



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**  
**MUNICIPAL YEAR 2023-24**

**COMMUNITY SERVICES - CRIME &  
DISORDER SCRUTINY COMMITTEE**

**28<sup>th</sup> February 2024**

**REPORT OF THE DIRECTOR OF PUBLIC  
HEALTH, PROTECTION & COMMUNITY  
SERVICES**

<b><u>Agenda Item No.</u></b>
RCT Community Wardens and RCT funded PCSOs

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**1. PURPOSE OF THE REPORT**

- 1.1 To update Elected Members on the performance of the RCT Community Wardens and RCT funded PCSOs.

**2. RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Scrutinise the content of the report and express their views on the performance of the RCT Community Wardens and the RCT funded PCSOs.

**3. BACKGROUND**

- 3.1 A report was presented to Cabinet on the 22<sup>nd</sup> June 2022 recommending the approval for the introduction of a new Community Warden service.
- 3.2 The report also recommended that Cabinet agree to provide funding to South Wales Police to employ an additional 10 Police Community Support Officers (PCSOs), dedicated to RCT, but nevertheless deployed and directed by South Wales Police.
- 3.3 Both of the above recommendations were approved.

**4. RCT COMMUNITY WARDENS**

- 4.1 The service encompasses fourteen Community Wardens in total, including two Senior Wardens.

- 4.2 The primary role of the Community Wardens is to provide a visible, uniformed presence in our communities, up to 7 days a week, with a focus on town centres and parks, by helping to build partnerships to reduce the fear of crime and anti-social behaviour.
- 4.3 The locations of the patrols are primarily evidence and intelligence-led and the tasking is co-ordinated via multi agency tactical groups.
- 4.4 Community Wardens are tasked to uphold the Council's Public Space Protection Orders (PSPOs) and secure compliance with environmental issues such as the ban on dogs on marked sports pitches and the compliance with the alcohol related PSPOs in Pontypridd and Aberdare Town Centres.
- 4.5 The Community Wardens role heavily involves liaising with external agencies and organisations, including all member organisations of the Community Safety Partnership.

## **5. RCT FUNDED PCSOs**

- 5.1 The RCT funded PCSOs have been in post since the 15th of June 2023 and a very close working relationship has developed between the PCSOs and the RCT Community Wardens.
- 5.2 This innovative approach to partnership working between Rhondda Cynon Taf County Borough Council and South Wales Police is the first time a local authority and police force in Wales have worked together to deliver additional, new PSCOs into communities.
- 5.3 Joint patrols are taking place and effective communication processes are in place between the Supervisors of each organisation. Direct feedback to the Community Wardens and PCSOs from members of the community has been positive.

## **6. JOINT OPERATING FRAMEWORK**

- 6.1 A Joint Operating Framework between South Wales Police and Rhondda Cynon Taf County Borough Council has been developed to ensure the effective deployment of resources and therefore provide visibility and reassurance in our town centres, parks and communities.
- 6.2 The aims of the Joint Operating Framework are:
  - Have a targeted visible presence in our town centres and across wider communities, with a clear purpose and understanding of local priorities and areas of high demand and risk.
  - Improve the public perception of safety within our town centres, play areas and open spaces.
  - Reduce disorder and anti-social behaviour and protect the most vulnerable within our communities.

- Through our highly visible and locally connected teams we wish to improve the provisions of co-production across Rhondda Cynon Taf.
- Improve trust and confidence in local policing and local authority services through regular formal and informal engagement activities.
- Develop engagement activities which are tailored to local communities to better understand their needs, threats, and risks.
- Local priorities and problem-solving activities informed by local policing and local authority engagement activities.

6.3 The Joint Operating Framework is a “live” document and will be updated to highlight any emerging threats, risks or issues identified. The following points are highlighted within the Framework to illustrate how the partnership arrangement will work:

- Assets (when able) will co-locate for briefing and debriefing purposes – this will improve communication, a shared situational awareness, and develop relationships.
- To maintain visibility, we will provide a uniformed presence in our communities 7 days a week with a focus on town centres, parks, and open spaces. Developing closer working relationships with communities to gather and provide information, support the vulnerable, promote community cohesion and identify and tackle issues such as anti-social behaviour.
- Assets will wherever possible aim to co-locate within the community. Assets will jointly meet within community settings through identified engagement events (for example, Cuppa with Copper, PACT meetings, and surgeries).
- Where possible, the intention is to jointly patrol high demand and priority areas, including areas of threat, risk, and vulnerability using an evidence-based approach. Through joint patrols and targeted operational activity, the Neighbourhood Policing Teams and Community Wardens will provide community reassurance, assistance and help to create a safer, more pleasant living environment for all.
- Assets will take a preventative approach by being a visible presence within the community, acting as a point of contact to empower communities and provide early advice, support, and intervention.
- We will make referrals to internal colleagues and other services and seek to enhance intelligence and communication to inform future allocation of resources and promote efficiency.
- We will provide a visible presence at local community events to offer reassurance, reduce crime and anti-social behaviour and improve public safety. The aim being that this will improve community confidence and act as a deterrent against those who wish to cause harm within our communities.
- In addition to our proactive work, we recognise our role in providing a reactive response to address issues of public concern or respond to areas that are



experiencing anti-social behaviour. We will provide a visible uniformed presence, patrolling of hotspot areas at key times and locations, reporting incidents and safeguarding concerns to partners as appropriate.

- 6.4 The Joint Operating Framework provides the tactical oversight and escalation process that is required for the partnership to be a success.
- 6.5 Problem Orientated Policing (POP) is a recognised approach to tackling crime and anti-social behaviour. It is assumed the identification and understanding of the root causes of a problem or conditions that allow it to continue, leads to an effective solution. The escalation from the initial 'plan on a page' is the OSARA model (Objective, Scanning, Analysis, Response, Assessment), by sharing information and having a joint understanding of risk we will be able to target activity to reduce the impact on communities, deal with problems effectively, and direct resources to the correct locations.
- 6.6 To achieve tactical oversight, we will in partnership, continue to support the Sector Problem Solving Groups (PSG). This model will encourage us to review local problems and improve our shared situational awareness, to ask the right questions and generate the right information to support evidence-based decisions while also promoting learning and delivering continuous improvement.
- 6.7 The escalation of issues that cannot be dealt with in the Sector PSGs will be directed towards the Cwm Taf Community Safety Partnership Board meeting.
- 6.8 Neighbourhood Inspectors and deputies for RCT will maintain monthly meetings with the Community Warden Supervisors to discuss issues, identify training needs and continually evolve the provisions of collaborative working.
- 6.9 By monitoring, maintaining, and improving our operating practice we aim to deliver a better service to the communities of Rhondda Cynon Taf.

## **7. RCT COMMUNITY WARDENS' PERFORMANCE**

- 7.1 The below table illustrates the Fixed Penalty Notices issued by the Community Wardens in relation to a breach of the PSPO regarding alcohol in the town centres, as well as those for the breach of a Community Protection Notice where a ban on entering a town is in force.

<b>Date</b>	<b>Refusal to surrender alcohol</b>	<b>Continued to drink</b>	<b>Breach of CPN</b>	<b>Issued</b>
Oct 22 - Dec 22	0	4	1	<b>5</b>
Jan 23 - Mar 23	1	0	9	<b>10</b>



Apr 23 - Jun 23	0	7	13	<b>20</b>
Jul 23 - Sep 23	1	11	25	<b>37</b>
Oct 23 - Dec 23	0	4	36	<b>40</b>
Jan 24 - Mar 24	0	1	5	<b>6</b>
<b>Total FPN's issued</b>	<b>2</b>	<b>27</b>	<b>89</b>	<b>118</b>

7.2 Community Wardens also refer members of the public for anti-social behaviour. To date the following number of referrals have been made:

PSPO (Alcohol) referrals – 586

Anti-Social Behaviour referrals – 136

7.3 Community Wardens are constantly assisting the public and also deal with environmental offences such as the PSPO regarding dogs on sports fields, dog fouling and littering offences.

## **8. RCT FUNDED PCSOs PERFORMANCE**

8.1 The performance metrics by which the Police Community Support Officers (PCSOs) are evaluated align with the objectives outlined in the joint operating framework, focusing particularly on three core principles integral to the role of PCSOs: communication with communities, problem-solving, and community empowerment.

8.2 Within the Mid Glamorgan Basic Command Unit (BCU), the performance of PCSOs is diligently monitored through an objective evaluation of Key Performance Indicators (KPIs). This scrutiny, outlined in this paper, centres on specific KPI areas:

- South Wales Listens Registrations and Surveys.
- Community Engagements.
- Intelligence Submissions.
- Anti-Social Behaviour Referrals.

### **8.3 South Wales Listens and Registration Surveys**

South Wales Listens (SWL) serves as a platform through which community members express their concerns to local neighbourhood police teams. The registration and survey KPI, within the SWL framework, is vital for understanding community issues, such as fear of crime and vulnerabilities. It facilitates direct communication with PCSOs, fostering a collaborative and empowered community interaction.



For the period between 01/06/2023 – 31/01/2024, the RCT funded PCSOs have completed a total of 120 registrations and 332 surveys have been completed.

#### 8.4 Community Engagements

The PCSOs play a pivotal role in building positive relationships between the police and the community. Community engagements are a cornerstone in establishing trust and confidence, fundamental to effective policing. Through meaningful interactions recorded in a registration portal, PCSOs collaborate with residents, identify community-specific issues and implement problem-solving initiatives to enhance overall quality of life within RCT communities.

For the period between 01/06/2023 – 31/01/2024, the RCT funded PCSO's have recorded a total of 982 engagements on the portal.

#### 8.5 Intelligence Submissions

Intelligence submissions are a valuable resource for PCSOs, contributing to the efficacy of community policing efforts. Leveraging community-based intelligence, PCSOs assess potential risks and vulnerabilities, aiding in the development of comprehensive community safety plans.

For the period between 01/06/2023 – 31/01/2024, the RCT funded PCSOs have submitted a total of 242 intelligence submissions.

#### 8.6 Anti-Social Behaviour Referrals

ASB referrals serve as pivotal indicators related to community safety, well-being, and the success of interventions. The submission rate of ASB referrals is meticulously recorded for the PCSOs and serves as a critical KPI. This metric allows assessment and monitoring of specific incidents or behaviours that impact residents' quality of life, ensuring a responsive and effective approach to community safety.

For the period between 01/06/2023 – 31/01/2024, the RCT funded PCSOs have submitted a total of 210 ASB referrals.

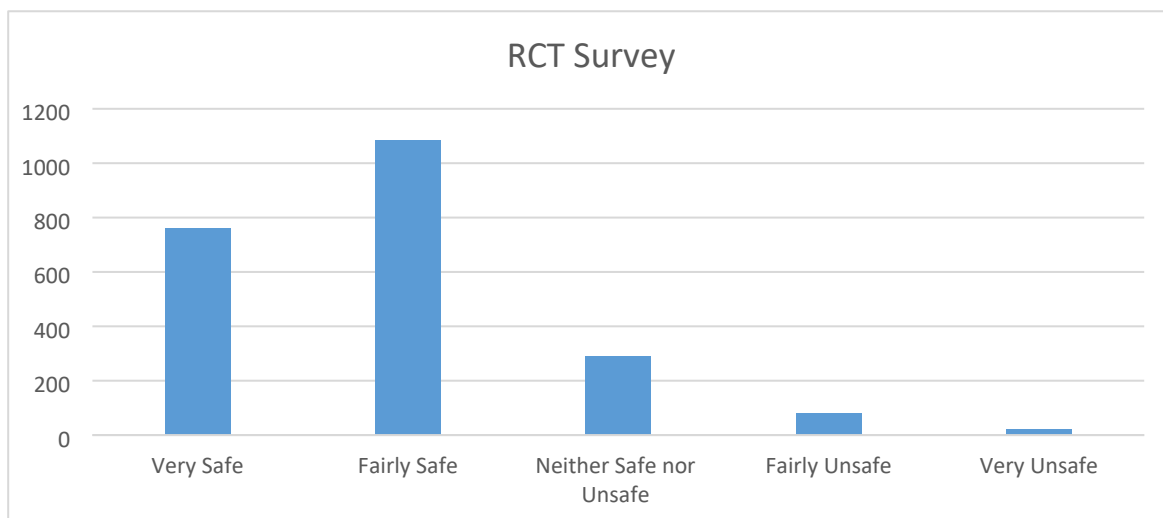
8.7 In summary, the comprehensive evaluation of these KPIs provides a nuanced understanding of the effectiveness of PCSO performance within the Mid Glamorgan BCU. It emphasises the principles of community engagement, problem-solving and empowerment, aligning with our commitment to fostering safer and more secure communities.

### 9. PERCEPTION OF SAFETY SURVEYS

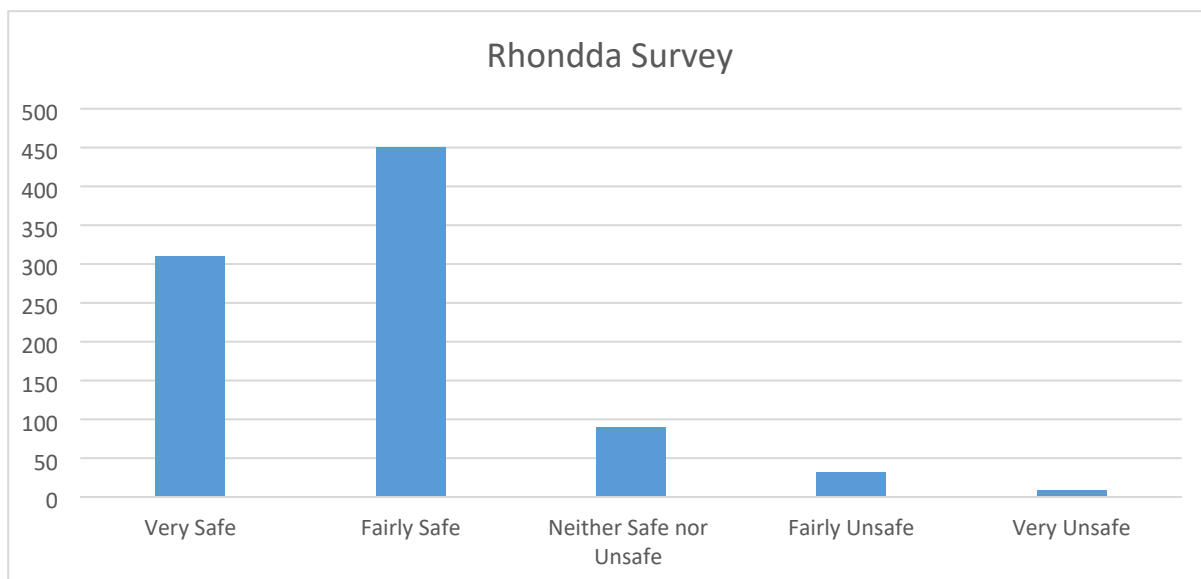
9.1 As part of the South Wales Listens Surveys, residents were asked about how safe they feel in their local community.



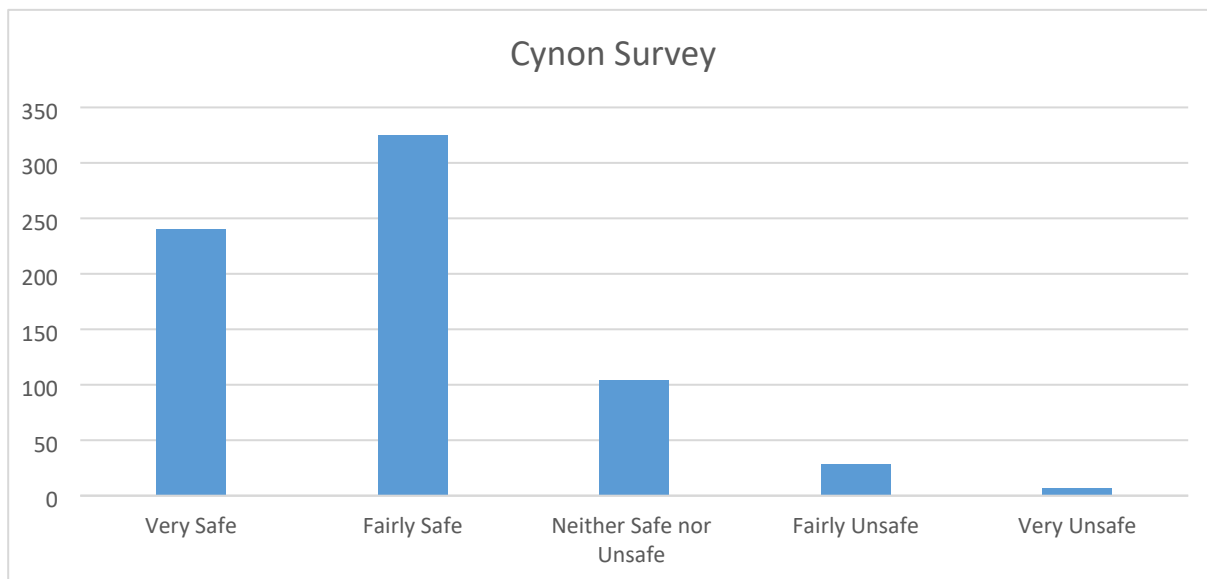
The graphs below outline the results from a whole RCT perspective and also from an individual Rhondda, Cynon and Taff perspective:



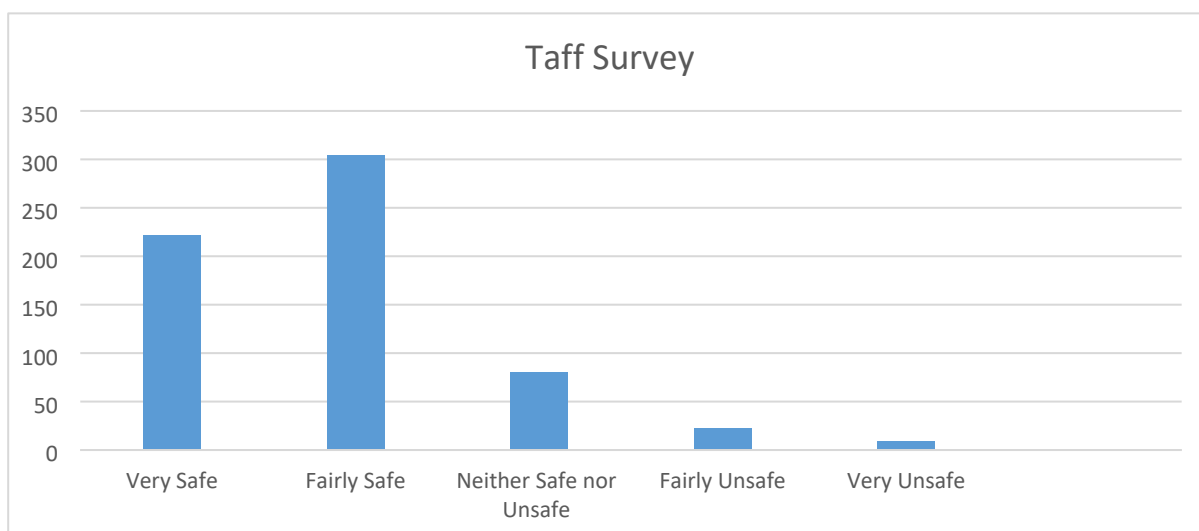
**Results - 2231 surveys completed with 1843 (82.6%) of those respondents stating they feel Fairly Safe (48.6% - 1084) and Very Safe (34% - 759) in their local community.**



**RHONDDA Survey Results - 891 surveys completed with 761 (85.4%) of those respondents stating they feel Fairly Safe (51.1% - 455) and Very Safe (34.3% - 306) in their local community.**



**CYNON Survey Results - 704 surveys completed with 557 (79.1%) of those respondents stating they feel Fairly Safe (46.1% - 325) and Very Safe (33% - 232) in their local community.**



**TAFF Survey Results - 636 surveys completed with 525 (82.6%) of those respondents stating they feel Fairly Safe (47.8% - 304) and Very Safe (34.8% - 221) in their local community.**

## **10. ACHIEVEMENTS AND CHALLENGES**

- 10.1 One notable success is the Community Outreach Team in Pontypridd, a collaborative effort involving Community Wardens and RCT funded PCSOs. This initiative addressed issues of homelessness and drug abuse, which were adversely affecting residents, businesses, and visitors in Pontypridd Town Centre. Complaints, especially on social





media, prompted the formation of the Outreach Team, conducting weekly joint patrols to engage the community, provide support, and address issues. Physical changes, like gating off problematic areas, were implemented, resulting in an 83% reduction in Anti-Social Behaviour (ASB) calls involving individuals aged 18+. Ongoing outreach patrols continue to contribute to Pontypridd Town's recovery, recognised as a "Wales Champion Town."

- 10.2 At the South Wales Police 2023 Force Awards ceremony, RCT Community Wardens and Taff PCSOs were honoured with the Police and Crime Commissioners Exceptional Problem-Solving Award for their involvement in the multi-agency Outreach project. The partnership plays a crucial role in a broader, multi-agency response, tackling homelessness, drug abuse, mental health and ASB in Pontypridd town centre.
- 10.3 Expanding into Rhondda and Cynon, RCT Community Wardens and RCT funded PCSOs collaborated with partners such as Trivallis and Youth Engagement Participation Service (YEPS) to enhance engagement. Quantitative engagement portal data showcases meaningful interactions with various groups, including young persons, vulnerable individuals and business/education partners. Hidden work, such as supporting colleagues in executing positive drug warrants is challenging to measure but indicative of our PCSOs impact.
- 10.4 Challenges initially included developing a combined briefing/patrol strategy between the Community Wardens and PCSOs. The implemented structure involved a weekly staff rota exchange, joint use of the police station for briefings and information sharing, co-ordination of planned events, and monthly meetings for ongoing collaboration and evaluation. Despite difficulties in quantifying certain collaborative efforts, the dynamic nature of these occurrences reflects the proactive interventions and effectiveness of our joint service.
- 10.5 The collaboration between wardens and PCSOs will also translate into generated demand which is considered pro-active intervention. Examples such as this are difficult to measure but generated as Niche (Record Management System) occurrences. Occurrences are often a good barometer of how active our PCSOs are; they contain detail of calls attended/responded to and generated. This is a dynamic area of performance and has not been included in the quantitative aspect of measurement.
- 10.6 Initial challenges following the adoption of collaborative work between Community Wardens and PCSOs involved the development of a combined briefing/patrol strategy arrangement. The structure adopted was implemented as follows:
  - (i) NPT Sergeant send a weekly staff rota to Community Warden (CW) Supervisors via email, in advance. This includes contact details of the Supervisor on duty and the designated CW PCSO contact[s]. CW Supervisor will send weekly staff rota to NPT Sergeants/Actors and NPT Inspector.

- (ii) Police Station made available to use for joint briefings/sharing of pertinent intel/information regarding hot spots, emerging trends, repeat callers and target offenders.
- (iii) NPT and CW share information regarding planned events/meetings of benefit for joint attendance.
- (iv) NPT and CW to create opportunities for joint engagement, problem solving initiatives and targeted activities.
- (v) CW PCSO to record joint patrols, events, meetings to enable qualitative/quantitative evaluation of collaboration.
- (vi) Monthly meeting scheduled for Neighbourhood Policing Inspector, Sergeant and CW Supervisors scheduled to discuss what works well, what doesn't work well and how to improve service collaboration.

## **11. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY**

- 11.1 An Equality and Impact Assessment is not required as the contents of this report are for information purposes only.

## **12. WELSH LANGUAGE IMPLICATIONS**

- 12.1 There are no Welsh Language implications as the contents of this report are for information purposes only.

## **13. CONSULTATION / INVOLVEMENT**

- 13.1 There will be ongoing consultation and involvement with the public, utilising the "South Wales Listens" platform as the main consultation platform.

## **14. FINANCIAL IMPLICATION(S)**

- 14.1 The ongoing financial implications will relate to the resource costs of both the Community Wardens and RCT funded PCSOs.

## **15. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 15.1 All legal agreements were approved and signed prior to the implementation of the RCT funded PCSO recruitment process.

## **16. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 16.1 Community safety and the public's positive perception of safety are key in ensuring the Council achieves the priorities set out in the Corporate Plan 2020 – 2024 “Making a Difference”.
- 16.2 The work of both the Community Wardens and PCSOs is directly aligned to the “Places” priority within the Corporate Plan – *ensuring the County Borough is one of the safest places in Wales, where people from all backgrounds get along with each other and feel safe.*
- 16.3 As community safety, and the feeling of safety is such an important element for communities to thrive in many ways, it is felt that the implementation of the Community Wardens and the RCT funded PCSOs contributes to all of the seven elements that the Wellbeing of Future Generations (Wales) Act 2015 is aiming to achieve:
1. A prosperous Wales.
  2. A resilient Wales.
  3. A more equal Wales.
  4. A healthier Wales.
  5. A Wales of cohesive communities.
  6. A Wales of vibrant culture and Welsh language.
  7. A globally responsible Wales.

## **17. CONCLUSION**

- 17.1 The report has provided a clear presentation around the performance of the Community Wardens and the RCT funded PCSOs. The assessment of performance, aligned with the Joint Operating Framework, aims to provide a transparent evaluation of both the Wardens and PCSOs effectiveness in meeting their established goals and expectations.
- 17.2 Despite initial challenges in developing collaborative strategies, the report evidences the success of the implemented briefing and patrol strategy, where there will be ongoing evaluations to enhance collaboration between Wardens and PCSOs.
- 17.3 There is clearly a cohesive arrangement between Community Wardens and PCSOs. With the emphasis on transparency, accountability, and a commitment to continuous improvement, this will undoubtedly contribute to the ongoing efforts to foster safe and secure communities within Rhondda Cynon Taf.



**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**COMMUNITY SERVICES CRIME AND DISORDER SCRUTINY COMMITTEE**

**28<sup>th</sup> February 2024**

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