

**HERTFORDSHIRE COUNTY COUNCIL
AND
HERTFORDSHIRE CONSTABULARY**

**SERVICE LEVEL AGREEMENT FOR THE EMPLOYMENT AND DEPLOYMENT OF A
POLICE COMMUNITY SUPPORT OFFICER SERVICE FOR THE COUNTY OF
HERTFORDSHIRE**

This Service Level Agreement has been produced in order to set out the key service requirements between the county council and Hertfordshire Constabulary in relation to the employment of a Police Community Support Officer (PCSOs) service for the county. It has been developed in recognition of the council's year on year financial contribution of £475,000 pa for the deployment of 12 full-time equivalent officers across the county area.

1. PARTIES TO THE AGREEMENT

- 1.1 "The Employer" of the service – Community Safety Unit, Hertfordshire Constabulary
Head Quarters
Stanborough
- 1.2 "The Client" of the service - Crime Reduction Unit, Hertfordshire C.C.
County Hall
Hertford

2. AGREEMENT & NOTICE PERIOD

- 2.1 This agreement shall cover the period August 2003 to whenever the council, may in the future, wish to cease/alter its financial contribution or to change the management arrangements governing the provision of this service.
- 2.2 Either party should give 6 months notice if there is a prescribed need to end this agreement.

3. **KEY SERVICE REQUIREMENTS**

- 3.1 **Management** – Hertfordshire Constabulary will be responsible for the recruitment, induction, payment, tasking and all associated management arrangements for the PCSOs. The PCSOs will be fully covered by Police Support Staff terms and conditions and the council will be indemnified from all claims relating to inappropriate actions of, or management of, the PCSOs. The council will use its participation in the “Tasking and Co-ordinating Groups” or other appropriate forums to inform the tasking of the PCSOs.
- 3.2 **PCSO numbers and hours of employment** – Costings have allowed for the provision of 12 full-time equivalent posts. Further discussion will be required in order to agree final numbers and hours of employment. (There may be a requirement to recruit part-time staff in order to increase the physical number of posts and thereby widen geographical coverage).
- 3.3 **Remit of PCS’s** – The main aim of the PCSO service is to provide a high visibility police managed, uniformed presence in selected areas of the county. This presence is designed to deter anti-social behaviour and provide re-assurance to members of the public. Additional requirements of the service are shown at appendix 1.
- 3.4 **Uniform** – Hertfordshire Constabulary will be required to provide each PCSO with an appropriate uniform and associated equipment. The uniform will be required to display the council's logo and any other message/strap line that is agreed
- 3.5 **Deployment** - Hertfordshire Constabulary will be required to deploy the PCSOs across the county. Possible geographical areas for coverage during the initial deployment of PCSOs might include the district council areas of North Herts, East Herts and Dacorum.

4. **Special requirements**

- 4.1 As part of this agreement Hertfordshire Constabulary will be required to confirm, on a regular basis, that the deployment of PCSO’s will in no way diminish the number of

police officers allocated, at the time, to the relevant district council area or any area where council funded PCSOs are deployed.

- 4.2 Extraction – The police will be required to confirm to the council that only in the instance of significant public disorder/major incident (such as previous rail crashes) will PCSOs be deployed anywhere else other than what is stated in Appendix 2, (geographical allocation to be presented to the Panel – 26/06/03). However in the event of extraction the number of ‘PCSO’ hours given to extraction duties will be ‘reimbursed’ so that the annual number of PCSO patrolling hours remains unaffected.

5. Funding of scheme and associated payments

- 5.1 The council commits to fund the PCSO service at £475,000 per annum for the current financial year and every year thereafter together with appropriate uplifts for inflation/changes in pay structures.
- 5.2 Upon receipt of an appropriate invoice, following satisfactory delivery of service, the council will make payment to Hertfordshire Constabulary in four payments, quarterly in arrears.

6. Monitoring and evaluation

- 6.1 The PCSOs will be supplied with appropriate hand-held recording technology to allow the accurate and effective recording of their movements. This technology will be used to facilitate regular performance reports to the council's portfolio holder and Member Panel. The Crime Reduction Unit will be charged with ensuring that regular liaison with the police provides appropriate performance reports to both senior management and elected members of the council.

7. Vehicles & associated costs

7.1 The police as part of the overall management arrangements will supply vehicles and other associated operating components. Funding will be provided either by the council's

core contribution and/or by existing capacity with the police service. Exact detail to be determined.

8. Key contacts and responsible officers

8.1 The following named officers will have responsibility for all liaisons between for this scheme between the two named parties.

Hertfordshire Constabulary – Steve Hughes, Supt., Community Safety, Police HQ –
01707 354840
Relevant Community Team Inspectors for the areas of
deployment – to be advised

Hertfordshire County Council - Philip Winter, Head of Crime Reduction Unit – 01992 588719
Scott Cook, Business Development Manager – 01992 588731