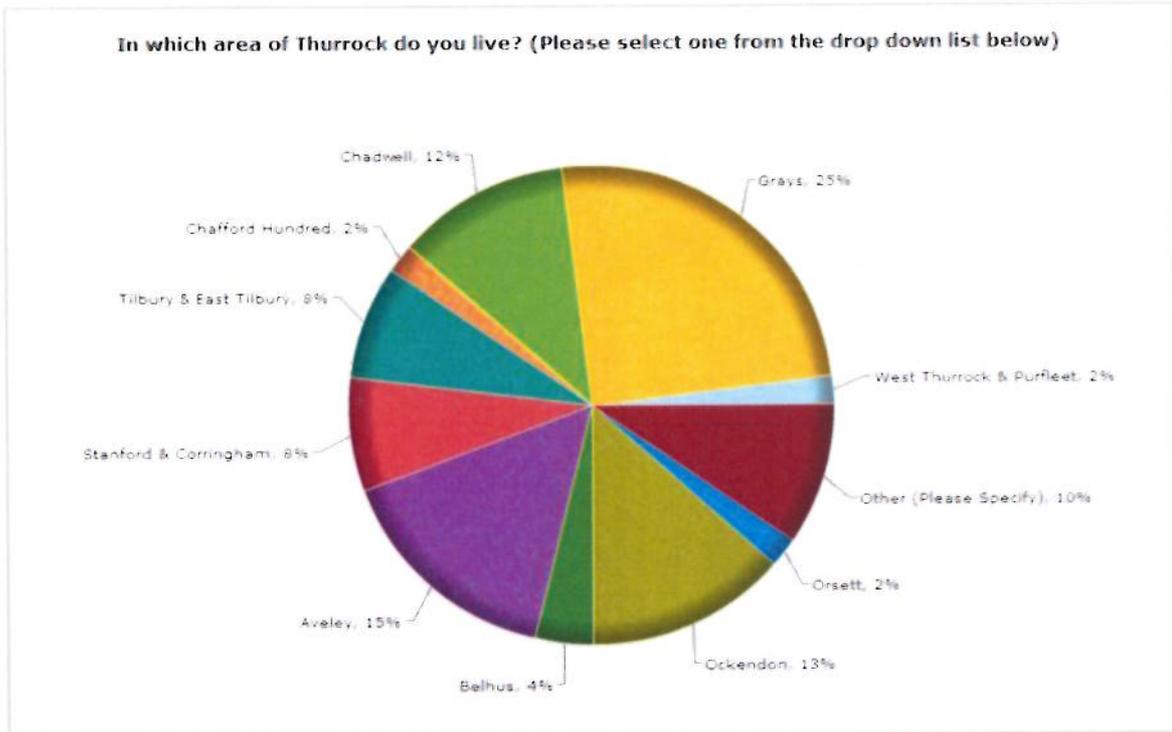
### **Totals and Age Range**

- There were a total of 53 respondents from across Thurrock, with an age range of 19-85.

### **Geographical Location of Respondents**

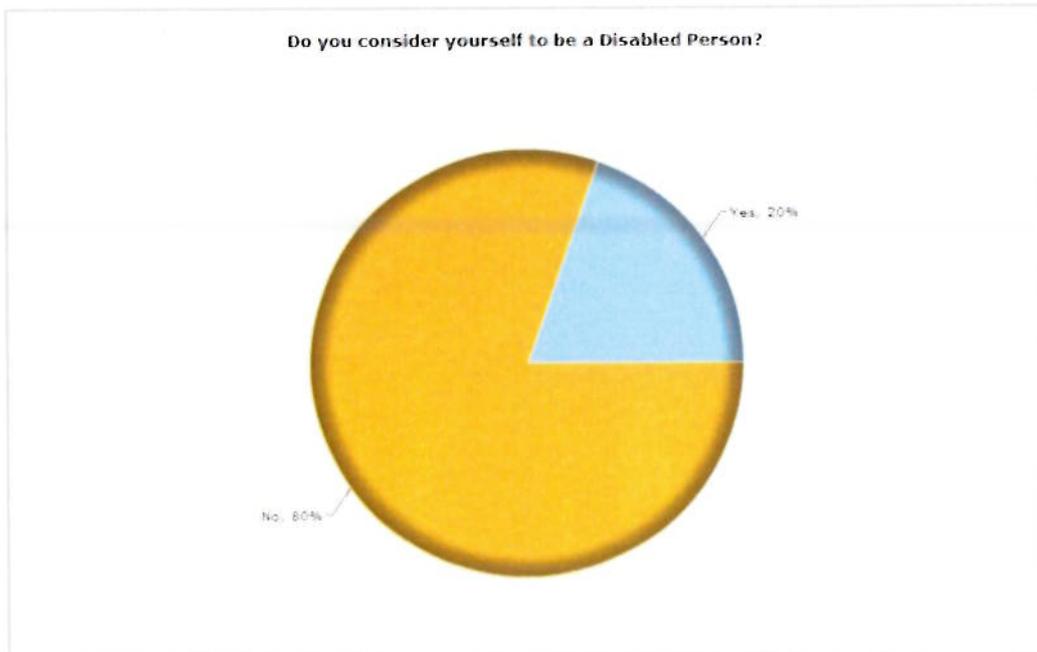
- The results show that the highest proportion of respondents live in Grays (25%), closely followed by Aveley (15%), Ockendon (13%), Chadwell (12%), Other (10%), Stanford & Corringham (8%) and Tilbury & East Tilbury (8%). (See overleaf).

## Thurrock Diversity Network Survey – Your PCSOs In Thurrock



### Number of Respondents who identify as Disabled

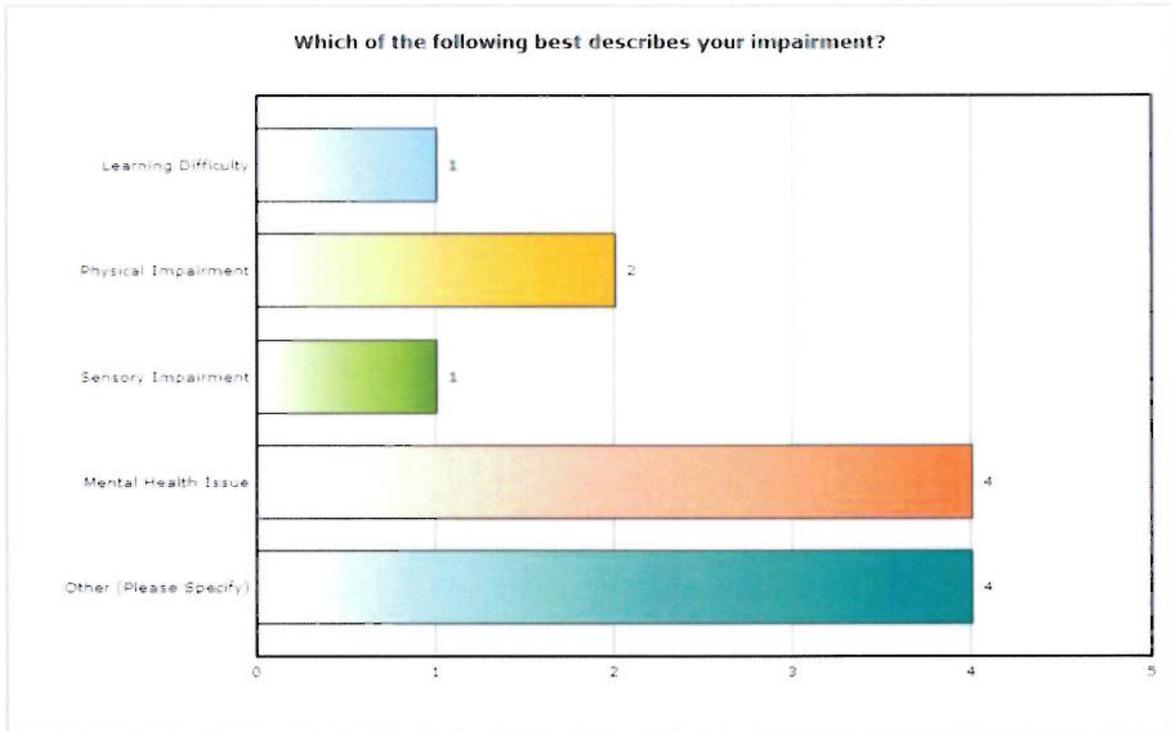
20% of respondents identified themselves as Disabled



### Impairment types

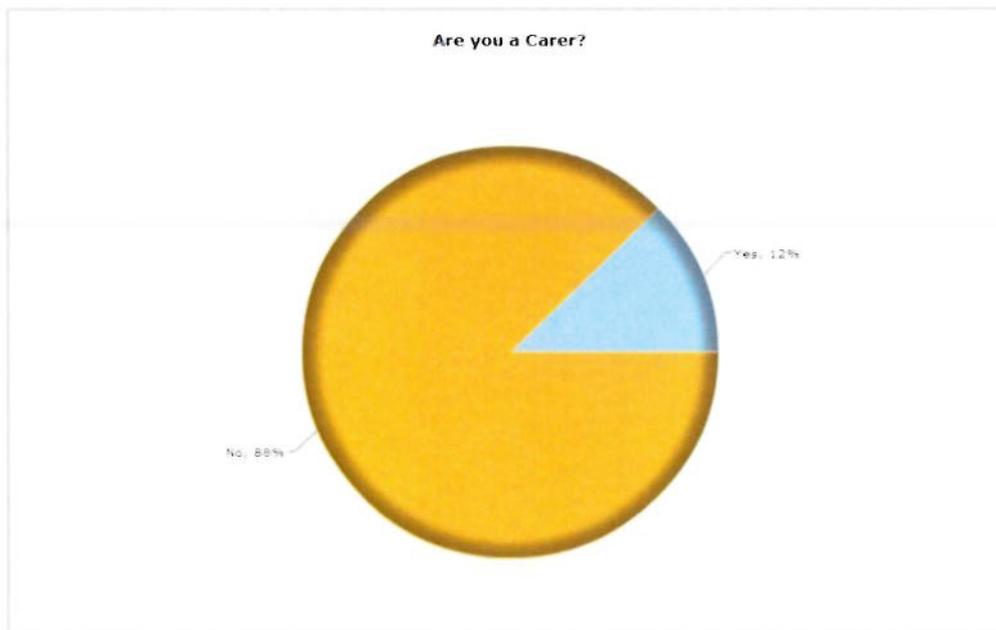
12/53 Respondents completed the question relating to impairment type. The specific breakdown is shown below.

## Thurrock Diversity Network Survey – Your PCSOs In Thurrock



### Carers

12% of respondents identified themselves as carers



### Community Groups

57.69% of respondents are members of various community groups in Thurrock, including: Thurrock Diversity Network, Thurrock Lifestyle Solutions, Little Thurrock Community Forum, Thurrock Community Business Radio, Seabrook Rise

Community House, Age Concern Thurrock, Thurrock Over Fifties Forum, Tilbury Community Forum, University of The Third Age, South Ockendon Community Hub, Young At Heart, ROH Community Choirs, Thurrock Mind, Tai Chi For Health, Special Needs Activity Club, Friends of Woodside School, Clinical Reference Group, Patient Participation Group, Allotment Club, Thurrock Mencap, Aveley Forum, Aveley W.I., Women's Fellowship

### **Areas/neighbourhoods that the PCSOs patrol in Thurrock**

When asked to identify the areas /neighbourhoods that the PCSOs patrol in Thurrock, the "Top 5" areas stated by respondents are as follows:

1. Grays (10)
2. Tilbury (6)
3. Ockendon (5)
4. Corringham (3)
5. Stanford (3)

### **Details of experiences of seeing PCSOs on High Visibility Patrols in Thurrock**

When asked to provide details of experiences of seeing PCSOs on High Visibility Patrols in Thurrock the overwhelming majority of responses were positive, with examples of PCSOs on foot patrol and on bicycle offering help assistance to people in the streets and in neighbourhoods, with issues around bullying, anti-social behaviour, including, for example, street drinking. Providing a source of information and advice at Community Forums. One example illustrated the assistance provided to vulnerable adults – a man with Learning Difficulties who had experienced Hate Crime/Mate Crime was then included on the PCSO regular route. Overall, people reported the PCSOs as:

- Vigilant
- Approachable
- Helpful and friendly
- Having a High presence in Grays and Ockendon
- Acting as a deterrent in the prevention of crime

4 respondents reported not seeing or being aware of PCSOs in their area. 11 people reported never having met a PCSO in their area

### **PCSOs Showing an Awareness of Community Issues in Thurrock**

When asked to provide details of experiences PCSOs showing an awareness of community issues in Thurrock people referred to PCSO attendance at Forums, mobile teams and monthly surgeries, offering a valuable and knowledgeable service to communities, with an awareness of what is happening at community level:

***They attend all the Forums in Thurrock and know where "difficult areas" are and where vulnerable people and the various communities live and have an awareness of the issues facing disabled, vulnerable and older people are.***

***People get to know them and vice versa, they are important points of contact for community issues/concerns***

### **PCSOs Showing Community Spirit in Thurrock**

When asked to provide details of experiences PCSOs showing community spirit in Thurrock people cited PCSO attendance at public events, for example: T- Fest, fetes, fayres, participating in Grays cycle marathon, attending the South Ockendon Forum, local events with a keenness to interact and build confidence with young people, vulnerable people and local communities to reduce crime in their area.

### **PCSOs listening to people and discussing issues in confidence**

When asked about PCSOs listening to people and discussing issues in confidence the majority of respondents reported positive experiences with regard understanding and professionalism of PCSOs when listening to individuals and subsequent pro active resolutions of issues such as nuisance neighbours, bullying, mobile phone abuse.

***They listen, understand and operate under the same confidentiality policy as Regular Police Officers***

***As an advocate, I have worked closely with PCSOs to safeguard vulnerable adults and found they were understanding of the issues and professional in their approach***

2/32 respondents reported a negative experience in this area. 16/32 people had no experience or contact in this regard.

### **Trust in the PCSOs**

When asked: "When you see, hear or speak to a PCSO in Thurrock, do you feel that you can trust them?" 32/44 answered positively, 2 answered negatively, one abstained, and the remainder had no experience or contact in this regard.

***Totally - meet and greet on Ward[s] and in other areas always ready to listen***

***They seem pretty clued up on issue's and feel they on the whole can be trusted***

***Yes, I have never needed to speak to one. I believe they should be trustworthy***

***Always trust them - feels like the community representative in uniform and the glue between the law and us.***

***I feel their presence instils confidence and provides a deterrent effect.***

***Yes - I know they are more than happy to help out and always write details in***

***the PNB and take the matter further and would get back to you if you ask them to.***

### **PCSOs listening to the Community**

When asked: "When you see, hear or speak to a PCSO in Thurrock, do you feel that they will listen to you?" 30/39 answered positively, the remainder had no experience or contact in this regard.

***Yes - they are good listeners, they have to be in order to do their job effectively and to assess situations.***

### **PCSOs Supporting Individuals who need help with specific issues**

When asked: "When you see, hear or speak to a PCSO in Thurrock, do you feel that they will support you if you needed help with a specific issue?" 25/35 answered positively, 1 answered negatively, the remainder had no experience or contact in this regard.

***Yes - and even if it was outside their remit/jurisdiction, I would be confident that they could signpost me to an individual or organisation that could.***

***Not needed yet but hopeful***

***Yes, but I am not sure how much they can do compared to the normal police***

### **PCSOs Reassuring Individuals that there is a police presence in Thurrock**

When asked: "When you see, hear or speak to a PCSO in Thurrock, do you feel that they reassure you that there is a police presence in Thurrock?" 27/36 answered positively, 1 answered negatively, 1 individual was unsure, the remainder had no experience or contact in this regard.

***Residents know the limitations of PCSO but their presence is more reassuring than police officers as a form of Trust has developed. Police in Thurrock cut themselves off many years ago and PCSO's have restored faith.***

***Yes - it's reassuring to see them on patrol, keeping an eye on things - they are a cost effective deterrent and have good links with community groups, organisations, companies, social care and other partners. E.g. The Thurrock Council Community Safety Partnership***

***I have no idea; I don't think that I have seen one. That said, I do not think that a PCSO represents a Police presence, as they do not have the powers of a Police Officer.***

***Their presence displays a commitment by the Police that they recognise the value of a visible evidence of an official people in the community with a clearly defined role.***

### **PCSOs Enabling Individuals to feel safer and more secure in their neighbourhoods**

When asked: "When you see, hear or speak to a PCSO in Thurrock, do you feel safer and more secure in the neighbourhood?" 25/34 answered positively, 2 answered negatively; the remainder had no experience or contact in this regard.

***It does instil confidence in the team to know that we have a good working relationship with the PCSO's and that they are a phone call away if we ever feel we need that extra pair of hands or influence.***

***Yes, because I feel it does put people off of crime if they see a police presence***

***Just knowing they are about gives people a feeling of safeness (sic)***

***Yes, as I know they have local knowledge, whereas a PC can come from another area, so will lack any background.***

### **PCSOs Providing Opportunities for Positive Police/Community Relationships to Develop**

When asked: "Please give details of when/how PCSOs have provided opportunities for positive police/community relationships to develop" Several people referred to PCSOs engaging effectively with the community, regularly visiting forum meetings, sheltered housing complexes, dropping in to community buildings, checking in on vulnerable people as well as dealing community concerns such as street drinkers.

***They attend community events, they know the geography and the demographics of the area. They provide information, advice, discussions and talks to raise awareness at forums. They are familiar faces that have built trust with the various diverse communities throughout Thurrock, the community feels they can call upon them to help and assist when needed. They are approachable and friendly.***

***I am sure they make themselves available to speak to local community groups about the work they do in protecting people and property.***

***The PCSOs attend their local forums and get to know the people in their areas. I also know of a person that has LD and was a little scared due to family conflict and the PCSOs were happy to pop in to check on that person which gave them peace of mind.***

***They need to have specific "beats" so that local people know "their" PCSO***

## **PCSOs Providing Opportunities for Community Feedback**

When asked to “Please give details of when/how PCSOs have provided opportunities for community feedback – dealing with neighbourhood-level information, important priorities and issues. For example, by visiting Community groups, forums etc.” Respondents noted PCSO regular attendance at Community Forums, schools, and groups, whilst showing good local awareness and knowledge, including the ability to increase the perception of safety and security for vulnerable groups and attendance at “Stay Safe” Events in Thurrock

***Regular emails attendance at Forum Meetings - Mobile offices - Street patrols - getting to know area,***

***PCSOs would always attend the Summer Fayres and Christmas Bazaars organised by the Friends of Woodside School and engage with families. I have spoken to them at community events such as The Big Lunch in Grays Park.***

***[PCSOs] joined in with our 'Stay Safe' events - helped some people overcome an irrational fear of the Police...Also - I know that the local DI's always get accurate info from the PCSO's and there have been numerous arrests based on their intelligence.***

***PCSOs do attend forums and local community groups and get to know people in those groups - they also have got to know local shop owners and pop in often to check all is ok.***

## **Consequences of reducing the numbers and presence of PCSOs in Thurrock**

When asked to “Please give details of How would you feel if the numbers and presence of PCSOs in Thurrock was reduced? How would this affect you?” 32/44 people said that numbers of PCSOs should not be reduced. If a reduction was to take place then respondents said that they would feel upset, disappointed, annoyed, less safe, less likely to go outside, vital community links and networks would be lost, people would feel less secure and there would be more opportunity for criminal activity to occur. 9 respondents felt that a reduction in numbers would either: a) not affect them b) not make any difference. The remainder were unsure.

***Unsafe, we all know that it is dangerous to go out when it is dark. If we have less PCSOs it will be even more dangerous***

***I believe Crime would rise as intelligence gathering would fall***

***If numbers of PCOs were reduced - the impact on the ground would be negative, there would be a lack of re-assurance, security and a lack of a human first point of contact for people within their neighbourhoods. ASB would likely increase, people would feel less safe, overall people would feel less happy***

***about the areas in which they live, may not want to leave their homes as much and being more isolated, with no straightforward way in which to raise community safety issues of concern and this would have consequences for the overall health and well-being of the citizens of Thurrock.***

***I think it would affect me because it is good to see a PCSO presence on the streets, it makes me feel safer***

***Would feel like a huge band of local knowledge and connections will be lost.***

***It wouldn't affect me as i haven't seen a presence of a PCSO as yet***

***I do not personally feel PCSOs make any difference***

***I feel this would be to the detriment of safety in areas where people like to feel safe and relaxed, when they are out with their children for example. They have a big part to play in preventing vandalism and by their presence preventing petty crime. Also they presumably have speedy access to the Police and contact from them would be given a high priority by the Police.***

### **Consequences of reducing the numbers and presence of PCSOs in Thurrock**

When asked "If PCSO numbers are reduced – can you think of alternative ways in which the funding may be spent to prioritise community reassurance in Thurrock?"

Several people expressed a need for "more real police officers." Other suggested a mobile office for the police, more facilities in the community, more safety and security cameras, more cSpecial Constables. However, the majority of respondents advocated either keeping the PCSOs or recruiting even more PCSOs:

***Do not cut PCSO(s) - other methods were tried before. People on the ground matter. PSCO's are Essex Police Eyes and Ears!***

***No. The PCSOs should be kept. They are a vital instrument in reassurance, deterrence and community safety awareness in Thurrock.***

***No. The PCSOs are great value for money and provide a professional, compassionate and quality service.***

***Really difficult to replace such a highly visible presence. Maybe by providing some of the ABCD stuff around 'Community of Presence' meetings.***

***Firstly, I do not think that numbers should be reduced, as a presence of officers with a brief to observe how members of the community are conducting themselves is invaluable. If anything, i think their numbers should be increased to maximise their effectiveness.***

***No, need more [PCSOs]***

***No, sorry I cannot really think of anything that would not cost money.***

A detailed breakdown of results and verbatim responses are attached to this report for your consideration.

If you have any questions about the survey, please contact Ian Evans, Secretary, Thurrock Diversity Network, The Beehive, West Street, Grays, Essex. RM17 6XP. Telephone 01375 389 864. 9am to 5pm Monday to Friday.

**Thurrock Diversity Network – August 2013**

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**Thurrock Diversity Network - Your PCSOs In Thurrock - Detailed Results and Verbatim Responses**

1. YOUR PCSOS IN THURROCK

1(a) TOTAL NUMBER OF RESPONDENTS

53

1(b) AGE RANGE OF RESPONDENTS

19 years to 85 years

2. IN WHICH AREA OF THURROCK DO YOU LIVE? (PLEASE SELECT ONE FROM THE DROP DOWN LIST BELOW)	% OF RESPONDENTS	NUMBER OF RESPONDENTS
West Thurrock & Purfleet	1.92%	1
Grays	25.00%	13
Chadwell	11.54%	6
Chafford Hundred	1.92%	1
Tilbury & East Tilbury	7.69%	4
Stanford & Corringham	7.69%	4
Aveley	15.38%	8
Belhus	3.85%	2
Ockendon	13.46%	7
Orsett	1.92%	1
Orsett Heath	1.92%	1
Stifford Clays	1.92%	1
Little Thurrock	1.92%	1
Woodside	1.92%	1
Little Thurrock Rectory	1.92%	1
	Number of respondents	52
	Number of respondents who skipped this question	1

3. DO YOU CONSIDER YOURSELF TO BE A DISABLED PERSON?		% OF RESPONDENTS	NUMBER OF RESPONDENTS
Yes		19.61%	10
No		80.39%	41
Number of respondents			51
Number of respondents who skipped this question			2

4. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR IMPAIRMENT?		% OF RESPONDENTS	NUMBER OF RESPONDENTS
Learning Difficulty		8.33%	1
Physical Impairment		16.67%	2
Sensory Impairment		8.33%	1
Mental Health Issue		33.33%	4
History of depression		8.33%	1
none of above		8.33%	1
Medical Issue		8.33%	1
R/arthritis, need another hip replacement		8.33%	1
Number of respondents			12
Number of respondents who skipped this question			41

5. ARE YOU A CARER?		% OF RESPONDENTS	NUMBER OF RESPONDENTS
Yes		12.24%	6
No		87.76%	43
Number of respondents			49
Number of respondents who skipped this question			4

6. ARE YOU A MEMBER OF A COMMUNITY GROUP OR ORGANISATION?		% OF RESPONDENTS	NUMBER OF RESPONDENTS
Yes		57.69%	30
No		42.31%	22
Number of respondents			52
Number of respondents who skipped this question			1

7. IF "YES" WHAT IS THE NAME OF THE COMMUNITY GROUP OR ORGANISATION?

1. Thurrock Lifestyle Solutions
2. Thurrock Lifestyle Soluntions
3. TLS
4. TLS
5. Little Thurrock Community Forum
6. TLS
7. TCBR
8. TDN
9. Seabrooke Rise Communittee House
10. Age concern Thurrock
11. Toffs

12. Tilbury Community Forum / TOFFS / U & A

13. The Hub South Ockendon Essex

14. S.O.C Forum (Y.A.H) (TOFFS)

15. Thurrock Diversity Network

16. SOC South Ockendon Centre

17. U3A / TOFFS / EROS / ROH community choirs / Golden voices

18. TDN, etc

19. TDN and Age Concern Thurrock

20. Thurrock Diversity Network

21. Thurrock Mind

22. Tai Chi for Health Essex

23. SOCF and SOH

24. Thurrock Diversity Network, Special Needs Activity Club, Friends of Woodside School, Grays

25. Thurrock over fifties forum

26. TOFF / CRG / TDN / PPG / Allotment club

27. TOFFS / Aveley W.I / Aveley forum / Woman's fellowship

28. TOFFS

29. Thurrock Mencap

Number of Respondents 29

Number of respondents who skipped this question 24

8 DO YOU KNOW THE AREAS/NEIGHBOURHOODS THAT THE PCSOS PATROL IN THURROCK?  
IF YES, PLEASE PROVIDE DETAILS

1. Belhus Ockendon & Aveley

2. Grays town Stanford le hope Tilbury

3. Grays town Stanford le hope Tilbury

4. Grays

5. Yes, Corringham, Tilbury, Grays, Purfleet

6. Not really

7. None

8. Grays East [http://www.essex.police.uk/my\\_neighbourhood/thurrock\\_district/grays\\_east/grays\\_east-1.aspx](http://www.essex.police.uk/my_neighbourhood/thurrock_district/grays_east/grays_east-1.aspx)

9. No

10. No - don't know what a PCSO is

11. Yes

12. I've seen them in and around Grays - particularly the Town Centre area

13. No

14. No

15. No

16. Tilbury, Stanford Used to be quite regular, but not so much now

17. No

18. No

19. No

20. Humber Avenue and surrounding roads, plus Derwent Parade etc, etc. Also south Ockendon and Ockendon village. Aveley.

21. Yes, some. I understood there were neighbourhood officers in most areas, there are some in my area and they have helped me.

22. Yes

23. I've never come across a PCSO, perhaps if there were more it would be noticeable

24. Aveley highstreet Grays town centre

25. Saw 2 recently at Woodside

26. Chadwell St Mary and Grays mainly but as a local provider of support to vulnerable people we see them everywhere and have a good relationship.

27. No. I have never seen a PCSO when I have been walking around my area, which I do as a dog owner.

28. I believe all the urban areas, e.g. Grays, Tilbury, Corringham, Stanford, South Ockendon. Not sure about the rural areas.

29. Yes - I know the PCSO that works in my area - also know him from previous post as special constable - so I feel I can approach him about issues

30. No

- 31. Not known
- 32. Not well but know some of the PCSOs
- 33. Yes, in South Ockendon, probably 4 to 6 of them in total
- 34. Yes. I live in Orsett Heath, I work in Grays and my children now attend school in Stanford Le Hope.
- 35. Not as yet
- 36. Purfleet
- 37. Springfield Road Blackshots
- 38. No
- 39. No
- 40. Used to round Afton Broxburn Orchard Road Not seen for a while
- 41. Think so Corringham South Ockendon Tilbury Chadwell Probably more
- 42. No
- 43. Not met
- 44. No, I have not seen nor heard of PCSO's in Stifford Clays or Thurrock
- 45. Only the area where i live and in Grays town centre

Number of Respondents 45

Number of respondents who skipped this question 8

9  
PLEASE PROVIDE DETAILS OF YOUR EXPERIENCES OF PCSOS ON HIGH VISIBILITY PATROLS IN THURROCK

- 1. Saw one riding a bicycle about 2wks ago
- 2. I can certainly say that the PCSO presence at Thameside has improved ten fold since the beginning of the summer. PCSO JoJo Mitchell especially is very helpful when we are in need of assistance.
- 3. Helped out sevrell times with people drinking in our car park
- 4. Helped out sevrrall times with people drinking in our car park
- 5. No
- 6. Approachable and adviseable and good information and support

7. No experience
8. None
9. As Chair of Forum we have walked with officers and had them attend monthly Forum Meetings. Since the introduction of PSCO's crime in Little Thurrock has fallen and the residents feel safe. They are well known
10. None
11. Good - seen them walking around, very approachable and helpful
12. I've seen them, often in pairs, with hi vis jackets talking to people in the street
13. Speak to Bill Sparks at community house and think pcso's make a valueble contribution to the community
14. Hardly ever see them
15. Very visible in Grays and Ockendon
16. None
17. None
18. Easy to talk to Act as a deterant Rules regulations tend to restrict actions
19. Never met them
20. Occasionally see them on patrol
21. None
22. Always helpful and ready to assist if required
23. Always been helpful and friendly
24. Involvement with teenage daughter PCSO were very good with unruly teenager. Following bullying incidents PCSO walked daughter home every day from school when parent was at work
25. N/A
26. 2 "ladies" called to help regarding my neighbours kids footballs hitting me and my windows - still not made any difference, still get full size heavy footballs, the kids father encourages "it"
27. In Chadwell we had a man with LD who had been the victim of several nasty crimes where people came to his house and took money. The local PCSO's included him in their regular routes and came into his house to let people know he had friends in 'high places'. Always see them walking around Grays and moving the drunks on!
28. None.
29. Apart from the fact that there are insufficient numbers of PCSOs i always appreciate their vigilance and air of authority as well as their approachability.
30. I was in Grays Town when I saw a PCSO who happens to be the one for my area also - as I left work I heard banging in derelict building next to where i work and i knew no one should be in there. I mentioned the noises and he said he would go along and investigate. I saw him later and he said that there were people in the building who would not speak to the PCSO about why they were there - he called the regular police in and they surrounded the building - eventually it was established why they were there.
31. I do not think that I have seen very much evidence of PCSOs and certainly would not describe it as "high visibility"

32. Have seen them mainly in town centre

33. They are always polite and engage with the community

34. Meet them and talk to them as part of community work

35. I see PCSOs walking around the Woodside estate when taking my children to school and when dog walking. I have seen PSCOs at community events such as The Big Lunch.

36. None

37. Not in my area but occasionally i heard very good

38. Really very helpful

39. Don't see them

40. Very friendly got to know

41. See them walking about

42. No experience

43. Not met any

44. I help at Footsteps Special Needs Club at Gable Hall School, the members used to enjoy the PCSOs calling into the club but we have not seen them for quite a long time.

45. N/A

46. Have seen them in town centre Have had contact following an incident in our neighbourhood with youths

Number of Respondents 46

Number of respondents who skipped this question 7

10 PLEASE PROVIDE DETAILS OF YOUR EXPERIENCES OF PCSOS SHOWING AN AWARENESS OF COMMUNITY ISSUES IN THURROCK

1. None personally but it recently heard one (male) was part of a police presence who captured a burglar in Ockendon In the act :)

2. Should be

3. Yes, public order, getting a lot of intelligence

4. No

5. Regular attendance at Forum Meetings - Mobile Team at Tyrrells Hall Club and finally PCSO surgery once a month. Stopped in October 2010 Crime fell and has remained low.

6. None

7. NA

8. Yes - helped me out when i fell over in the town last Wednesday

9. They attend all the Forums in Thurrock and know where "difficult areas" are and where vulnerable people and the various communities live and have an awareness of the issues facing disabled, vulnerable and older people are. People get to know them and vice versa, they are important points of contact for community issues/concerns

10. pcso's certainly aware of issues in this area and keep things in order to the best of their ability

11. See above

12. None

13. Regular reports to Tilbury Community Forum Take back comments and report back next meeting

14. Our PCSO's offer a valuable service to the community

15. Yes, my local PCSO helped me when I had a shed burglary as she had local knowledge and could give me advice

16. Visibility on the streets, come to S O Centre, don't advertise so only when you see them on the streets

17. N/A

18. Posters about

19. In Purfleet they made friends with the local 'problem' youth and did a football match with them.

20. Not aware

21. They are in one of the best positions to have their fingers on the pulse of what is happening in the community for which they are responsible, and using sensitive approaches they can win the confidence of a cross section of the community including youngsters.

22. From my previous experience of working with PCSOs I know that they attend briefing sessions the same as the regular police officers and are told about things that are going on in the area - if there are issues in certain areas the PCSOs will be tasked to that area to provide a visible presence.

23. I have no experience of PCSOs showing awareness of community issues in Thurrock

24. None

25. I believe they will be fully briefed by their local commander

26. Talk to forum - come to regular meetings, discuss with residents, private / confidential issues discussed

27. None

28. Yes - see address Q.8 Springfield Road Blackshots

29. No

30. Not met

31. No

32. None

Number of Respondents 32

Number of respondents who skipped this question 21

11. PLEASE PROVIDE DETAILS OF YOUR EXPERIENCES OF PCSOS SHOWING COMMUNITY SPIRIT IN THURROCK

1. Macdonald Neife 8110 is to my knowledge the only PCSO who engages with the youths in our area. In the past he used to facilitate days out for the youths (Team Building) this may still be happening but I'm not sure.
2. Yes at t-fest
3. We always can see PCSOs in public events
4. Yes, always at local events, keen to interact in what is going on
5. No
6. Dave Goldfinch worked with Whitehall Lane residents on Traffic Calming measures. PCSO Leonard Nwulu worked with residents to reduce crime in Rookery and Delafield Park area,
7. None
8. NA
9. Yes they are at T-fest and other events and BATIAS
10. They attend T Fest, Fetes, open days, forums, carnivals etc and are happy to be involved and to talk to and re-assure people
11. We had an olympic celebration at the community house and our local pcso's supported us
12. see above
13. None
14. PCSO's have attended monthly meetings at S.O.C.; Forum, from time to time
15. The PCSOs I have dealt with personally have assisted with supervision of vulnerable residents and used their local knowledge to deal with situations
16. Walked daughter home - will stop and have a chat when passing, will engage groups of young people
17. N/A
18. They always have a smile and say hello to the community
19. We had a young man who was getting into trouble locally through his unsociable behaviour. PCSO's chatted to him and realised he was very interested in Eddie Stobart Trucks - they had a friend who worked there - on his birthday they took him to the yard and a s a treet for good behaviopur he was taken out for a ride.
20. none

21. I am sure that the PCSOs ensure they are present at all large gatherings such as fetes, T Fest and Orsett Show to ensure they have a high profile.

22. I was in charge of the Grays Cycle Marathon and asked the PCSOs on duty if they would come along to support the event on their bicycles - they were happy to come along - when they arrived they decided to actually take part on their bikes and join in with the event. This looked very good by the other attendees doing the marathon and I saw them all talking to them at the end. They also received a medal for completing the marathon.

23. I have no experience of PCSOs showing community spirit in Thurrock

24. None

25. Joining in activities at TFest

26. Come to events - supported Mcmillan nurses event

27. PCSOs would always attend the Summer Fayres and Christmas Bazaars organised by the Friends of Woodside School and engage with families. I have spoken to them at community events such as The Big Lunch in Grays Park.

28. None

29. No

30. No

31. None

Number of Respondents 31

Number of respondents who skipped this question 22

**12 PLEASE PROVIDE DETAILS OF YOUR EXPERIENCES OF PCSOS LISTENING TO YOU AND TALKING ABOUT IMPORTANT ISSUES IN CONFIDENCE**

1. I have spoken to most of the PCSO's in our neighbourhood (ockendon) one PCSO who was at the time married to my sons teacher, and between them they would pass information to each other and rub it in my sons face. Example what happened at school was rammed in his face and what happened outside of school was then rammed in his face. I contacted the school at the time and made them aware.

2. No

3. Yes, i already had to explain situations and the police offices listen very carefully

4. Yes

5. No

6. Street walks and attendance upon residents in Little Thurrock - positive feedback from Residents at Forum meeting.

7. None

8. NA

9. No

10. They listen, understand and operate under the same confidentiality policy as Regular Police Officers

- 
11. when I had an incident the PCSO was about as useful as a chocolate fireguard
- 
12. None
- 
13. See question 10.
- 
14. We have experienced a pro-active response to our concerns
- 
15. As an advocate, I have worked closely with PCSOs to safeguard vulnerable adults and found they were understanding of the issues and professional in their approach
- 
16. Bullying and sexual harassment issue - felt more confidence in them than the local school
- 
17. N/A
- 
18. We have a big mobile phone abuse issue - as in people sending nasty texts. The local PCSO will talk to the person and then instruct them to remove numbers from the phone. We were worried about drink and drugs being taken around the back of one of our buildings - the PCSO's dealt with this without saying who had said.
- 
19. none
- 
20. I have every confidence that the PCSOs are trained to be professional in the way they interact with people and will be aware of the confidential aspects of their work as well as knowing that confidentiality cannot be observed in all situations.
- 
21. I have not had to speak to them for anything in my area other than the one listed above.
- 
22. I have no experience of PCSOs listening, or for that matter talking to me about serious issues in Thurrock
- 
23. None
- 
24. Taking my statement after being bitten by a dog
- 
25. They do this at community forums also work with estate officers - dealing with bad neighbour issues
- 
26. None
- 
27. Yes
- 
28. Again yes - see address Q.8 Springfield Road Blackshots
- 
29. No
- 
30. Not met
- 
31. No
- 
32. None
- 

Number of Respondents 32

Number of respondents who skipped this question 21

13 WHEN YOU SEE, HEAR OR SPEAK TO A PCSO IN THURROCK, DO YOU FEEL THAT YOU CAN TRUST THEM? (PLEASE GIVE DETAILS)

I suppose it depends on what I'd said. I've learnt enough to know that there are a couple of male PCSO's that want nothing more than a result. See below- taken from Ockendon my neighbourhood. I am one of the South Ockendon's Police Community Support Officers and have been patrolling South Ockendon since 2001. Since this time I have had over 350 assisted arrests. I am always out and about either on foot or bicycle and I know many of the local residents. I want to continue to engage with locals and build a strong and trusting working relationship with them to ensure that people know they can talk to Police at anytime. This is not a case of what you read is what you get I'm afraid. My son has been in his fair share of trouble and a parent once contacted me saying she heard this particular officer tell my son who was then approx 14 to F Off from a seating area in Derwent Parade Ockendon. I think you'd benefit from actually walking these areas and having face to face chats with the locals.

2. Yes

3. Yes

4. Feels safer

5. Yes, they get back to me on investigation

6. Yes, pass on information and if dealt with respectfully

7. No

8. Totally - meet and greet on Ward and in other areas always ready to listen

9. Unsure

10. NA

11. Fell could trust them if required

12. Yes - Trustworthiness is inherent to their job.

13. They seem pretty clued up on issue's and feel they on the whole can be trusted

14. yes, i have only seen them walking about

15. as I have said, I hardly ever see them on patrol

16. Yes

17. Had two complaints

18. Yes, I have never needed to speak to one. I believe they should be trustworthy

19. When occasionally seen them yes trustworthy

20. N/A no contact

21. Yes

22. Yes, I feel they are approachable and will want to help

23. Yes - feel at ease

24. N/A

25. Yes as they take your information in

26. Always trust them - feels like the community representative in uniform and the glue between the law and us.

27. I have not had contact.

28. I feel their presence instils confidence and provides a deterrent effect.

29. Yes - I know they are more than happy to help out and always write details in the PNB and take the matter further and would get back to you if you ask them to.

30. I have no idea, I don't think that I have seen one.

31. Yes, these are assumptions as no interaction

32. yes they represent the Police, just have limited powers

33. Ok, yes

34. Yes

35. Not yet

36. Yes

37. Yes

38. Yes

39. Yes can trust them very helpful

40. Friendly approachable but with a air of authority where neccssary

41. Yes i'm sure as they are there to help you

42. Yes

43. N/A

44. Have no reason not to

Number of Respondents 44

Number of respondents who skipped this question 9

14 WHEN YOU SEE, HEAR OR SPEAK TO A PCSO IN THURROCK, DO YOU FEEL THAT THEY WILL LISTEN TO YOU? (PLEASE GIVE DETAILS)

1. Yes

2. Yes

3. N/A

4. Yes

5. Yes, definitely

6. No

7. Always. Emails answered promptly. Forum questions answered realistically.

8. No

9. They would listen

10. Always very helpful with directions

11. Yes - they are good listeners, they have to be in order to do their job effectively and to assess situations.

12. pcso also seem more approachable than some police officers

13. yes, i have only seen them walking about

14. see above

15. Yes

16. Yes

17. Yes, I feel they should listen. I have no experience with them

18. Yes

19. Yes

20. Yes, they have always listened to me

21. They do, issue was not resolved but this was mainly to do with busyness, feel it would be better if better resoures

22. N/A

23. Yes when asking what has happened in your local area

24. They always have time and can be very friendly to vulnerable people.

25. N/A.

26. They seem professional and approachable.

27. Yes (as above).

28. I have no idea, I don't think that I have seen one.

29. Yes, these are assumptions as no interaction

30. yes

31. Have brought a problem with motorbike to their attention which allowed them to catch them

32. Yes

33. Not yet

34. Yes

35. Yes - as before

36. Always

37. Yes

38. N/A

39. When we had youth issues in neighbourhood they spoke to all the residents

Number of Respondents 39

Number of respondents who skipped this question 14

15 WHEN YOU SEE, HEAR OR SPEAK TO A PCSO IN THURROCK, DO YOU FEEL THAT THEY WILL SUPPORT YOU IF YOU NEED HELP WITH A SPECIFIC ISSUE? (PLEASE GIVE DETAILS)

1. Yes

2. Yes

3. Yes

4. A lot of local advice

5. No

6. Issues are nearly always specific. PCSO's have always been up front and given honest opinion of capability but try to extend their brief with Community Engagement.

7. Sometimes

8. Yes

9. Fell over in town

10. Yes - and even if it was outside their remit/jurisdiction, I would be confident that they could signpost me to an individual or organisation that could.

11. yes, but i am not sure how much they can do compared to the normal police

12. ditto

13. Yes

14. Not needed yet but hopeful

15. I feel they should

16. I havn't had any experiences with them

17. Yes

18. Yes, this has always been the case

19. Yes, see above

20. N/A

21. Yes when having a problem they give you ways to solve it

22. Yes ... see above .. re: going and checking on repeat victims. They are always Interested in bad neighbour activities.

23. N/A.

24. I have no doubt they will have the time to listen to people and reassure them.

25. Yes (as above)

26. I have no idea, I don't think that I have seen one. However my feeling is that they are unlikely to be able to help, if it is a criminal matter.

27. Yes, these are assumptions as no interaction

28. See above

29. Yes

30. Not as yet

31. Patrols have been around as promised

32. Yes

33. Supportive with problems of anti social behevaviour in public buildings

34. N/A

35. They were very pro-active in our area after complaints of youth activity and problems

16. WHEN YOU SEE, HEAR OR SPEAK TO A PCSO IN THURROCK, DO YOU FEEL THAT THEY REASSURE YOU THAT THERE IS A POLICE PRESENCE IN THURROCK? (PLEASE GIVE DETAILS)

1. Yes

2. Yes

3. Yes

4. We feel safe to take our family out

5. Yes, go round in 2's and patrol in visible - reassures us they are there

6. No

7. Residents know the limitations of PCSO but their presence is more reassuring than police officers as a form of Trust has developed. Police in Thurrock cut themselves off many years ago and PCSO's have restored faith.

8. Yes

9. Yes, i do feel better and they get me out of trouble

10. Yes, see previous 2 questions

11. Yes - it's reassuring to see them on patrol, keeping an eye on things - they are a cost effective deterrent and have good links with community groups, organisations, companies, social care and other partners. E.g. The Thurrock Council Community Safety Partnership

12. It is nice to know that Grays is still policed ok

13. i am not sure because are they there because there is not a high police presence in Thurrock

14. Yes

15. what police presence in Tilbury?

16. Yes, seeing the police or police representation creates a sense of the presence of law and order

17. We all need police presence in Thurrock, particularly as we get older. Especially in South Ockendon with extra families coming to live here

18. Yes, otherwise I would never see a policeman in my area

19. Yes, definitely.

20. N/A

21. Yes local police are about

22. Yes ... nice to see them walking around Grays.

23. N/A

24. Their presence displays a commitment by the Police that they recognise the value of a visible evidence of an official people in the community with a clearly defined role.

25. Yes (as above)

26. I have no idea, I don't think that I have seen one. That said, I do not think that a PCSO represents a Police presence, as they do not have the powers of a Police Officer.

27. Yes, these are assumptions as no interaction

28. yes, high viability in uniform is a deterrent to bad behaviour

29. Yes

30. Not yet

31. Yes

32. Feel safer knowing they are in Thurrock

33. Had police round mine few times concerning neighbours

34. Yes

35. N/A

36. ?

Number of Respondents 36

Number of respondents who skipped this question 17

**17. WHEN YOU SEE, HEAR OR SPEAK TO A PCSO IN THURROCK, DO YOU FEEL SAFER AND MORE SECURE IN THE NEIGHBOURHOOD? (PLEASE GIVE DETAILS)**

1. It does instil confidence in the team to know that we have a good working relationship with the PCSO's and that they are a phone call away if we ever feel we need that extra pair of hands or influence.

2. Yes

3. Yes

4. Yes

5. No

6. Yes. Proven track record

7. No

8. Feel safe in neighborhood but needs improving

9. Yes - again, they are a good deterrent of ASB and crime

10. It is nice to see any police presence

11. yes, because i feel it does put people off of crime if they see a police presence

12. Yes

13. I would feel safer to see more presences of pcso's in my area and at night mainly

14. Just knowing they are about gives people a feeling of safeness

15. Yes, as I know they have local knowledge, whereas a PC can come from another area, so will lack any background.

16. Yes, definitely.

17. With them there yes but would like to see more of them

18. N/A

19. Yes as i know they are about

20. Yes. Sorted out the drunks on Grays. people with learning Disabilities feel assured and can talk to them easily.

21. N/A.

22. I always notice the presence of PCSOs and feel increased confidence in their presence.

23. Yes (as above)

24. I have no idea, I don't think that I have seen one. However if they do exist they would not make me feel safer or more secure, as they do not have the powers of a Police Officer.

25. Only seen in town centre

26. yes, criminals avoid high visibility

27. Yes as much as they can but can't be in 10 places - need help from public to give them information

28. Not yet

29. Not yet

30. Seeing them around

31. Sometimes but don't go out always at night

32. Yes in hope if i have to call them out

33. Not met

34. N/A

Number of Respondents 34

Number of respondents who skipped this question 19

18. PLEASE GIVE DETAILS OF WHEN/HOW THE PCSOS HAVE PROVIDED OPPORTUNITIES FOR POSITIVE POLICE/COMMUNITY RELATIONSHIPS TO DEVELOP

1. I'd be amazed if there were any.

2. Moving on street drinkers

3. Moving on street drinkers

4. No

5. At Forum Meetings and at Mobile surgeries and on Street walks.

6. N/A

7. N/A

8. Getting them involved in TCBR

9. They attend community events, they know the geography and the demographics of the area. They provide information, advice, discussions and talks to raise awareness at forums. They are familiar faces that have built trust with the various diverse communities throughout Thurrock, the community feels they can call upon them to help and assist when needed. They are approachable and friendly.

10. The pcso's are mostly younger people, who are probably better equipped to deal with problems in the community

11. Regular visits to sheltered housing

12. None

13. N/A

14. By police cycling around they can often see and hear things which would not be possible if they were in a car. Also are able to enter woodland and parks

15. Are always visible and engaging with the community

16. N/A

17. They talk to you nicely

18. Football match. Us talking direct to them as a community provider and helping them with ID vulnerable Citizens. They always drop into our community buildings... and will do regularly if asked.

19. None

20. I am sure they make themselves available to speak to local community groups about the work they do in protecting people and property.

21. The PCSOs attend their local forums and get to know the people in their areas. I also know of a person that has LD and was a little scared due to family conflict and the PCSOs were happy to pop in to check on that person which gave them peace of mind.

22. I have no idea, I don't think that I have seen one, or been offered an opportunity to discuss community relations with a PCSO

23. They need to have specific "beats" so that local people know "their" PCSO

24. Thurrock street festival

25. Good

26. Not met

27. None

Number of Respondents 27

Number of respondents who skipped this question 26

19. PLEASE GIVE DETAILS OF WHEN/HOW THE PCSOS HAVE PROVIDED OPPORTUNITIES FOR COMMUNITY FEEDBACK – DEALING WITH NEIGHBOURHOOD-LEVEL INFORMATION, IMPORTANT PRIORITIES AND ISSUES FOR EXAMPLE, BY VISITING COMMUNITY GROUPS, FORUMS ETC.

1. Community forum meetings only cater for the unemployed or retired as they are during the day when a lot of us work full time so are unable to attend. Have contacted Insp Leigh Norris only to be told its in the planning.

2. They should get more involved with disabled groups

3. They should get more involved with disabled groups

4. No

5. Regular emails attendance at Forum Meetings - Mobile offices - Street patrols - getting to know area.

6. N/A

7. N/A

8. They have good all round awareness and knowledge of community issues and information because they are on the ground. It helps them to become integrated and embedded and to belong to the community in which they patrol.

9. Peso often visit sheltered housing scheme in Aveley and give the tenants a sense of security, it's a shame we don't see them in the rest of Aveley

10. None

11. Regular visits to Tilbury Community Forum

12. Educational talks/information in local schools re-issues of concern

13. PCSOs visit my local Forum and I often see them at events etc. They will also provide feedback on issues.

14. PCSOs would always attend the Summer Fayres and Christmas Bazaars organised by the Friends of Woodside School and engage with families. I have spoken to them at community events such as The Big Lunch in Grays Park.

10. It wouldn't

11. Not good

12. Wouldn't like it, Gave a presence where normal police do not

13. If numbers of PCOs were reduced - the impact on the ground would be negative, there would be a lack of re-assurance, security and a lack of a human first point of contact for people within their neighbourhoods. ASB would likely increase, people would feel less safe, overall people would feel less happy about the areas in which they live, may not want to leave their homes as much and being more isolated, with no straightforward way in which to raise community safety issues of concern and this would have consequences for the overall health and well-being of the citizens of Thurrock.

14. This should not happen we need pcso presence in Thurrock

15. I think it would affect me because it is good to see a PCSO presence on the streets, it makes me feel safer

16. would we even notice they were missing

17. Terrible, if they were reduced we would see even less of any police presence especially in Aveley

18. Don't know

19. Not enough yet

20. I would not be happy for police to be reduced

21. To be honest i rarely see them so it would'nt make any difference to me personally

22. We would feel very very disappointed

23. I would feel that we would be left with no police service at all and officers cannot do a PCSO's Job - They are not locally based and there are not enough of them

24. I would be concerned and saddened if numbers were reduced.

25. Very disapointed

26. I would feel more comfortable if i was aware of PCSO's in Thurrock

27. If trouble was about they would help so yes

28. Would feel like a huge band of local knowledge and connections will be lost.

29. I do not personally feel PCSOs make any difference.

30. I feel this would be to the detriment of safety in areas where people like to feel safe and relaxed, when they are out with their children for example. They have a big part to play in preventing vandalism and by their presence preventing petty crime. Also they presumably have speedy access to the Police and contact from them would be given a high priority by the Police.

31. It would mean that people would have to wait for the regular police to attend which can take some time as they attend priority jobs first.

32. I have no idea, if it was a reduction without replacement with qualified warranted Police Officers, it would be a further reduction of the service we can expect.

33. None, no effect as only seen in town centre

15. N/A

16. My local youth club on occasions

17. joined in with our 'Stay Safe' events - helped some people overcome an irrational fear of the Police. See 18. Also - I know that the local DI's always get accurate info from the PCSO's and there have been numerous arrests based on their intelligence!!

18. None

19. I feel that invitations should be extended to PCSOs to talk about their work to community groups generally and perhaps they should promote and advertise their availability for these presentations.

20. PCSOs do attend forums and local community groups and get to know poeple in those groups - they also have got to know local shop owners and pop in often to check all is ok.

21. I have no idea, I don't think that I have seen one, I have never received any feedback from a PCSO about neighbourhood level information. I am not sure that I am classified as covered by any particular community group and that is probably true of the majority of people in Grays.

22. See above They need to have specific "beats" so that local people know "their" PCSO

23. calls, e-mails following up on dog bite attack

24. Yes

25. Not met

26. I would'nt know where there would be an oppportunity to speak my opinion within Thurrock or where i live

27. Have seen item at local forum meetings attended due to my professional role

Number of Respondents 27

Number of respondents who skipped this question 26

26. PLEASE GIVE DETAILS OF HOW YOU WOULD FEEL IF THE NUMBERS AND PRESENCE OF PCSOS IN THURROCK WAS REDUCED. HOW WOULD THIS AFFECT YOU?

1. Rarely see them about now.

2. Upset, feel less safe

3. Upset, feel less safe

4. Slightly less safe

5. Unsafe, we all know that it is dangerous to go out when it is dark. If we have less PCSOs it will be even more dangerous

6. Reduce my confidence in going out, vulnerable people feel good

7. No safety

8. No

9. I believe Crime would rise as intelligence gathering would fall

34. less visibility on the street = more opportunity for the criminal

35. Wouldn't be good - would allow more bad things to happen

36. Should'nt happen

37. Yes! see address Q.8 Springfield Road Blackshots

38. Would feel dissapointed if they disapeared, we need in Thurrock pcso's or police on the beat

39. Don't think it would be good at least with their presents people more aware they have support

40. Staff and residents would feel less safe Already has been a reduction in services

41. Very annoyed and upset

42. Not met

43. It would'nt affect me as i haven't seen a presence of a pcso as yet

44. I feel it would reduce the visual presence of police, as police officers are limited with their time on foot patrols due to paperwork

Number of Respondents 44

Number of respondents who skipped this question 9

21. IF PCSO NUMBERS ARE REDUCED – CAN YOU THINK OF WAYS IN WHICH THE FUNDING MAY BE SPENT TO PRIORITISE COMMUNITY REASSURANCE IN THURROCK?

1. Spend some money providing activities for the youths in the area or a place they can chill and relax instead of waiting for boredom to set inauthentic jump at the chance of anther result.
2. With real police officers
3. With real police officers
4. Not sure
5. No
6. No, maybe a mobile office for police
7. No
8. Do not cut PCSO(s) - other methods were tried before. People on the ground matter. PSCO's are Essex Police Eyes and Ears!
9. Get rid of the police
10. More facilities in community
11. Not really sure how funding method work - as get DLA. Would spend it on schools and parks and the community

12. Funding should be increased

13. No. The PCSOs should be kept. They are a vital instrument in reassurance, deterrence and community safety awareness in Thurrock.

14. The only alternative would be to employ a few hundred extra police officers

15. spend the money on the normal police if you are going to take away some PCSO's

16. more trained police officers

17. Not known

18. I do not support reducing them and for me not to have had a contact with them and i have lived here for 5 years, means they are not enough

19. Bring back more "Bobbies on the Beat"

20. No. The PCSOs are great value for money and provide a professional, compassionate and quality service.

21. No - Keep the PCSOs

22. Would use a building to set up a facility for young people - out of parks - set up facility. Not seen anything like that in Ockendon before

23. More safety camera's and security camera's

24. Really difficult to replace such a highly visible presence. Maybe by providing some of the ABCD stuff around 'Community of Presence' meetings.

25. By putting the budget into the police.

26. Firstly, i do not think that numbers should be reduced, as a presence of officers with a brief to observe how members of the community are conducting themselves is invaluable. If anything, i think their numbers should be increased to maximise their effectiveness.

27. No sorry I cannot really think of anything that would not cost money.

28. Yes we can create quangos paying expenses to the usual suspects (councillors, local politicians etc..) they can then talk, consult, talk, and more talk and then manipulate the crime statistics to show how succesful they have been. Alternatively, or more appropriately, use the funding to employ proper Police Officers with the powers of arrest, or warranted Officers who can take enforcement action on anti social behaviour or numerous lesser crimes e.g vehicle related etc.,

29. None, visible policing to deter and reassure, some years ago an actual police officer (Joanne) knocked at the door, told us who she was, left a card but that was it never seen again.

30. Special constables

31. Would spend it to put more PCSOs on duty!

32. Involve the council more where appropriate

33. No

34. No. need more

35. Not met

36. A more accessible or well signposted way of contacting someone like a pcso if a problem would occur

37. More police officers

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Number of Respondents 37

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Number of respondents who skipped this question 16

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