



West Midlands Police

Police Community Support Officers (PCSOs) Deployment Principles and Practice: - Policy LP/04



Policy and Procedure Manual: LP/04

POLICE COMMUNITY SUPPORT OFFICERS (PCSO): - DEPLOYMENT PRINCIPLES POLICY.

All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, gender, transgender, race, religion, belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.

Any enquiries in relation to this policy should be directed to Inspector 4061 Mark Powell, Local Policing Unit, Police Headquarters on extension [REDACTED]

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1. BACKGROUND.

- 1.1 Introduced under the Police Reform Act 2002, Police Community Support Officers (PCSOs) are employed, directed and managed by their respective police force to complement and support regular police officers by providing and increasing a high visibility and accessible police presence on the streets. Working to complement and support regular police officers, PCSOs provide reassurance to the community and greater public and free up the time of regular police officers for those tasks which require a higher level of training or powers held.
- 1.2 PCSOs are now fundamentally embedded within neighbourhood teams working alongside other police colleagues on issues of principle concern to the communities they serve. Often these relate to issues of low-level crime and anti-social behaviour (ASB) which the police have previously found difficult to commit adequate attention to prior to the introduction of neighbourhood policing teams and PCSOs.
- 1.3 West Midlands Police strives to serve its communities and protect them from harm. One of the ways it does this is through the commitment and presence of PCSOs who are crucial to improving trust and confidence and delivering neighbourhood policing to every community within the West Midlands.
- 1.4 The Force's approach to PCSO deployment is outlined in this document, grounded in legislation and aligned to the Force's aim of "serving our communities, protecting them from harm".

2. INTRODUCTION.

- 2.1 The aim of this document is to set out the core policy, strategies and issues relating to PCSO deployment. It is also intended to assist those who are supervising or working alongside PCSOs currently employed by West Midlands Police.
- 2.2 The document recognises the valuable contribution that PCSOs make to Policing the West Midlands.
- 2.3 This document provides policy for the deployment of PCSOs, in addition to information on the designation card ([Appendix A](#)), uniform/equipment, their development, and use of powers available.
- 2.4 Regular reviews of the policy will be afforded as to the role and principles of the PCSO, including their recruitment, training and use of equipment available; ensuring that all are closely aligned to their given purpose.

3. OVERARCHING DEPLOYMENT PRINCIPLES.

- 3.1 Support delivery of Trust and Confidence.
- 3.2 Provide a high visible uniformed presence either on foot or on cycle.
- 3.3 Undertake non confrontational problem solving duties including tackling anti social behaviour & neighbourhood priorities, in conjunction with community partners.
- 3.4 Make a significant contribution to public engagement & influence in their Ward or LPU; inclusive of our diverse and minority communities.
- 3.5 Support victims of anti social behaviour, especially those who are repeat or vulnerable victims.
- 3.6 Support victims of crime, including secondary crime scene attendance to provide reassurance and community engagement.
- 3.7 PCSO shift deployment must reflect the needs of the Ward Neighbourhood Policing Teams to maximise community access and visibility (of uniform resources) on the Neighbourhood.

3.8 PCSOs are **NOT** deployed as a substitute for a warranted officer capability.

4. RECRUITMENT.

- 4.1 West Midlands Police PCSOs will be recruited within the principles defined by the National PCSO recruiting standards (as defined by the National Policing Improvement Agency – NPIA).
- 4.2 West Midlands Police strive to recruit the best people to deliver against the PCSO Deployment Principles of the Force.
- 4.3 The Force's objective is to recruit dedicated members of the police family who have a long term commitment to the role of PCSO and the valuable contribution they make to community support.
- 4.4 [Appendix G](#) outlines roles & responsibilities of the recruitment process.

5. RETENTION.

- 5.1 The Performance Development Review (as a process) must recognise a PCSO's contribution against the deployment principles. It must also be effectively used as an opportunity to listen to and learn from the PCSO community within West Midlands Police. *PDRs are discussed in more detail in section 9.*
- 5.2 Providing developmental opportunities for PCSOs is essential to valuing and recognising their contribution and should be achieved through professional development, managed locally on LPUs through leadership and line management, tailored to the needs of the individual.

6. TRAINING.

- 6.1 West Midlands Police is committed to providing support, training and development opportunities to PCSOs. This must be fit to support the deployment principles identified by the Force.
- 6.2 The Force will be responsible for maintaining standards, corporacy and consistency of training and development. The Force's commitment to training will be an ongoing process aiming to maximise potential and will be improved through continued dialogue with the Learning and Development Unit.
- 6.3 PCSO initial training will be delivered by Learning and Development at the police training centre – Tally Ho, Birmingham. Welfare and support during initial training will be managed and dealt with by Learning and Development at Tally Ho and the LPU to which the PCSO is being deployed.
- 6.4 The six weeks Police Community Support Officer Learning and Development Program (PCSO training course) has been adapted to fit the role of a West Midlands PCSO. Learning and Development in consultation with the Local Policing Department and LPUs will review the training at least once every twelve months to ensure that it is still fit for purpose.
- 6.5 To uphold the Force's commitment to support and develop its staff, PCSOs will undertake a probationary period during which a PCSO Learning and Assessment Portfolio (PCSOLAP) will be completed. See [Appendix E](#) for further detail on PCSOLAPs.
- 6.6 Through structured use of the six annual rostered training days (4 x mandatory and 2 discretionary), LPUs will create a suitable training programme to maintain and develop the relative skills and abilities of their PCSOs to equip them to deal with local issues.

- 6.7 Learning and Development will also ensure that all PCSO managers are aware of the powers and principles relating to PCSO deployment. This training will be reviewed at least every 12 months to ensure that it is still suitable and relevant. There will also be a requirement to ensure that all Contact Management Centre (CMC) staff and supervisors are also aware of their powers and principles.

The Learning and Development Department will oversee and ensure that this is done either centrally or locally on the LPU.

- 6.8 Learning and Development will deliver training to PCSOs in the completion of basic crime reports, basic loser statements and WC392's which relate to vulnerable person(s).
Item 8.8(ii) refers.

7. RULES OF ENGAGEMENT and DYNAMIC RISK ASSESSMENTS.

7.1 Force Responsibilities:

An annual risk assessment will be conducted on the role of PCSO. The thrust of the risk assessment is to support the safety of PCSOs deployment and to maintain the non-confrontational ethos of their role.

7.2 LPU responsibilities:

All LPUs will conduct local risk assessments with regard to PCSO deployment where specific operations or activities dictate. These risk assessments should be available to view and complement the force risk assessment. All local risk assessments should be reviewed at least every two years or sooner should the risk associated with deployment change.

7.3 PCSO/personal responsibilities:

- PCSOs retain responsibility for their own safety and for ensuring that they work within the deployment principles and operational deployment practices contained within this guidance.
- PCSOs retain responsibility for dynamic risk assessment. Whenever they have concerns that their deployment may be falling outside the deployment principles, they must identify that fact to a supervisor (The decision to withdraw, observe and report is a valid tactical option and will be supported by Managers).
- In a dynamic risk assessment situation, PCSOs' should consider the option - withdraw, observe and report; an option which will be a viable and supported one for PCSOs who come across incidents that fall outside their role or incidents that develop into such situations.
- PCSOs will NOT engage in confrontational or otherwise 'high risk' activities.
- There is NO positive duty for a PCSO to intervene; – they are police staff, not police officers.
- As representing members of public authorities, PCSO's actions will support the human rights of individuals, according to the PLAN acronym (proportionate, legal, accountable and necessary).

7.4 Supervisors responsibilities

PCSO supervisors are obligated to dynamically risk assess and make reasonable adjustments for the individual to accommodate disability, physical differences (i.e. injury/pregnancy related) or environmental changes.

8. OPERATIONAL DEPLOYMENT.

8.1 PCSOs play an essential role in policing the neighbourhoods of the West Midlands and deliver their own unique and valuable contribution to policing.

8.2 Operational deployment must be cognisant of the guiding principles contained within this document, summarised as:

- Undertake public facing duties in uniform;
- Be visible in the communities on foot or cycle patrol.
- Deal with ASB, low level crime and incidents, local problems/priorities and quality of life issues;
- Support and improve service to victims and vulnerable people; and
- Conduct community engagement and problem solving activity.
- All West Midlands Police PCSOs have been 'designated' as Traffic Wardens. This will enhance their role by providing them with additional powers to direct and manage traffic and related offences (in line with local priorities). Their role is **NOT** to be utilised as Traffic Wardens.

8.3 PCSOs will be deployed to a single patrol strategy in order to maximise opportunity, reassure communities and improve trust and confidence. The nature of the operational deployment for PCSOs is such that double patrol should be a rarity. The only exception to single patrols will be as a result of an exceptional risk assessment, which has been documented and authorised by the LPU Operations Manager.

8.4 *The following section summarises the engagement principles: – for a more detailed list, please see [Appendix D](#).*

8.4(i) Police Community Support Officers **WILL** be deployed:

- To engage with and reassure communities.
- On single patrol increasing reassurance, visibility and ultimately trust and confidence.
- To tackle anti social behaviour, especially those incidents where the victim is vulnerable or upset.
- Patrolling in hot spots identified through intelligence and the tactical tasking and co-ordinating processes.
- Helping work towards social cohesion and community regeneration with medium and long-term goals.
- Supporting partnership work, e.g. helping to manage 'problem families' as part of an inter-agency initiative.
- Helping improve the physical appearance and management of local areas and fostering social inclusion.
- Relieving uniformed regular officers of static or patrol duties for which the full range of police powers and training is unnecessary (e.g. high visibility patrols in the vicinity of sensitive locations; scene management and logging).

8.4(ii) Police Community Support Officers **MAY** be deployed to:

- Incidents where basic reporting details can be obtained i.e. WC200 crime report and basic victim statement, *for example – minor criminal damage, where offenders have not been seen.* (Completion of crime reports **MUST** be closely managed by the PCSOs supervisor).
- Incidents where ‘non crime’ vulnerability has been identified by PCSOs will be recorded on WC392; - if concerns are raised in addition to vulnerability, then a Police Officer must be deployed. (Again, completion of WC392’s **MUST** be closely managed by the PCSOs supervisor).

8.4(iii) Police Community Support Officers **will NOT** be deployed to:

- Initially attend to any incidents which require investigation, a Police Officer **MUST** attend such incidents. *For example; – serious crimes, crimes which involve violence, harm to persons or sexual offences.* A full list can be found in [Appendix D](#).
- Plain clothes patrol.

8.5 PCSO activity should be directed through the National Intelligence Model (NIM) tasking and co-ordination process. This can be done at a force, LPU or Sector level. NIM is not exclusively about crime intelligence and is equally applicable to community intelligence.

8.6 Supervisors, Managers and CMC staff have a duty to prevent the attempted use of additional or alternative methods/duties and to protect the guiding principles. To emphasise the importance of maintaining the guiding principles, the Force has directed that officers of the rank of Sergeant will supervise PCSOs.

8.7 PCSOs are in a position to gather considerable intelligence, which needs to be processed, again in accordance with the NIM. The potential for PCSOs to gain access to people who might not countenance giving information to a regular police officer should not be overlooked. Training will be provided to ensure that PCSOs handle intelligence and information provided to them in the correct manner.

8.8 To preserve their core role PCSOs within West Midlands Police are equipped with powers suitable for effective performance, in line with the deployment principles. They should not be tasked with work outside of these powers or their deployment principles. PCSOs will also have a different level of duty and expectation placed on them and will be within their rights to decline to perform tasks which are outside their deployment principles. *For example, a PCSO might reasonably observe and follow a shoplifter rather than intervene and detain. Similarly, a PCSO must be more prepared to walk away from a situation than is traditionally the case with police officers.*

- A full list of PCSO standard powers can be found in [Appendix B](#).
- A full list of additional (discretionary) powers as designated by the Chief Constable can be found in [Appendix C](#)

8.9 PCSOs tours of duty will begin no earlier than 0700hrs and end no later than 2200hrs.

9. PROFESSIONAL DEVELOPMENT and ASSESSMENT.

9.1 The Force’s PDR process will support and encourage the development of its PCSOs. The PDR provides an opportunity to listen to and adapt the role to the changing needs of the individual, the LPU, the Force or as dictated by national strategic policies. The aim of the PDR process is to improve the role for the individual PCSO and also for the communities they serve.

- 9.2 Each LPU diversity champion and neighbourhood sergeant has a duty to ensure that all PCSOs receive appropriate diversity training in addition to the latest media publications relevant to the communities they serve. Also, WMP has a duty of care to ensure that the same values are used in the PDR review of PCSOs to reflect on any diversity/welfare issues i.e. disability (short to long term), pregnancy, religion and care issues (e.g. tours of duty) etc.
- 9.2 PCSOs will be assessed against the criteria set out within the PDR process and the guiding principles. A summary of the areas for assessment are:

- Support delivery of Trust and Confidence.
- Undertake non confrontational problem solving duties including tackling anti social behaviour, in conjunction with partners.
- Make a significant contribution to public engagement & influence in their Ward or LPU – inclusive of our diverse and minority communities.
- Tackling Neighbourhood Priorities in conjunction with the community and partners.
- Supporting victims of anti social behaviour, especially those who are repeat or vulnerable.
- Supporting victims of crime, including crime scene attendance to provide reassurance and community engagement.
- Documented community improvement projects (evidenced against the SARA problem solving model). Such work will give evidence of work which compliments the deployment principles.

10. EQUIPMENT and UNIFORM.

- 10.1 The Chief Constable has approved a uniform, which identifies a PCSO aligned to the Police Service but clearly distinguishes them from a police constable.
- 10.2 PCSOs will be subject to the West Midlands Police dress code. The approved uniform is designated as follows:

- Cap or bowler, with a sliver band with blue edging. The cap badge will be a blue shield style badge and display Community Support Officer West Midlands Police on it. (Male Sikh officers can wear a Turban. Female Muslim officers can wear a Hijab)
- White uniform shirt/blue new style polo shirt.
- Mid Blue tie or cravat
- Mid blue epaulettes marked with Police Community Support Officer and their identification number.
- Black Fleece marked with Police Community Support Officer
- A Hi-visibility jacket with a panel on the back marked Police Community Support Officer and a similar panel on the front.
- The front of the jacket will have the name of the PCSO endorsed on it and the Force Badge.
- West Midlands Police uniform trousers or skirt.
- PCSOs will be provided with a radio to ensure that they are deployable by LPU Contact Centres.
- PPE equipment – stab resistant vest.

10.3 The Force Health & Safety Unit has produced a Strategic Risk Assessment (See Health & Safety Intranet site for further information).

Risk reduction should be primarily carried out by managing PCSO deployment rather than by protective equipment.

10.4 This approach is further supported by the Vision Statement, Deployment Principles, the Dynamic Risk Assessment model and Rules Of Engagement.

10.5 Equipment issue is based on risk assessment. PCSOs are NOT issued with the following.

- Batons
- CS spray
- Handcuffs

Such equipment would encourage engagement in tasks which are beyond their skills and training, which may place them at higher risk – THEY ARE NOT POLICE OFFICERS.

10.6 PCSOs will record evidence in respect of offences they deal with or witness in an official WMP pocket notebook.

11. COMMUNICATION.

11.1 There is a need to ensure that communication around PCSO deployment principles is utilised. The key focus areas should be:

11.2 Contact Management Centres will need to understand the role of the PCSO, the powers they have, the limits of their activity, their right to disengage from situations.

11.3 Operational Supervisors and Managers may need to be reminded about the particular role of PCSOs; the need to avoid co-opting them for other tasks for which they were neither approved or trained; and differences between their terms of engagement and those of a Police Officer.

12. MARKETING.

12.1 West Midlands Police Community Support Officers play a crucial role in delivering and improving the public's Trust and Confidence, marketing their work is essential in maximising impact.

12.2 LPU Communications Managers and Reassurance Officers have an important role to play in marketing the contribution that PCSOs make to policing the West Midlands.

12.3 As part of the West Midlands - Police Authority; Annual Engagement Strategy (August 2010), the Police Authority will be conducting consultation with the public on the use of PCSOs and their powers.

12.4 The Forces Press and PR Department will be responsible for communicating the principles of this document to the Force.



CHIEF CONSTABLE



Designation of Powers exercisable by Police Community Support Officers

**Schedule 4 Police Reform Act 2002;
As Amended by the Anti-Social Behaviour Act 2004**

 <p>Powers exercisable by Police Community Support Officers Schedule 4 Police Reform Act 2002 As Amended by the Anti-Social Behaviour Act 2004.</p> <p>Police Community Support Officers (PCSO's) within the West Midlands Police area are designated the following powers, and may exercise these when on duty.</p> <p>The power to:</p> <ul style="list-style-type: none"> • Request the name and address of a person who is believed to have committed a relevant offence • Request the name and address of a person acting in an anti-social manner • Issue fixed penalty notices for littering • Request a person to stop drinking in a designated public area and to surrender containers of alcohol and to dispose of alcohol surrendered • Confiscate alcohol from young people and dispose of alcohol surrendered • Confiscate cigarettes and tobacco from young people and dispose of cigarettes and tobacco surrendered • Enter a premises to save life or limb or prevent serious damage to property • Stop vehicles for purpose of a road check • Seize drugs and require name and address for possession of drugs • Photograph people away from a police station • Require removal of abandoned vehicles • Seize vehicles used to cause alarm and distress • Stop pedal cycles • Issue fixed penalty notices for cycling on a footpath • Control traffic for purposes other than escorting a load of exceptional dimensions • Require name and address for road traffic offences • Place signs • Maintain and enforce a cordoned area established under Section 36, Terrorism Act 2000 • Stop and search vehicles and things being carried by driver/passengers in authorised areas and things carried by a pedestrian (accompanied by and under the supervision of a Police Constable) ss.44 & 45 Terrorism Act 2000. • Issue fixed penalty notices in respect of offences under dog control orders <p>Additionally Police Community Support Officers have the powers of a Traffic Warden in addition to those under Schedule 4 of the Police Reform Act 2002.</p>	<p style="text-align: center;">Uniform</p> <hr/> <p>The Chief Constable of the West Midlands Police has approved the following uniform for West Midlands Police Community Support Officers.</p> <ul style="list-style-type: none"> • Cap or bowler, with a silver band with blue edging. The badge will display the Force crest and display the words Police Community Support Officer around it. • White uniform shirt • Mid blue tie or cravat • Mid blue epaulettes marked with Police Community Support Officer and their identification number • Black Fleece marked with Police Community Support Officer • A Hi-visibility jacket with a panel on the back marked Police Community Support Officer and a similar panel on the front. The front of the jacket will have the Police Community Support Officers name on a badge with a mid blue plain background • West Midlands Police uniform trousers or skirt <p>The PCSO's will be subject to the West Midlands Police dress code.</p> <p>This Designation Card will be produced upon request when a PCSO is exercising any relevant power.</p>  <p>Chris Sims Chief Constable</p> <p style="text-align: right;">41126</p>
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LIST OF STANDARD POWERS THAT APPLY TO ALL PCSOs

Power	Relevant legislation
<p>Power to issue fixed penalty notices for cycling on a footpath: Power of a constable in uniform to give a person a fixed penalty notice under section 54 of the Road Traffic Offenders Act 1988 (fixed penalty notices) in respect of an offence under section 72 of the Highway Act 1835 (riding on a footway) committed by cycling.</p>	<p>Paragraph 1(2)(b) of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to issue fixed penalty notices for littering: Power of an authorised officer of a litter authority to give a notice under section 88 of the Environmental Protection Act 1990 (fixed penalty notices in respect of litter).</p>	<p>Paragraph 1(2)(d) of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to issue fixed penalty notices in respect of offences under dog control orders: power of an authorised officer of a primary or secondary authority, within the meaning of section 59 of the Clean Neighbourhoods and Environment Act 2005, to give a notice under that section (fixed penalty notices in respect of offences under dog control orders).</p>	<p>Paragraph 1(2) (e) of Schedule 4 to the Police Reform Act 2002 (see section 62(2) of the Clean Neighbourhoods and Environment Act 2005).</p>
<p>Power to require name and address: Power to require the name and address of a person whom a CSO has reason to believe has committed a relevant offence or a relevant licensing offence (Relevant offences are defined under subparagraph 2(6) of Schedule 4 of the Police Reform Act 2002 and include relevant fixed penalty offences under paragraph 1 of Schedule 4, an offence under section 32(2) of the Anti-Social Behaviour Act 2003 (failure to follow an instruction to disperse) and an offence which appears to have caused injury, alarm or distress to another person or loss of or damage to another person's property. Relevant licensing offence is defined as a specified offence under the Licensing Act 2003) Paragraph 1A enables chief constables to designate the power to require name and address without also designating the power of detention.</p>	<p>Paragraph 1A of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 2 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>
<p>Power to require name and address for anti-social behaviour: Power of a constable in uniform under section 50 of the Police Reform Act 2002 to require a person whom he has reason to believe to have been acting, or to be acting, in an anti-social manner to give his name and address. Subparagraph 3(2) of Schedule 4 provides the CSO with the power to detain (under subparagraphs 2(3) to (5) of Schedule 4). However, by virtue of paragraph 2(8) of Schedule 4 the power to detain <i>has no effect unless a CSO has been designated with the power of detention under paragraph 2 of Schedule 4.</i></p>	<p>Paragraph 3 of Schedule 4 to the Police Reform Act 2002 (as amended by paragraph 3(10) of Schedule 8 to the Serious Organised Crime and Police Act 2005)</p>
<p>Power to require name and address for road traffic offences: Enables CSOs to be designated with the power to require the name and address of a driver or pedestrian who fails to follow the directions of a community support officer or police officer under sections 35 or 37 of the Road Traffic Act 1988.</p>	<p>Paragraph 3A of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 6 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>

<p>Power to require persons drinking in designated places to surrender alcohol: Power to require a person whom a CSO reasonably believes is, or has been, consuming alcohol in a designated public place or intends to do so, to not consume that alcohol and to surrender any alcohol or container for alcohol. Power to dispose of alcohol surrendered.</p>	<p>Paragraph 5 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to require persons aged under 18 to surrender alcohol: Power to require a person who he reasonably suspects is aged under 18 or is or has been supplying alcohol to a person aged under 18 to surrender any alcohol in his possession and to give their name and address. Power to require such a person to surrender sealed containers of alcohol if the CSO has reason to believe that the person is or has been consuming or intends to consume alcohol. Power to dispose of alcohol surrendered.</p>	<p>Paragraph 6 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to seize tobacco from a person aged under 16 and to dispose of that tobacco.</p>	<p>Paragraph 7 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to seize drugs and require name and address for possession of drugs: Enables CSOs to be designated with a power seize unconcealed drugs or drugs found when searching for alcohol, tobacco or other items if the CSO reasonably believes the person is in unlawful possession of them. The CSO must retain the drugs until a constable instructs them what to do with it. If a CSO finds drugs in a person's possession or has reason to believe that a person is in possession of drugs and reasonably believe such possession is unlawful then the CSO may require that persons name and address.</p>	<p>Paragraphs 7B of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 8 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>
<p>Power to enter and search any premises for the purposes of saving life and limb or preventing serious damage to property.</p>	<p>Paragraph 8 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to seize vehicles used to cause alarm: Power to stop and seize a vehicle which a CSO has reason to believe is being used in a manner which contravenes sections 3 or 34 of the Road Traffic Act 1988 (careless and inconsiderate driving and prohibition of off-road driving) and is causing alarm, distress or annoyance under section 59 of the Police Reform Act 2002.</p>	<p>Paragraph 9 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to remove abandoned vehicles under regulations made under section 99 of the Road Traffic Regulation Act 1984. A PCSO designated under this paragraph has the power to order the removal of a vehicle under regulation 3 of the Removal and Disposal of Vehicles Regulations 1986. This relates to vehicles that have broken down or been permitted to remain at rest on a road: (a) in a position, condition or situation causing obstruction or danger to persons using the road, or (b) in contravention of a prohibition contained in Schedule 1 of the regulations.</p>	<p>Paragraph 10 of Schedule 4 to the Police Reform Act 2002.</p>
<p>Power to stop cycles: Powers of a constable in uniform to stop a cycle under section 163(2) of the Road Traffic Act 1988 when a CSO has reason to believe that a person has committed the offence of riding on a footpath.</p>	<p>Paragraph 11A of Schedule 4 to the Police Reform Act 2002 (inserted by section 89(3) of the Anti-Social Behaviour Act 2003)</p>

<p>Power to control traffic for purposes other than escorting a load of exceptional dimensions: Powers to direct traffic (for purposes other than escorting loads of exceptional dimensions) based on the powers constables have under sections 35 and 37 of the Road Traffic Act 1988. It also gives CSOs the power to direct traffic for the purposes of conducting a traffic survey. CSOs designated under this paragraph must also be designated with powers under paragraph 3A of Schedule 4 to the Police Reform Act.</p>	<p>Paragraph 11B of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 10 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>
<p>Power to carry out road checks: Power to carry out a road check which has been authorised by a superintendent (or a police officer of higher rank) and power to stop vehicles for the purposes of carrying out a road check</p>	<p>Paragraph 13 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to place signs: enables CSOs to be designated with the power of a constable under section 67 of the Road Traffic Regulation Act 1984 to place and maintain traffic signs.</p>	<p>Paragraph 13A of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 11 of the Serious Organised Crime and Police Act 2005.)</p>
<p>Power to enforce cordoned areas: under section 36 of the Terrorism Act 2000</p>	<p>Paragraph 14 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to stop and search in authorised areas: Powers under the Terrorism Act 2000 in authorised areas to stop and search vehicles and pedestrians when in the company and under the supervision of a constable.</p>	<p>Paragraph 15 of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to photograph persons away from a police station: enables CSOs to be designated with the power to photograph a person who has been arrested, detained or given a fixed penalty notice away from the police station.</p>	<p>Paragraph 15ZA of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 12 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>



**LIST OF DISCRETIONARY
POWERS AS DESIGNATED BY
THE CHIEF CONSTABLE.**

Power	Relevant legislation
<p>Power to issue penalty notices in respect of offences of disorder: Power of a constable in uniform to give a penalty notice under Chapter 1 of Part 1 of the Criminal Justice and Police Act 2001 (fixed penalty notices in respect of offences of disorder) (See Table 2 for a list of the offences for which CSOs can be designated with the power to issue penalty notices for disorder).</p>	<p>Paragraph 1(2)(a) of Schedule 4 to the Police Reform Act 2002</p>
<p>Power to issue fixed penalty notices for dog fouling: Power of an authorised officer of a local authority to give a notice under section 4 of the Dogs (Fouling of Land) Act 1996 (fixed penalty notices in respect of dog fouling). This power (and the 1996 Act) has now been repealed in relation to England and Wales by section 107 and Schedule 5 Part 5 of the Clean Neighbourhoods and Environment Act 2005. However the power continues to have effect in respect of any land, which remains designated land under the 1996 Act.</p>	<p>Paragraph 1(2)(c) of Schedule 4 to the Police Reform Act 2002.</p>
<p>Power to issue fixed penalty notices for graffiti and fly-posting: Power of an authorised officer of a local authority to give a notice under section 43(1) of the Anti-social Behaviour Act 2003 (penalty notices in respect of graffiti or fly-posting).</p>	<p>Paragraph 1(2)(ca) of Schedule 4 to the Police Reform Act 2002 (inserted by section 46 of the Anti-Social Behaviour Act 2003)</p>
<p>Power to enforce certain licensing offences: The Serious Organised Crime and Police Act 2005 establishes a set of relevant licensing offences. These offences are sale of alcohol to a person who is drunk, obtaining alcohol for a person who is drunk, sale of alcohol to children, purchase of alcohol by or on behalf of children, consumption of alcohol by children and sending a child to obtain alcohol. Where these offences apply specifically to clubs they are not relevant licensing offences. CSOs may require name and address but may not detain for those relevant licensing offences that are most likely to be committed by license holders.</p>	<p>Paragraph 2(6A) of Schedule 4 to the Police Reform Act 2002 (see paragraphs 3(3) and 3(8) of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>
<p>Power to disperse groups and remove persons under 16 to their place of residence: Powers which, by virtue of an authorisation under section 30 of the Anti-social Behaviour Act 2003, are conferred on a constable in uniform by section 30(3) to (6) of that Act (power to disperse groups and remove persons under 16 to their place of residence).</p>	<p>Paragraph 4A of Schedule 4 to the Police Reform Act 2002 (inserted by section 33 of the Anti-Social Behaviour 2003)</p>
<p>Limited power to enter licensed premises: Enables CSOs to be designated with a power to enter licensed premises under section 180 of the Licensing Act 2003 for the purposes of investigating relevant licensing offences. They may not enter clubs and must enter all premises with a constable unless the premises are licensed for the sale of alcohol off the premises.</p>	<p>Paragraph 8A of Schedule 4 to the Police Reform Act 2002 (inserted by paragraph 9 of Schedule 8 to the Serious Organised Crime and Police Act 2005).</p>

LIST OF PENALTY NOTICES FOR DISORDER DESIGNATED BY THE CHIEF CONSTABLE under paragraph 1(2)(a) of Schedule 4 to the Police Reform Act 2002 (see Annex B)

Offences for which CSOs may issue penalty notices for disorder under Chapter 1 Part 1 of the Criminal Justice and Police Act 2001	Relevant legislation
Sale of alcohol to a person under 18	s146 of the Licensing Act 2003
Purchase of alcohol for a person under 18	s149(4) of the Licensing Act 2003
Delivery of alcohol to a person under 18 or allowing such delivery	s151 of the Licensing Act 2003
Breach of fireworks curfew	Fireworks Regulations 2004 under s11 of the Fireworks Act 2003
Possession of a category 4 firework	Fireworks Regulations 2004 under s11 of the Fireworks Act 2003
Possession by a person under 18 of an adult firework	Fireworks Regulations 2004 under s11 of the Fireworks Act 2003
Throwing fireworks	s80 of the Explosives Act 1875
Consumption of alcohol by a person under 18 or allowing such consumption	s150 of the Licensing Act 2003
Buying or attempting to buy alcohol by an under 18	s149 of the Licensing Act 2003
Sells or attempts to sell alcohol to a person who is drunk	s141 of the Licensing Act 2003
Drinking in a designated public area	s12(4) of the Criminal Justice and Police Act 2001



Rules of Engagement/Deployment

This table is for guidance only. It is not a definitive list. It is important to remember the guiding principles of deployment and the primary role of the PCSO.

The Rules of Engagement/deployment clearly illustrates the type of incidents as defined under the current command and control system. Once again these **are not prescriptive** but should provide PCSOs, Operations Centre staff and supervisors some clear and transparent guidance on what incidents PCSOs can and more importantly cannot be allocated to.

The incidents listed are categorised in terms of attendance by PCSOs. Those incidents categorised as 'yes' for attendance, are suitable for PCSO deployment. Those categorised as 'conditional' are suitable under certain circumstances (the criteria for attendance is listed in the adjacent box). Those incidents categorised as 'No', are not suitable for PCSO deployment.

Incident	Quick guide Yes/Conditional/No	PCSOs Deployment (including conditions of deployment)
Violence against the person	Conditional	Not initial response, however may attend later to support police/victim (e.g. scene preservation)
Sexual Offences	No	Not suitable for PCSO
Burglary Dwelling	Conditional	Not initial response, however may attend later to Support Police/victim (e.g. scene preservation)
Burglary Other	Conditional	Not initial response, however may attend later to Support Police (e.g. scene preservation)
Robbery	Conditional	Not initial response, however may attend later to Support Police/victim.
Theft from Motor Vehicle	Conditional	May attend as initial response if the matter is simple, straightforward and does not require an investigation. (*PCSO MUST have undergone the appropriate training).
Theft of Motor Vehicle	Conditional	Not initial response, however may attend later to Support Police/victim.
Other thefts (excluding shoplifting)	Conditional	May attend as initial response if the matter is simple, straightforward and does not require an investigation. (*PCSO MUST have undergone the appropriate training).
Fraud and forgery	No	Not suitable for PCSO
Criminal Damage	Conditional	May attend as initial response if the matter is simple, straightforward and does not require an investigation. (*PCSO MUST have undergone the appropriate training).
Drugs	No	Not suitable for PCSO

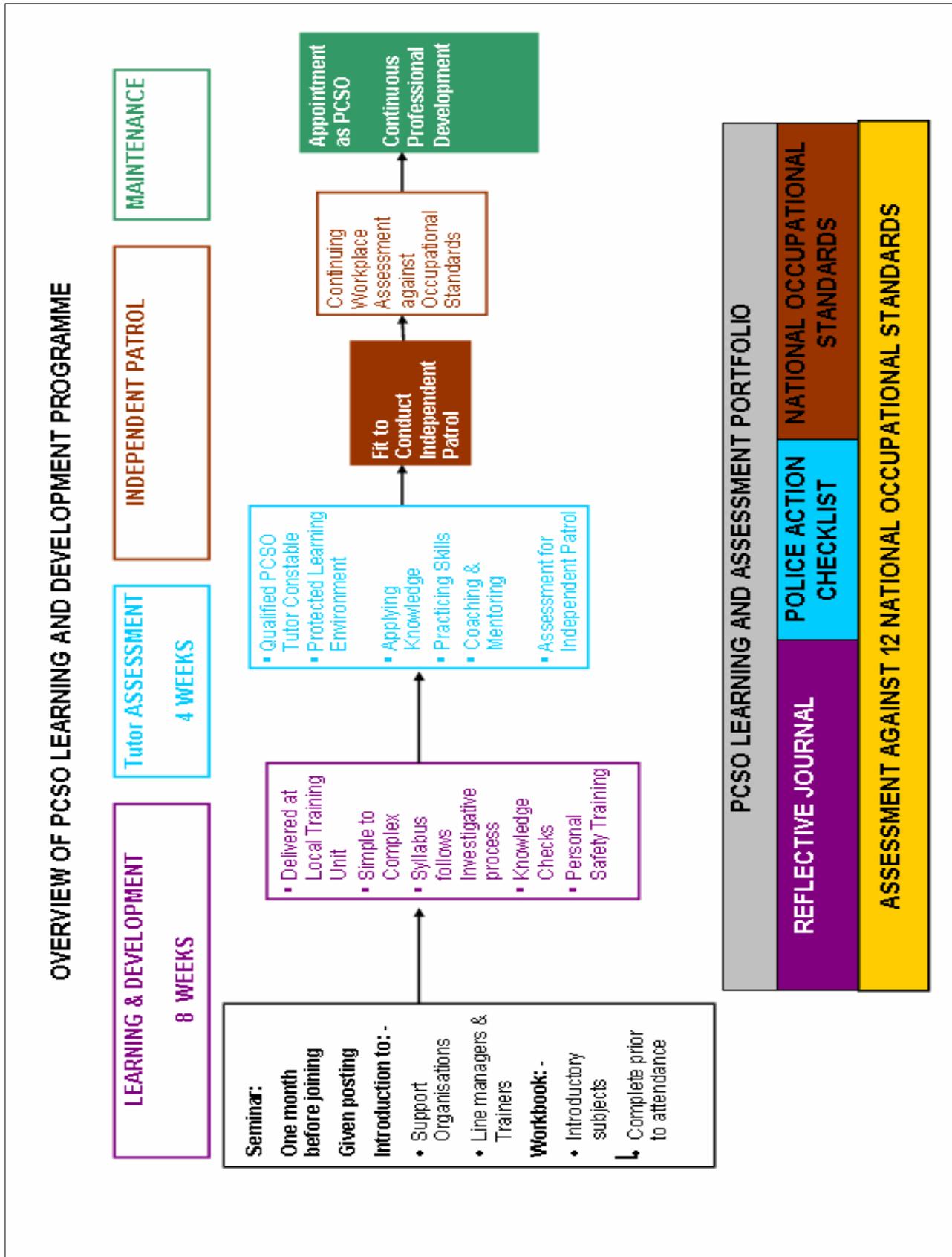
Threatening/obscene phone calls	Conditional	Not initial response, however may attend later to support victim.
Shoplifting	Conditional	Not initial response, however may attend later to support police/victim.
Victim Care in cases of minor crime	Yes	Post incident Victim Support on Neighbourhoods.
TRAFFIC		
Damage only accident	Conditional	Not initial response, however may attend later to Support Police.
Personal injury accident	Conditional	Not initial response, however may attend later to Support Police.
Other motorway breakdown	No	Not suitable for Police Community Support Officer.
Obstruction of road	Yes	Yes, Police Community Support Officers have power to deal.
Abnormal load/escort	Yes	Yes, Police Community Support Officers have power to deal.
Road/signing defect	Yes	Yes, can report defect to relevant authority.
Traffic Offence involved	Yes	Yes, Police Community Support Offices might deal with these in support of local priorities.
Abandoned vehicle	Yes	Yes, Police Community Support Officers have power to deal.
Other unlisted traffic incident/hazard	Yes	Yes, subject to risk assessment.
DISORDER		
Disturbance in public place.	No	Not suitable for Police Community Support Officer.
Disturbance in licensed premises.	No	Not suitable for Police Community Support Officer.
Disturbance in private premises	No	Not suitable for Police Community Support Officer.
Domestic incident	No	Not suitable for Police Community Support Officer.
Civil dispute.	No	Not suitable for Police Community Support Officer.
Racial Incidents	Conditional	Not initial response, however may attend later to support police/victim.
Community problems	Conditional	Yes, subject to risk assessment.
Industrial dispute	No	Not suitable for Police Community Support Officer.
Drunkenness	Conditional	Yes, subject to risk assessment.
Abandoned phone call	Conditional	Yes, subject to risk assessment.
Noise nuisance	Yes	Yes, attend and assess.
Other unlisted disorder/nuisance	Conditional	Yes, subject to risk assessment.

MISCELLANEOUS		
Fire/gas/electricity	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Water/flood/river/lake	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Chemical/radiation incident	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Aircraft/railway incident	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Explosion	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Bomb threat	Conditional	Not initial response, however may attend later to Support Police (e.g. cordons, etc).
Suspect device	Yes	Yes, Police Community Support Officers have power to deal.
Animals	Conditional	Yes, subject to risk assessment.
Illness/injury	Yes	Yes, Police Community Support Officers have power to deal.
Missing persons	Conditional	Not initial response, however may attend later to Support Police.
Sudden/suspicious death	Conditional	Not initial response, however may attend later to Support Police (e.g. scene preservation).
Lost/found property	Yes	Yes, Police Community Support Officers can deal.
Suspicious incident/person/vehicle	Conditional	Not initial response, however may attend later to Support Police.
Insecure Premises	Yes	Yes, Police Community Support Officers can deal.
Hazard – Non traffic	Conditional	Yes, subject to risk assessment.
Suspects on premises	Conditional	Not initial response, however may attend later to Support Police.
Suspects disturbed	Conditional	Not initial response, however may attend later to Support Police.
Suspects detained	Conditional	Not initial response, however may attend later to Support Police.
Suspects being chased on foot	Conditional	Not initial response, however may attend later to Support Police.
Firearm involved/information	No	Not suitable for Police Community Support Police.
Police require urgent assistance	Conditional	Yes, subject to risk assessment.
Vehicle location system	No	Not suitable for Police Community Support Police.
Suspect armed	No	Not suitable for Police Community Support Police.

Assistance requested/rendered	Conditional	Yes, subject to risk assessment.
Hoax call	No	Not suitable for Police Community Support Officers.
Vehicle clamp/removal	No	Not suitable for Police Community Support Officers.
Fly-tipping	Yes	Yes, Police Community Support Officers have power to deal.
Other alarms – vehicles etc	Conditional	Yes, subject to risk assessment.
Non central station alarm	Conditional	Yes, subject to risk assessment.
Central station alarm	Conditional	Yes, subject to risk assessment.
Working within the custody environment	No	Not suitable for Police Community Support Officers.
Working within the front office environment	No	Not suitable for Police Community Support Officers.
Plain clothes or undercover operations	No	Not suitable for Police Community Support Officers.
Detention of offenders	No	Not suitable for Police Community Support Officers.



PCSO LEARNING ASSESMENT PORTFOLIO (PCSOLAP)





Guide To Completing 'The Performance Review' Document:

The purpose of the Performance Review document is to record how student PCSOs are developing during the 'Independent Patrol' stage of their training, whilst they are undergoing assessment against the 12 National Occupational Standards (NOS).

It is important to remember that the Performance Review document is very separate from the NOS process. The Assessment against the 12 NOS measures the student PCSO's competency to complete a range of tasks. The Performance Review document however, records how students are performing when measured against the Integrated Competency Framework (ICF) which are more about individual behaviour.

The review should include evidence against all 7 areas:

- Respect for race and diversity
- Effective communication
- Personal responsibility
- Problem solving
- Team working
- Community and customer focus
- Resilience

The Performance Review document is divided into four main sections:

Student Summary: This section is completed by the student PCSO. Each area of the ICF should be commented on with evidence included to demonstrate the officer's level of performance.

The 12 NOS are referred to in the left hand column on the first page of the review document. The student PCSO is required to highlight which NOS have been fully achieved and signed off by their assessor.

Review of Development Plans(s): This section is completed by the student PCSO. Outstanding development plans should be commented on in this section. Where development plans have not been achieved, students should comment on the reasons and consideration should be given to amending them if required, to make them more relevant or achievable.

Review of Assessment Plans(s): This section is completed by the assessor. Comments may be made here, in respect of the quality of assessment plans submitted by the student PCSO. In addition comments may be made regarding any outstanding assessments plans.

Assessor Summary: This section is completed by the assessor: Having reviewed the performance of the student PCSO for the review period in question a summary of the officer's performance should be made.

At the conclusion of the review process, the document must be signed by both the Student PCSO and the Assessor, dated and then retained within the PCSOLAP in the appropriate section (as stated in the 'PCSOLAP- sequence of documentation' guide, on page 3).



LEGISLATION.

Section 38 of the Police Reform Act 2002 enables Chief Police Officers to designate *'Any person who is employed by the Police Authority and is under the Chief Officers direction and control as a Community Support Officer.'*

Section 42 of the Act makes various supplementary provisions in relation to PCSOs notably:

- Requirement for PCSO to produce, on request a designation document if exercising a power. (Appendix A is the designation card for WMP).
- The document is to include information about the uniform approved to be worn by the PCSO.
- Power of a Chief Constable to modify or withdraw the designation.
- Liability of the Police Authority for the PCSOs action.

Section 46 of the Act created the following offences:

- Assaulting a PCSO in the execution of their duty.
- Resisting or wilfully obstructing a PCSO in the execution of their duty.
- Impersonating, or falsely claiming to be a PCSO with intent to deceive.
- For PCSOs, making a false suggestion that one possesses powers that exceed those designated by the Chief Officer.

Police powers authorised and designated by the Chief Constable of West Midlands police are as Appendix A.

PCSOs do not hold these powers when not in uniform or not on duty.

All West Midlands Police PCSOs are also designated as Traffic Wardens. This is highlighted on there designation cards. However, it is expected that these powers will only be used to support local priorities, and to build trust and confidence within communities.



RECRUITMENT

The advertisement and sending out of recruitment information relating to PCSOs will be co-ordinated by HQ's Personnel Department.

The Occupational Health Department will co-ordinate medical examinations and will ensure that the medical standards applied to recruits are appropriate to the tasks they are expected to perform.

A local agreement was identified as the most effective means of dealing with the issues raised in terms of pay scales, hours worked and deployment across LPU boundaries. This was drawn up in consultation with relevant unions and will be available within the force.

The Force will plan recruitment campaigns and training courses to ensure that suitable number of opportunities are planned in the future, so that as well as new recruits there is a process to recruit for any natural turn over of serving PCSOs.

The recruitment process will be reviewed at least once every twelve months. This is to ensure that the skills and attributes sought on recruitment still support the role and deployment principles of West Midlands Police PCSOs.



Version History

Version	Date	Reason for Change	Amended/Agreed by.
1.0	13/07/2010	New policy.	New Force policy approved by CC Sims
1.1	23/04/2012	Policy amended as follows with included: > policy reference, > signature of CC Sims. N.B. policy is currently subject to a full review and all enquiries should be conducted with the author/contact as indicated on the front page should further clarification be required as to the information held.	Martin Keating – Force Policy Coordinator