



PERSON SPECIFICATION

Area:	Various Force locations	Job Title:	Police Community Support Officer	Weekly Hours:	37
Section:		Scale:	3/4	Version:	
Post No:	RR048	Status:	Established	Version Date:	March 2020

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
Education:	<ol style="list-style-type: none"> To be educated to GCSE Grade C/Level 4/5 in English Language or equivalent, or to be able to demonstrate use of English Language to that standard. 	
Work Experience:	<ol style="list-style-type: none"> Demonstrate experience of using effective communication skills with members of the public, particularly in confrontational situations. Demonstrate by example effective writing skills to basic report writing standard. Demonstrate by example experience of self motivation and working on own initiative. Demonstrate an ability to make decisions based upon available evidence and an ability to adopt a highly flexible approach to problem solving within a multi-disciplinary team environment. Demonstrate by example effective team working. 	<ol style="list-style-type: none"> Have previously been employed in a job having regular contact with the general public. Have previous experience of report or letter writing, or the maintenance of written records, either in the work place or elsewhere.

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Personal / Interpersonal Skills, Aptitudes:	7. Demonstrate by example excellent interpersonal skills and an ability to build effective working relationships.	
Special Skills:	<p>8. To be physically fit enough to walk a community beat and stand for long periods of time unaided in all weather conditions.</p> <p>9. Complete in-house officer safety training which involves physical exertion & contact with other persons and to lift and carry heavy objects such as temporary traffic signs and equipment. To be tested at medical stage. (Reasonable adjustments will be considered in line with the Equality Act 2010)</p> <p>10. To have a standard of eyesight sufficient to qualify to hold a basic grade force driving authority. As part of the recruitment process you will be required to undertake an eyesight test.</p> <p>11. To hold a full manual driving licence for cars and be willing to drive a vehicle owned by Leicestershire Police (Reasonable adjustments will be considered in line with the Equality Act 2010).</p>	

POLICE – STAFF**ROLE DESCRIPTION**

Job title:	Police Community Support Officer
Post no:	RR048
Scale:	3/4 (+14% shift allowance for evening and weekend working)
Responsible to:	NPA Sergeants and Inspector. Operational day to day management through area management team.
Responsible for:	Performing duty on foot or in a vehicle. No responsibility for other staff.
Contacts:	Members of the public, officers and police staff employees of Leicestershire Police and working with partners across a variety of organisations.
Role:	To provide a highly visible patrol presence, both on foot and in vehicles, to support policing operations, to work with partners to problem solve and to provide re-assurance to members of the community.

<u>Duties</u>	<u>Responsibilities</u>
Enforcement of Legislative Provisions:	<ul style="list-style-type: none"> To enforce those aspects of the law and carry out the duties as authorised by the Police Reform Act 2002 and amended by The Anti-social Behaviour, Crime and Policing Act 2014, specifically designated by the Chief Constable as being suitable for enforcement by Police Community Support Officers, by way of advice, verbal warning, fixed penalty notice, report for summons and detention of persons in certain circumstances as appears appropriate. To perform highly visible patrol duties, providing re-assurance and assistance to the community, on streets within the police area, as determined by the NPA management. To keep records of patrols, incidents and events as directed, and to record statements from other persons in relation to offences. To carry out general or particularly specified patrols, and other duties, commensurate with the powers and experience of the post holder, relating to matters such as the burglary reduction and anti-social behaviour projects undertaken by the force. To engage in activities designed to meet the objectives of initiatives such as the anti-burglary and anti-social behaviour projects, and to work in conjunction with other police staff, and members of other agencies, in furtherance of the aims of these projects.
Acting As A Witness:	<ul style="list-style-type: none"> To act as a witness to contravention's of the law, to submit witness statements as appropriate. To report other instances of law violation for later action by fixed penalty and summons procedures as is appropriate.
Traffic Control:	<ul style="list-style-type: none"> To perform duties, including the control of vehicular traffic and pedestrians, at authorised road check points, vehicular examination sites, and in connection with cordons introduced under the powers contained within the Terrorism Act 2000.

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General	<ul style="list-style-type: none"> • To maintain and develop contacts within the community in order to gain information and intelligence in support of current and future policing operations, and particularly in relation to burglary reduction initiatives and anti-social behaviour. • To provide a first point of contact with members of the community seeking assistance, advice or re-assurance, in order to provide the level of service requested by the community as allowed by legislation and training. • To undertake follow up visits to victims to provide reassurance and to take proactive steps to reduce likelihood of repeat victimisation e.g. completion of crime prevention surveys. • To take basic statements and conduct minor crime enquiries in accordance with their training. • Shift work is required between the hours of 0800-2300, seven days a week on a rotating shift basis.
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Additional Information:

Contract Type: _____

Date of last Job Evaluation Exercise: _____

Training Requirements: _____

PDR Activities and Behaviours: _____

Car User: _____

Budgetary Management: _____

People Management: _____

Post Funding Method: _____

Owner/source of Funding: _____

IT Systems Required: _____

Skills Required: _____

Health tests required: _____

Risk Assessment: _____

Job Evaluation: _____

Security Check Level:
(~~strikethrough~~ checks NOT required)

Additional Information: _____

Yes / No	Allowance <i>{per mile / day etc}</i> : _____
Yes / No	Authority to £ Value: _____
Yes / No	Total Number & Level: _____

RV, CTC

LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

TYPE OF RISK ASSESSMENT: **Assessment of a routine task/activity/role:** PCSO

AREA/DEPT: LPD

DATE COMPLETED: 06/06/16

REVIEWED:

THOSE AT RISK: PCSOs, members of the public, staff and volunteers

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SUB TASK		HAZARD, ACCIDENT, INJURY				LIKELIHOOD			RISK
Ref No.	Description of task	Hazard	Accident	Injury	Hazard level (1-5)	Evidence of previous harm.	Existing Controls in place?	Likelihood level (1-5)	Risk level (hazard x likelihood)
1	PCSO deployed to guard and preserve a scene.	The specific scene (smoke, chemicals, vapours, fatigue, heat, cold).	The nature of the scene leading to ill-health.	Serious reportable ill-health. Could affect more than one person and could lead to over 1 month absence.	4	There have been approximately 2 reports of police officers (not PCSOs) inhaling smoke at scenes 2011-2016. Safe cordons should be used. There are reports nationally of PCSOs not having welfare facilities at scene preservation which has led to a national UNISON survey.	<u>Cordon distance</u> The cordon is too close if exposed to hazards e.g. smoke and is moved accordingly. <u>Fire and Rescue Service</u> Many scenes will be managed by LFRS. <u>Dynamic risk assessment</u> All PCSOs are trained in DRA on induction and this is refreshed through annual skills training, based on National Decision Model and through daily work practice. PCSOs are trained to use the METHANE mnemonic which includes assessing the type of incident, hazards present and access. <u>Refreshments</u> Refreshments are provided on long scene preservations and can be requested from the control room. PCSOs provide their own water but can ask for additional supplies from control	2	8

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							<p>if needed.</p> <p><u>Uniform and PPE</u> Thermal comfort and protection from the weather can be obtained when outside. This includes hats, gloves, jackets and fleeces which are provided. A radio is used to request welfare support. PCSOs provide their own sunscreen. They seek shade and/or request breaks dependant on risk.</p> <p><u>Welfare</u> For pre-planned scene preservation staffing by Resource Planning should include appropriate welfare breaks or limit time periods at post. For spontaneous scenes welfare should be ensured by a specified manager.</p>		
2	Dealing with incidents involving an animal(s) on the loose.	The animal(s).	Bitten/other contact made by livestock, domestic or wild animals.	Career changing injury or ill-health.	5	<p>2013: 2 bites. 2014: 1 bite. 2015: 1 bite. All bites have been domestic dogs. These can be let loose accidentally or on purpose.</p>	<p><u>Contact Management Dept</u> CMD can deploy specialist resources to suit the incident. There are also force wildlife spocs for advice. Firearms, dog/unit and TST have specialist equipment that can be used to assist. This includes dog shields.</p> <p><u>LFRS training</u></p>	3	15

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							<p>LFRS have guidance available if required.</p> <p><u>PPE</u> Body armour will provide some level of protection to some parts of the body.</p> <p><u>Radio</u> This is used to gain any intelligence upon arrival and to summon specialist assistance if needed.</p>		
3	Carrying out duties near a railway line including any negotiations with persons in the vicinity e.g. suicidal, vulnerable.	Train.	Hit by a fast-moving train.	Worst case RF injury is death.	5	No known incidents with PCSOs. One incident with a police officer who went on line to rescue police dog.	<p><u>Policy</u> No grab policy.</p> <p><u>Information</u> Officers are instructed not to go on train lines.</p> <p><u>BTP</u> British Transport Police have primacy. They take over control via CMD. A commander provides this instruction.</p>	1	5
4	Exposure to a blood-borne virus when in contact with a sharp such as a needle or the bodily fluids of infected	Contaminated body fluid or sharp object.	BBV enters body through broken skin, mucous membrane or orifice.	Life changing/ fatality.	5	It is believed that PCSOs encounter sharps or an infected person approximately monthly. There are no known diagnosed	<p><u>Post incident management</u> Supervisor manages this and ensures the incident itself is managed correctly. This includes any referrals to occupational health for positive infection, related stress responses and reporting of</p>	3	15

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	persons.					<p>infections. All reports are of spit incidents (1 in 2013, 2 in 2014 and none in 2015) or human bites (one in 2014).</p>	<p>near misses/accidents.</p> <p><u>Environmental Health support</u> Council environmental health department deal with discarded needles on behalf of requesting officer. This is arranged through control.</p> <p><u>Hepatitis B vaccination</u> PCSOs received Hep B vaccination on joining and then after both 1 and 6 months. At the end of the 6th month they have a blood test to determine either they are immune or have the vaccine in their body. Either way they then have a booster every 5 years.</p> <p><u>Post exposure procedure</u> Occupational Health regularly advertises the procedure so all PCSOs are aware of what to do if exposed to BBVs.</p> <p><u>Issue of PPE</u> Procurement confirmed that PCSOs are issued with leather gloves with a Kevlar lining. Plastic inner gloves are also available. However, staff are trained not to rely on gloves as they will not protect from puncture from a sharp.</p> <p><u>Training</u> PCSOs are given an input</p>		
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							<p>from occupational health on induction regarding BBVs. PCSOs also receive a drug awareness course which includes asking people if they have anything that could harm them.</p> <p><u>NPA first aid kits</u> The personal issue first aid kit is basic and contains a pair of gloves, face shield and a wipe. These were issued when PCSOs first joined. If PCSOs require more specialist kit they take these from the NPA stores.</p> <p><u>Intelligence checks</u> Where possible, intelligence is provided on a person or address to help manage possible BBV risks.</p> <p><u>Sharps procedure</u> PCSOs do not handle discarded needles. The local authority safely collect and dispose of them. If not available, they contact control and have a patrol car with sharps removal kit arrive.</p> <p><u>Searching</u> PCSOs can only search under a specific Section 32 when in company of a police officer.</p>		
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							This allows search following arrest of a person for items that may cause harm or assist escape.		
5	Traffic management.	Vehicles.	PCSO hit by a moving vehicle.	Career changing injury/ fatality	5	PCSOs undertake this activity approximately monthly. There are no known previous incidents during this task. Near misses have been reported.	<p><u>Training</u> Fast-roads training and NCALT e-learning is given to all new PCSOs. It is not refreshed. Basic point duty training is included in induction training.</p> <p><u>Cones, lights and signage</u> Cones, light and signs are available in car. They have 6 cones, til dawns and signage.</p> <p><u>Hi-Vis clothing</u> PCSOs are issued with a high visibility traffic coat. They also have a blouson-type hi-vis jacket for summer use.</p> <p><u>Rest breaks</u> Breaks are provided to minimise the risk of accidents due to lack of concentration and tiredness.</p> <p><u>Radio</u> This allows the PCSO to maintain communication links with control particularly in the case of an emergency. Extra assistance is then provided if required.</p>	2	10

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6	<p>All PCSO duties when facing members of the public.</p> <p>This includes working on events.</p>	Members of the public.	Violence including physical assault with or without a weapon.	Life/career changing or fatality.	5	<p>Could happen on any given shift. There were 22 assaults (including near misses) on PCSOs from Jan 13 to Dec 15. Most involved a person and no weapon. 2 involved vehicles driven at a PCSO. 3 involved PCSOs trying to detain someone, despite no powers to detain in deployment procedure. 1 incident occurred during a search and 3 involved a weapon (knife, baseball bat and glass bottle – all near misses).</p>	<p><u>Powers and role profile</u> PCSOs have not been given powers to detain in Leicestershire. PCSOs should not use the common law power to detain unless in a justifiable, emergency situation. The role is stated as one that does not deal with conflict. All PCSOs were trained in 2016 on PCSO powers and limitations of their role. This included a DRA refresher. Some sergeants attended but not many.</p> <p><u>Panic alarms</u> PCSOs have panic alarms/emergency buttons on their radios to summon help. Some interview rooms and other police premises have panic alarms, but not all.</p> <p><u>Supervision and welfare</u> Managers are responsible to conduct de-briefs and welfare checks on staff. This is usually after a high risk confrontation. Lessons learnt are escalated if needed and accident and near miss investigation takes place.</p> <p><u>PCSO forum</u> Take place every 6 weeks and</p>	4	20
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							<p>led by Chief Inspector, LPD. Any relevant risk information is fed back to this risk assessment. The PCSO website is updated with risk information.</p> <p><u>First aid training</u> All PCSOs receive annual first aid training.</p> <p><u>Personal protection training</u> All PCSOs receive personal protection training on an annual basis. This includes a refresher and input on dynamic risk assessment using the National Decision Model.</p> <p><u>Radio</u> All PCSOs have a radio with GPS to track their location if needed. They also use the radio to update control and ensure correct action at each incident to help reduce risk to self.</p> <p><u>Body armour</u> This is mandatory to be worn when on duty unless specific risk assessment is conducted to detail why this is not worn.</p> <p><u>Additional resources</u> Specialist resources can be</p>		
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							<p>requested and deployed isf required. CMD will provide incident management as required.</p> <p><u>Intelligence checks</u> These can be done on premises and individuals where relevant to decide if a PCSO should attend and what controls will be needed.</p> <p><u>High risk incidents</u> If responding to a high risk incident with a police officer, the police officer will consider removing the PCSO if it is deemed too high a risk for their role.</p> <p><u>High-Vis uniform</u> This increases visibility.</p> <p><u>Body worn video</u> All PCSOs have been issued with body worn video and are encouraged to use this.</p> <p><u>Near miss reporting</u> This is regularly encouraged through the PCSO forum and training.</p> <p><u>Working hours</u> PCSOs do not work after 11pm unless exceptional circumstance.</p>		
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						<p><u>Briefing</u> Where a planned activity is taking place address or person details are relayed so any specific risk can be managed. Daily briefings also cover high risk individuals/locations.</p> <p><u>Building owners</u> Where it is a non-police premises and site security is available they liaise with PCSO's regarding their own procedures.</p>		
7	Driving a marked or unmarked police vehicle for duty (non-pursuit).	Vehicles, other road users, driver, environment.	Road traffic collision.	Career changing injury/fatality.	5	<p>There have been reports of road traffic collisions with PCSOs, usually being hit by another vehicle whilst stationary. There were reports of fatigue causing near misses when driving in 2013 but no reports since then. Reports show that DTP checks are not always being completed.</p> <p><u>Driving authority</u> Driving authority states driving level and vehicles that can be driven. PCSOs have basic level authority. These do not expire. They drive to normal speed and road regulations. They are taught how to do vehicle checks.</p> <p><u>Radio and control</u> CMD staff monitor incidents via airwave communication and provide additional resource as required. They assess vulnerability, risk, resource availability, speed of response, hostile members of the public, time, lighting, weather and decide on deployment of police, Highways Agency or both.</p>	2	10

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							<p><u>Fast roads</u> These high volume roads with fast traffic are only used to reach a destination and all traffic laws are obeyed. This includes M1, M69, M6, A1, A5, A42, A50, A6 and A46.</p> <p><u>Vehicle maintenance</u> All vehicles are serviced by transport unit. Officers use a log book to record vehicle checks each time they use a vehicle on a given shift. This includes checks on tyre pressure, tread depth, functioning emergency equipment, no damage or left items, refuelled, adequate vehicle kit. Fluid levels are checked weekly.</p> <p><u>Dynamic Risk Assessment</u> PCSOs are trained in dynamic risk assessment and the national decision model. This is refreshed annually as part of skills training. This includes taking due care and attention and considering factors such as visibility, time of day, road characteristics, traffic flow, signs, communication with agencies, physical constraints, vehicles (number, type, intelligence, condition, loads and occupants), people and localised factors together with</p>		
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							<p>own fitness and competence to make decisions. METHANE model used to assess situations.</p> <p><u>Vehicle provision</u> Vehicles are selected through a National Framework Contract. Marked vehicles are high visibility.</p> <p><u>Supervision and management</u> Supervisors, where possible, will monitor welfare and this includes working hours and fatigue. They will ensure any accident or near miss related to a RTC or potential RTC is recorded on the HR Gateway.</p> <p><u>Driving standards</u> The vehicle use procedure states that drivers cannot drive in a way that puts others in danger. Supervisors ensure staff read this and all related procedures.</p> <p><u>Training</u> All PCSOs have a health and safety induction that includes road safety and need to do DTP checks. Other more specific road safety training is given elsewhere on the induction course.</p>		
8	Riding bicycles	Other vehicles,	Fall from	Career	5	There has been a	Policy	4	20

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	for duty.	road users and environment.	bike, e.g. collision, ice.	threatening or fatality.		fatality in another Force. 2013: 3 incidents. 2014: 3 incidents. 2015: 5 incidents. Of these 8 were due to road/weather conditions or user error. 2 were from collisions with a car and 1 was from a collision with another cyclist.	<p>Cycling is not mandatory in poor weather so risk can be avoided.</p> <p><u>Training</u> Chief officer decision taken not to provide cycle training to PCSOs. Instead, guidance is given on the PCSO website.</p> <p><u>Cycle uniform</u> There are national garments but each Force chooses what is adopted. PCSO cycle uniform has not yet been looked at by the national project group, but plans are that it will be. The current uniform is issued to those who regularly ride bikes and was agreed in 2012.</p> <p><u>Maintenance</u> There are maintenance contracts with Fix My Bike and Halfords. Details and costs are provided on the Procurement and Support Services website.</p> <p><u>SPOCs</u> NPA deputies are the dedicated bicycle SPOCs. If needed they can delegate work but ensure oversight. They have access to DTP guides to assist with their role.</p>		
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							Halfords bikes Bikes have good lighting, efficient brakes and puncture resistant tyres. In addition hi-vis stickering to front of bike and hi-vis pannier covers are available if needed.		
9	Use of a display screen.	Display screen.	Failure to be aware of or follow DSE regulations and guidance.	Major reportable injury.	3	There are weekly reports of pain and discomfort when using DSE. There have been reported to HSE.	<u>Cardinus</u> All DSE assessments are completed through Cardinus and new requests can be made by the manager to the Health and Safety Unit.	5	15
10	Conducting any duty in a building.	Smoke and flames.	Fire.	Fatality.	5	There is a near miss report approximately once every few months.	<u>Manager duties</u> Managers should ensure staff are aware of the fire procedures and how fire safety is managed.	4	20
		Wet floor	Slip	Minor injury	1	No evidence of previous harm	<u>Housekeeping</u> Refer to buildings responsible person and their cleaning processes	1	1
		Debris/ obstacle on floor	Trip	Minor injury	1	Slips or trips in other people's premises such as shopping centres are also managed by their own assessments.	<u>Housekeeping</u> Refer to buildings responsible person and their cleaning processes	1	1

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FURTHER ACTION REQUIRED				
No	Further Control Measures Required	Who is responsible and by When	Date and detail of action	Residual risk level
5	Consider fast-road refresher training at regular intervals for all PCSOs. This is being progressed.	C/Insp Lou Cordiner to report into next PCSO forum	8. SPOCs have been assigned and this has been moved into exiting controls section. 21/07/16.	
6	PCSO forum to consider expanding recent PCSO powers training to sergeants. If not possible, share training requirements with Matt Jones to include in H&S duties and responsibilities course.	C/Insp Lou Cordiner to report into next PCSO forum		
8	Following PCSO risk review meeting 24/05/16 we need to check if SPOCs at LPU's check bike stock and remove any deficient bikes.	Marianne Hooper.		
11	Role based stress risk assessments are being created and rolled out across force. A PCSO working group is to be arranged.	Matt Jones		
All	Where work is undertaken on premises not owned by police such as events at shopping centres, that premises should provide relevant risk assessments and procedures affecting PCSO health and safety.	Responsible person, as applicable		

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Risk rating

Severity of injury/hazard level (potential for harm)

1	Very minor injury/ill-health requiring little or no first-aid.
2	More serious injury/ill health requiring up to seven days absence from full duties and medical attention (non-RIDDOR).
3	Major injury as defined by RIDDOR or over seven day absence from full duties. Significant ill-health with over 7 day, and up to one month absence.
4	Major injury as defined by RIDDOR or over seven day absence from full duties affecting more than one person. Major ill-health with over one month absence.
5	Single or multiple fatality or life/career changing injury/ill-health.

Likelihood (of hazard being realised) level

1	Very unlikely (occurring once every five years or more).
2	Unlikely (occurring once every 1-5 years).
3	Likely (occurring once every 6-12 months).
4	Very likely (occurring every 1-6 months).
5	Certain (occurring at least once a month).

Risk matrix

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		Likelihood level				
Hazard level	x	1	2	3	4	5
	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

1-2	Very low
3-4	Low
5-6	Medium
8-15	High
16-25	Very high