



Commissioner's introduction

Welcome to the first edition of 'Eyes and Ears'. This newsletter is aimed at keeping our partners across London informed of the latest news and developments in the deployment of Police Community Support Officers.

I am sure that you will have seen the Met's PCSOs patrolling in Central London and out on the boroughs. Although it is too early for a formal evaluation, they have so far proved to be a tremendous success and on these pages you will see some excellent examples of the impact they are having.

The first year has seen almost 500 community and security PCSOs deployed on London's streets to provide a visible patrolling presence, discourage and deal with anti-social behaviour and to deter, disrupt and detect terrorist activity. They have been joined by more than 100 PCSOs working in the Transport Operational Command Unit, providing reassurance on buses, tackling anti-social behaviour and assisting in operations, such as those targeting minicab touts.

Over the next few years it is our intention to use our increasing resources to deliver truly local policing through combined teams of police officers and PCSOs that are highly visible, familiar and accessible to the communities they serve. The Met hopes to exceed 1,200 PCSOs by the end of March 2004, providing the kind of reassurance the public wants and assisting our counter-terrorism efforts.

I am sure you will join me in welcoming the impact PCSOs have already made on London's streets and in looking forward to a Safer London through the support of the newest members of our extended police family.

Sir John Stevens
Metropolitan Police Commissioner



A word from Toby Harris

Police Community Support Officers are good news for London, its communities and everyone who comes to the capital, whether for business or pleasure. An important role of the Metropolitan Police Authority is to discuss and shape, in open forum, new policing initiatives that will benefit Londoners. We led the way nationally with the introduction of PCSOs and considered the move at length to ensure that the Met would deliver a truly pioneering service that would make a noticeable difference. And we are pleased that this has been achieved.

In particular the Authority has been encouraged by the positive response to PCSO recruitment, attracting a far wider cross section of London's community than other police campaigns, from people who have not previously considered a career in policing - currently 27.5% of PCSOs are from visible ethnic minority communities. And it is anticipated that a number of recruits will want to progress further and train as police officers.

Whether on security patrols, working in local communities or deployed on major bus routes, PCSOs provide a highly visible deterrent on the streets and are an effective tool to tackle the quality of life issues that are so important to our communities' well being, therefore enabling police officers to be used more effectively in tackling crime.

Working together police and PCSOs help to make London a safer city.

Toby Harris



Allocation of PCSOs

The distribution of PCSOs to Boroughs in 2003/04 has been agreed by the MPA/MPS Extended Police Family Programme Board and was ratified by the Metropolitan Police Authority on March 27.

By the end of next financial year the intention is to have in post 700 PCSOs, allocated to Boroughs using a formula that takes greater account of population properly to reflect the reassurance role, which PCSOs are specifically designed to fulfil.

| Borough | Total Allocation |
|----------------------|------------------|
| Barking & Dagenham | 15 |
| Barnet | 30 |
| Bexley | 20 |
| Brent | 25 |
| Bromley | 28 |
| Camden | 30 |
| Croydon | 31 |
| Ealing | 29 |
| Enfield | 26 |
| Greenwich | 20 |
| Hackney | 19 |
| Hammersmith & Fulham | 15 |
| Haringey | 20 |
| Harrow | 19 |
| Havering | 21 |
| Hillingdon | 33 |
| Hounslow | 30 |
| Islington | 16 |
| Kensington & Chelsea | 30 |
| Kingston upon Thames | 13 |
| Lambeth | 45 |
| Lewisham | 23 |
| Merton | 17 |
| Newham | 43 |
| Redbridge | 22 |
| Richmond upon Thames | 16 |
| Southwark | 23 |
| Sutton | 17 |
| Tower Hamlets | 38 |
| Waltham Forest | 20 |
| Wandsworth | 25 |
| Westminster | 202 |
| Heathrow | 40 |





Good news from around the Met...

Camden

Since their deployment to Holborn PCSOs have regularly been stationed outside an infant school previously troubled by the presence of drug users outside the main entrance. This has proved a great reassurance to children, parents and staff and has deterred the drug users from congregating there.

PCSOs assisted on a crime scene cordon in Bloomsbury where three Chinese victims, all Mandarin-speaking, had been stabbed. PCSO Victor Lo volunteered to act as an interpreter as he is fluent in the language. This help was greatly appreciated by the investigating CID officers in their efforts to establish the details of the assault.

Following information from a member of the public that a man was daubing graffiti on a wall, PCSOs Victor Lo and Andrew Noble found a man painting on the walls of the DSS office in Euston Road. They detained the man for criminal damage and called for police to attend, who arrested him.

Heathrow

While on duty at Terminal 4, PCSO Nick Knowles questioned a man sitting near the control centre and then carried out a Police National Computer check on his identity. This established that the man was wanted in Sussex was failing to appear on a theft offence, and was shown as violent and carrying weapons. Police officers arrived and took the man away without incident, and further enquiries established that he had been released from prison four days earlier and planned to make Heathrow his new 'home'.

PCSO Seema Sharra joined officers at Heathrow Terminal 3 in helping a woman who had collapsed after flying in from Pakistan. She was extremely distressed and had four young children with her, and none of the family could speak English. PCSO Sharra calmed the woman and acted as an interpreter between police officers and the victim, who had come into the country with an agent who has then stolen her passport and money. With PCSO Sharra's help, the officers were able to complete a crime report and arrange for the family to be accommodated overnight.

continued...



Westminster

Two PCSOs were patrolling near Victoria Station when a man was robbed by two other men. The PCSOs tackled both robbers and detained them, pending the arrival of police. The pair were arrested, charged and were awaiting trial as this newsletter was published.

A woman who had been indecently assaulted approached a PCSO for help. The PCSO took details, circulated a comprehensive description via radio and then accompanied the victim on a drive round. They managed to identify the suspect, who was then arrested by police officers and charged.

Greenwich

The following letter was received from the Woolwich Town Centre Manager: "I am writing to pass on the very positive comments I have received about the PCSOs since their introduction a few weeks ago. Several retailers have phoned in to say that they have noticed a reduction in anti-social behaviour - especially by drinkers - and residents have commented that they appreciate the feeling of security generated by the high visibility presence of the PCSOs. I also understand that there has been a noticeable reduction in opportunistic crime such as shoplifting and pick pocketing in the town centre area. I hope that you will pass on to the PCSOs my personal thanks for all that they have achieved in such a short period of time."

Since the introduction of PCSOs in Woolwich (Feb03) crime figures for shop theft have decreased by nearly 40%. The 10 PCSOs at Woolwich will shortly pass the target for having dealt with over 100 CAD calls. These calls would have otherwise been dealt with by police officers. These have ranged for dealing with alarms, disturbances in public places, missing persons, registered keeper and court warning enquiries and also dealing with victims of crime. There have been 6 arrests as a direct result of work by PCSOs. These arrests have been for theft, handling stolen goods, robbery and public order. They have also submitted over 100 intelligence reports.

