

## **Your Police Community Support Officers (PCSOs) In Thurrock – A Thurrock Diversity Network Survey**



Thurrock Diversity Network carried out this survey as an independent community organisation to support and provide information for a review that is being carried out by the Cleaner, Greener and Safer Overview and Scrutiny Committee at Thurrock Council about 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.

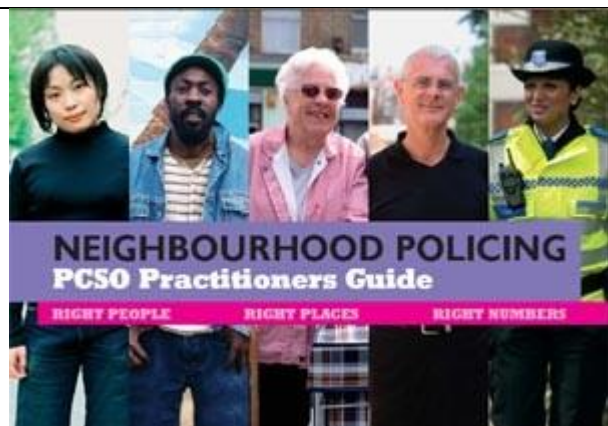
### **Aim of the survey:**

To gather and hear the views of individual residents of Thurrock, their friends, family members, carers and community organisations about Police Community Support Officers (PCSOs) in Thurrock. We looked at 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 making people feel like they belong to their neighbourhood in Thurrock.

The survey was designed by the Secretary and Committee of Management of Thurrock Diversity Network.

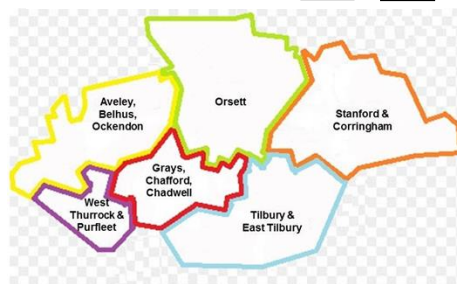
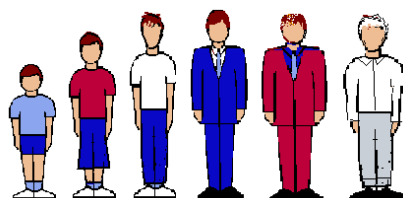
We knew that it was important to look at the role, job description and expectations of PCSOs when doing their jobs.



We looked at a document called: “Neighbourhood Policing: PCSO Practitioner’s Guide” 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.

### 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 people who took part in the survey live in Grays (25%), closely followed by Aveley (15%), Ockendon (13%), Chadwell (12%), Other (10%), Stanford & Corringham (8%) and Tilbury & East Tilbury (8%).
- The majority of responses were positive and wanted either to keep the existing PCSOs or increase their presence on the streets.

### Details of experiences of seeing PCSOs on Patrols in Thurrock

People gave examples of PCSOs on foot patrol and on bicycle offering help assistance to people in the streets and in neighbourhoods,

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 PCSOs 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



### What happens next?

The survey will go to help the Cleaner, Greener and Safer Overview and Scrutiny Committee at Thurrock Council in September 2013 to make a decision about the future funding of Police Community Support Officers (PCSOs) in Thurrock.