

**SERVICE LEVEL AGREEMENT**  
**FOR THE PROVISION OF**  
**POLICE COMMUNITY SUPPORT OFFICERS**

**BETWEEN**  
**THE CHIEF CONSTABLE OF HERTFORDSHIRE**  
**AND**  
**CROXLEY GREEN PARISH COUNCIL**

**DATED: 24/03/2020**

# **SERVICE LEVEL AGREEMENT**

This Service Level Agreement sets out the key service requirements in relation to the provision of Police Community Support Officer/s

This Service Level Agreement is made the 1<sup>st</sup> day of April 2020 between

(a) The Chief Constable Hertfordshire Constabulary  
Police Headquarters  
Stanborough Road  
Welwyn Garden City  
Hertfordshire  
AL8 6XF

(b) Croxley Green Parish Council  
The Council Officers  
Community Way  
Croxley Green Rickmansworth  
Hertfordshire  
WD3 3SU

For the purpose of this document now referred to as 'the Partner'

The Partner has made a request to the Chief Constable of Hertfordshire for the provision of Police Community Support Officer (PCSO) services and the Chief Constable has agreed to supply such services subject to the terms of this agreement.

## **1 UNDERTAKINGS**

- 1.1 The Chief Constable or his delegated authority shall maintain operational control over the deployment of PCSOs.
- 1.2 The PCSOs will be deployed in accordance with the needs of the local community through CSP consultation and recognising any specific requirement of the funding partner.
- 1.3 The Chief Constable will use all reasonable endeavours to deploy PCSOs in the area as identified in this agreement, but will always reserve the right to exercise his operational discretion. Any deployment of the PCSOs away from the area identified in this agreement will only be carried out in exceptional circumstances. (See 3.5 for explanation of exceptional circumstances)
- 1.4 The partner will pay Hertfordshire Constabulary, over one financial year, the sums set out in this agreement. These sums shall be calculated by Hertfordshire Constabulary at the time of the agreement and will include a provision for basic salary, shift and location payments, standard pay increases, Employers' National Insurance Contributions and Local Government Pension Scheme contribution.
- 1.5 Hertfordshire Constabulary will ensure that the deployment of the PCSOs under this agreement will, in no way, diminish the number of Police Officers allocated, at the time, to the named Area of Deployment.

## **2 COMMENCEMENT AND TERM**

- 2.1 This agreement will be effective from the commencement of the PCSOs' employment for a period of one year but will terminate on 31<sup>st</sup> March 2021.
- 2.2 In event of termination of this agreement by the Partner before the said termination date, the Partner shall continue to be liable for the costs of the PCSO/s until the said termination date has expired.
- 2.3 Either party may give 6 months notice in writing to cancel this agreement.
- 2.4 The term may be extended by agreement between the parties and if so extended the terms and conditions of this agreement shall apply for the extended period of the agreement unless otherwise agreed, and there shall be appropriate revision of the annual fee.

## **3 FUNDING OF THE SCHEME AND APPROPRIATE PAYMENTS**

- 3.1 As part of the 'PCSO Incentive Scheme' the Constabulary agrees to match the funding contributed by the Partner and provide the appropriate resource.
- 3.2 The agreed sum payable by the Partner to the Constabulary for the financial year commencing April 2020 is £31,690 (this is likely to rise in line with wage inflation)
  - Taking the Constabulary's match funding commitment, as mentioned above in 3.1 into account, this funding equates to two PCSO posts.
- 3.3 The agreed sum payable by the Partner to the Constabulary for each year after this, during the period covered by this SLA, will also be subject to a review (sums are likely to rise in line with wage inflation). This will be agreed with the partner at the end of each financial year (covered by this SLA), prior to the start of the consecutive financial year.
- 3.4 Upon receipt of an appropriate invoice, following satisfactory delivery of service, the Partner will make payment to Hertfordshire Constabulary, quarterly in arrears, over the one year period. (Value Added Tax shall be charged where applicable)
- 3.5 Only in the instance of extreme emergency (such as the 2002 Potters Bar Rail disaster) will the PCSO be deployed anywhere else across Hertfordshire other than stated in paragraph 4.7. In the event of a prolonged abstraction the Constabulary will adjust the invoice accordingly.

## **4 KEY SERVICE REQUIREMENTS**

### **4.1 Management**

- 4.1.1 Hertfordshire Constabulary will be responsible for the recruitment, induction, training, payment, tasking, and all associated management arrangements for the PCSOs. The PCSOs will be employed by the Constabulary as set out in the Police Staff Terms and Conditions Handbook.

### **4.2 Hours of employment**

- 4.2.1 PCSOs will work on a flexible shift pattern covering the time period from 8am to 11pm and can be deployed Monday through to Sunday.

### **4.3 PCSO Remit**

- 4.3.1 PCSOs will be deployed in accordance with their Mission Statement which is to be a visible foot patrolling representative of law and order, providing public reassurance and to assist with the prevention of crime and disorder within the community. Complementing the work of Police Officers by focusing on, lower level crime, disorder and anti social behaviour.

### **4.4 PCSO Powers**

- 4.4.1 The Chief Constable will decide what powers to designate to Hertfordshire PCSOs. The Constabulary's Internet site provides an up to date list of the powers designated to the Constabulary's PCSOs.

### **4.5 Uniform and equipment**

- 4.5.1 The Constabulary will provide the nationally agreed PCSO uniform.
- 4.5.2 The Constabulary will also provide a Personal Radio and Protective Vest for the dedicated use of the PCSO/s.

### **4.6 Recruitment and Training**

- 4.6.1 All PCSOs will be subject to a probation period of 6 (six) months.
- 4.6.2 All PCSOs will receive a minimum of 5 (five) weeks training followed by 4 (four) weeks of mentoring. During this time the PCSO may not be deployed to the ward they are designated to, as set out in this agreement under paragraph 4.7.

### **4.7 PCSO Area Deployment**

- 4.7.1 Subject to paragraph 3.2 and 3.3 Hertfordshire Constabulary will be required to deploy and task the PCSO/s as follows
- 2 PCSOs to cover the Parish of Croxley Green.

### **4.8 Transport**

- 4.8.1 PCSO/s are encouraged to reach their Ward/s via public transport or on foot. Therefore PCSOs generally do not have access to police vehicles.

### **4.9 Monitoring and Evaluation**

- 4.9.1 The Local Community Inspector will provide the Partner with management and performance data provided by the Constabulary on a quarterly basis.
- 4.9.2 The Local Community Inspector will agree with the Partner any additional reports required

**5 SPECIAL ARRANGMENTS**

5.1 In addition to the funding arrangements detailed within paragraph 3 of this agreement the Partner will also support the funding of:

N/A

5.2 Hertfordshire Constabulary will raise an invoice for payment by the Partner prior to the purchase of any items identified within the 'Special Arrangements' paragraph of this agreement.

**6 AMENDMENTS**

6.1 Any amendments to this agreement shall be made in writing and signed by the parties hereto.

**7 SIGNATURES**

I hereby agree to the Terms and Conditions as set out within this Service Level Agreement.

**SIGNED** by..... Date.....

**Print Name**..... Warrant Number:.....

(Authorising Signatory)

**SIGNED** for and behalf of **THE CHIEF CONSTABLE, HERTFORDSHIRE CONSTABULARY**

**SIGNED** by..... Date.....

**Print Name**.....

(Authorising Signatory)

**SIGNED** For and behalf of .....

*The original copy of the completed and signed SLA should be sent to:*

- *Community Safety Manager, Workforce Development Department, Police Headquarters, Stanborough Road, Welwyn Garden City, Hertfordshire, AL8 6XF.*
- *Please retain a copy for your own records*