



OPCC

Office of the Police &
Crime Commissioner
for Gloucestershire

COUNCILLOR ADVOCACY SCHEME

Tewkesbury Scheme Manual



COUNCILLOR ADVOCACY SCHEME

Scheme Manual

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Introduction

Thank you for volunteering to be the Councillor advocate for your Town or Parish Council. As a former Parish Councillor myself, I know the dedication and hard work that is required from your role, as well as the satisfaction that it can provide. I know that there are a number of pressures on your time, so I am grateful that you have taken on this additional role, which I believe will play a vital part in improving the connections between the Constabulary and your local community.

Whenever I speak to the public on the doorstep or at events, they emphasise to me that they are keen to see and hear more about what their local neighbourhood policing team are doing to keep their area safe, as well as understand more about how they can help. I know that this is particularly true of town and parish councillors, such as yourselves, who are very attuned to the needs of your community, and can be frustrated when your local neighbourhood officers are not able to attend your meetings regularly. That is why I have created this role, to help improve visibility and accessibility of the Constabulary, and I hope go some way to improve the trust and confidence that Gloucestershire residents have in their local Constabulary.



Chris Nelson

Police and Crime Commissioner for Gloucestershire

Background

Police and Crime Commissioner Chris Nelson created the councillor advocacy scheme to create and sustain closer relationships between neighbourhood policing teams and parish/town councils across Gloucestershire, to improve visibility trust and confidence in policing.

Each parish/town council has been invited to nominate a councillor to become a councillor advocate, who will then attend meetings on a quarterly basis with their respective Neighbourhood Policing Team inspector. Councillor advocates are also provided with a point of contact at Gloucestershire's Office of the Police and Crime Commissioner (OPCC) who will be able to support them with liaising with their neighbourhood team as well as in answering queries councillors might have.

This bespoke manual aims to answer common queries that have been raised by councillors. It also provides links to report crimes and incidents mistakenly reported to police, information on local partnership groups, who the local neighbourhood policing team are and some useful links that councillors might need.

This is a working document and the Volunteer and Engagement Officer for the OPCC will keep it updated on a regular basis. If there is anything you think would be beneficial to add to this document please do get in contact via engagement.officer@gloucestershire-pcc.gov.uk .

Neighbourhood Teams and their Role

The Neighbourhood Policing Teams are split into six areas:

- [Cheltenham](#)
- [Cotswolds](#)
- [Forrest of Dean](#)
- [Gloucester](#)
- [Stroud](#)
- [Tewkesbury](#)

The teams consist of Police Constables (PC), Sergeants, Police Community Support Officers (PCSOs), Special Constables and Volunteer Police Community Support Officers (VPCSOs). The role of your Neighbourhood Policing Team is to be a consistent policing presence in your local area. They will be accessible, responsible and accountable to their local community. These teams work with residents in their local area and partner agencies to build trust, confidence and to develop a detailed understanding of the local community in order to help tackle and prevent crime. Types of partners which they work closely with include social housing agencies, charities and local councils.

Guidance from the College of Policing sets out several pillars for Neighbourhood Policing which can be found [here](#).

Three of the most relevant pillars for the councillor advocacy scheme are:




- Engaging Communities- maintaining a two-way conversation and being active within the community including with partner organisations
- Solving Problems- working collaboratively with communities to problem-solve and deal with local priorities
- Targeting Activity- making sure police activity is in the right areas to provide a greater focus on community engagement, problem-solving, prevention and early intervention.

The different policing areas in Gloucestershire will have specific PCs and PCSOs dedicated to towns, villages and greenspaces. In order to help you identify who is in your local team please follow [this link](#).

Hierarchy within the police

In order to understand the relevant responsibilities within the neighbourhood teams it is important to understand the hierarchy of officers within the constabulary as a whole. The hierarchy of the constabulary is laid out in the below table with the logo you would expect to see on the epaulettes of their uniform. Also included is a diagram depicting these roles and how they fit in the organisation.

Pictures credited to policechaplancy.uk

Rank	Epaulettes
Chief Constable	 <p>Chief Constable</p>
Deputy Chief Constable	 <p>Deputy Chief Constable</p>
Assistant Chief Constable	 <p>Assistant Chief Constable</p>



Chief Superintendent	 <p>Chief Superintendent</p>
Superintendent	 <p>Superintendent</p>
Chief Inspector	 <p>Chief Inspector</p>
Inspector	 <p>Inspector</p>



Sergeant	 <p>Police Sergeant</p>
Police Constable (PC)	 <p>Police Constable</p>
Police Community Support Officer (PCSO)	 <p>POLICE COMMUNITY SUPPORT OFFICER 8145</p>
Special Constable (SC)	 <p>SC 8195</p> <p>Special Constable</p>
Volunteer Police Community Support Officer (VPCSO)	 <p>POLICE COMMUNITY SUPPORT OFFICER 8145</p>

The PCC & OPCC Role and Responsibilities

Introduced in 2012 to replace the police authority, Police and crime commissioners (PCCs) are the elected voice of the public in policing and the only county- wide elected position.

PCC's are responsible for the non-operational (and staffing) aspects of policing across England and Wales. The PCC's role is to:

- Ensure the efficient and effective policing of their area
- Set the Police and Crime Objectives for their area through a police and crime prevention plan, and hold the Chief Constable to account for delivering this plan
- Set the force budget and determine the precept
- Contribute to the national and international policing capabilities set by the home secretary
- Bring together community safety and criminal justice partners to make sure local priorities are joined up and effective.

PCCs are scrutinised at quarterly police and crime panels, made up of councillors from each authority in the County and two independent members.

The PCC may appoint a Deputy to assist them in the delivery of their duties, who must be approved by the Police and Crime panel. The current PCC is Chris Nelson and the Deputy PCC is Nick Evans.

Ruth Greenwood is the Chief Executive of the OPCC and her role is to support and advise the PCC in the implementation of their priorities and manages the staff in the office. The chief executive and staff within the OPCC (with the exception of the Deputy PCC) are similar to civil servants and police officers in that they are politically restricted.

OPCCs across England and Wales will have different staff structures. Gloucestershire OPCC is split into two teams, Victims & Commissioning team led by Assistant Chief Executive Kirsten Fruin and the Partnerships, Performance and Accountability team led by Assistant Chief Executive Becky Beard. For a more details of the different roles in the OPCC please follow this [link](#).

It is important to distinguish between the OPCC and the Constabulary with the OPCC being a separate legal entity and the Constabulary holding the remit over operational policing and staff.



Reporting Common Issues

Always call 999 if a serious offence is in progress (or has just been committed). Call 999 if someone is in immediate danger or harm, property is in danger of being damaged, a serious disruption in public is about to take place.

If you have a hearing or speech impairment, use the text phone service [18000](#).

101 is to be called in non-emergencies or you can use the online reporting system on the Constabulary website (gloucestershire.police.uk). Please find below direct links to report various crimes:

Action Fraud - The UK's national reporting centre for fraud and cybercrime these reports are sent to police forces for investigation- [Action Fraud](#)

Anti-Social Behaviour (ASB) - [Report antisocial behaviour | Gloucestershire Constabulary](#)

ASB Case Reviews- Providing victims who have already reported ASB to various agencies the opportunity to request a multi-agency meeting (subject to local threshold). [Anti-Social Behaviour Case Review - Gloucestershire's Office of the Police and Crime Commissioner \(\[gloucestershire-pcc.gov.uk\]\(http://gloucestershire-pcc.gov.uk\)\)](#)

Civil Disputes- Please note unless a crime has occurred the police are unlikely to get involved in civil disputes however please use this tool to find the best agency to respond to [Report a civil dispute | Gloucestershire Constabulary](#)

Crime- [Report a crime | Gloucestershire Constabulary](#)

Domestic Abuse- [Report domestic abuse | Gloucestershire Constabulary](#)

Missing People- [How to report a missing person | Gloucestershire Constabulary](#)

Noise Complaints- these are the responsibility of your local Council. You can report this to the Environmental health team via your District/City/Borough Council website.

Road Traffic Incident- [Report a road traffic incident | Gloucestershire Constabulary](#)

Traffic Regulation orders(TRO)- TROs are not the responsibility of the police but of Gloucestershire County Council Highways department please follow this link for more information [Traffic Regulation Orders \(TRO\) and Traffic Schemes | Highways \(\[gloucestershire.gov.uk\]\(http://gloucestershire.gov.uk\)\)](#)

Vehicle related issues- Vehicles causing an obstruction or hazard to other road users/ pedestrians please report via 101 or [Report antisocial behaviour | Gloucestershire Constabulary](#) Vehicles in contravention of parking restrictions (i.e parking on yellow lines or for longer than is permitted) are the responsibility of Gloucestershire County Council [Complaints about parking | Gloucestershire County Council](#)

Tackling Crime and Disorder

This section provides brief overviews of a few ways local partners are working to tackle crime and disorder within Gloucestershire.

Community Safety Partnerships

Community safety partnerships (CSP) are statutory bodies (section 5-6 of the crime and Disorder Act 1998). These partnerships provide localised strategies in order to tackle crime and disorder in their communities. The purpose is to work out local approaches to deal with issues, with the knowledge that no one authority can prevent crime.

The membership of the CSP consists of Police, Fire and Rescue service, health partners and probation services otherwise known as the responsible authorities. Other partners can also be involved such as community groups and local landlords. Within Gloucestershire there are six CSPs with their details found on the Gloucestershire County Council Website.

[Community safety | Gloucestershire County Council](#)

Safer Gloucestershire

Safer Gloucestershire is a body developed to enhance public safety in Gloucestershire. It calls on the expertise and leadership of senior managers from a range of agencies across the county.

Safer Gloucestershire works closely with the Police and Crime Commissioner, local authorities and other partnerships such as CSPs, the Health and Well Being Board and the Youth Justice Partnership Board and promises a different approach by:

- Reducing demand for public services through early intervention and a preventative approach.
- Using an evidence based decision making approach to determine priorities and problem solve
- Being more proactive and responding quickly to new threats.
- Proactively managing community relations and tension in partnership with the local community and networks.
- Ensuring services are centred on people and communities - and reducing duplication.
- Working with people and communities - building on their strengths and encourage self-help.

For more information please do email Deborah.Powell@gloucestershire.police.uk

Solace



This is a joined up approach to tackling ASB with a team of dedicated police officers, PCSOs and council case workers focusing on medium to high level ASB. Within the county currently all six districts have signed up to the scheme with a commitment to information sharing and working together to make Gloucestershire a safer place to live. This scheme is supported by Gloucestershire OPCC and falls in line with the PCC's public health approach.

Anti-social Behaviour (ASB) Case Reviews

The ASB Case Review process gives victims of persistent antisocial behaviour (ASB) the right to request a review of their case where the following threshold is met:

Three or more reported incidents of ASB within a 6 month period, the ASB is persisting and are connected.

The ASB Case Review encourages a joined up, multi-agency, problem solving approach to resolve the most persistent, complex cases of anti-social behaviour

Please click here for more information: [Anti-Social Behaviour Case Review - Gloucestershire's Office of the Police and Crime Commissioner \(gloucestershire-pcc.gov.uk\)](https://www.gloucestershire-pcc.gov.uk/anti-social-behaviour-case-review)

Restorative Justice

Restorative Gloucestershire undertake both Restorative Justice and Restorative Mediation case work. Offering a service to those affected by crime as well as those affected by conflict and relationship difficulties in the community. The purpose of these Restorative processes is to explore the impact of what has happened, what harm has been caused, understand the needs of the people involved, and bring those affected by crime or conflict into some type of communication.

This enables everyone affected by a particular incident to play a part in addressing the harm and finding a positive way forward. They accept self-referrals, or referrals through an agency or service. They are a welcoming and inclusive service and invite initial enquiries from any member of Gloucestershire's communities. Always working flexibly with participants, led by their unique and individual needs.

For more information visit [Home - Restorative Gloucestershire](#)

Contact and Complaints Procedure

If someone has a complaint against Gloucestershire Constabulary or a member of police staff there are strict procedures in place to make sure the matter is given the appropriate attention. The below provides a brief overview of the current process of complaints against Gloucestershire Constabulary.

For most complaints initially contact should be made with the [public feedback team](#), they log all 'expressions of dissatisfaction' and take appropriate steps to provide an effective response. If they are unable to provide a sufficient response to the member of the public then they can escalate this to the Professional Standards Department (PSD).

PSD are bound by the provisions of [schedule 3 to the Police Reform Act 2002](#) and formally record all complaints. They investigate the complaints brought forward or handle complaints '[otherwise than by investigation](#)' this is when it is deemed not either reasonable or proportionate to conduct a full investigation. They must provide an outcome of the complaint to the complainant.

If the complainant finds the handling of their complaint neither reasonable nor proportionate then the complainant has 28 days to apply for an Independent review conducted by an Independent Review Officer (IRO). They will investigate how the complaint was handled and either 'upheld' or 'not upheld' the decision made by PSD. The complainant will be given a 'review report' explaining the decision made by the IRO as well as any formal recommendations made to the constabulary and issues identified incidental to the complaint. Confirmation is also provide that the decision is final.

Finalised complaints by PSD may also be passed to the Independent Office for Police Conduct (IOPC) for a review if it is deemed not appropriate by the independent review officer. This could be due to the seriousness of the complaint or any concerns of impartiality that might come up.

After being reviewed by the IRO complaints cannot go any further other than a judicial review which is usually a self-funded process is the complainants are concerned about the legality of their review.





Allegations that conduct has resulted in death or serious injury as well as allegations of serious assault, sexual offences or corruption are investigated by the IOPC. They are an independent body who also set the standard for the handling of complaints.

Once a decision has been made by the IOPC on a complaint this is final and can only be appealed through a judicial review.



Volunteering Opportunities

Gloucestershire Constabulary

Volunteers are an essential part of the constabulary and keeping our County safe. There are inclusive opportunities available across a wide variety of roles to help keep the county safe from harm. Diverse volunteering roles range from Special Constables (volunteer police officers), through to a high number of non-operational functions, all adding value to service delivery. All voluntary roles are flexible and provide an opportunity for individuals to make a valuable contribution in making a real difference within their local communities through positive engagement. For more information please click the links below:

- [Special Constables](#)
- [Volunteer PCSO](#)
- [Police Cadets](#)
- [Police Support Volunteers](#)

All volunteers who apply for these positions are given full training and equipment in order to help support them in their role.

OPCC

The OPCC also provide several volunteering opportunities for members of the public who would like their voice heard in policing. This includes the Independent Custody Visitors who visit detainees in custody to make sure their welfare needs are being adhered to with their reports being feedback to the chief inspector of custody. There are also the Animal Welfare Visitors who provide an oversight of police dog welfare, visiting the dog section during their training days to provide feedback to the dog sections sergeant.

For more information and to apply for volunteering roles in the OPCC please email:

Engagement.officer@gloucestershire-pcc.gov.uk



Useful Links

[Ask the Police](#)- resource created to help answer the most common questions posed by the general public and available via their website here.

[Community Alerts](#)- sign up scheme providing direct information on crime and ASB in communities

[Crime stoppers](#)- an independent UK charity giving people the opportunity to speak up about crime with 100% anonymity

[Gloucestershire Constabulary](#)- provides pages on reporting crimes, applying or registering for various licences as well as where to find out what is going on in your local area.

[Gloucestershire OPCC](#)- information on the police and crime plan as well as up to date information on the current work of the OPCC and PCC.

[Neighbourhood watch](#) - charity organisation aimed at helping to prevent crime. If you want to find your local neighbourhood watch initiative please click the link.

[Police.uk](#) - the national policing website providing information about policing in general including reporting links as well as performance information.

[Your Area](#)- up to date information on the current neighbourhood team for each area as well as crime data