**Homelessness and City Protection Officers (CPO’s)**

**Faith & VCS Homeless & Vulnerable Forum Enquiry/Questions to Improve Awareness.**

**Response from Rich Burge, Gloucester City Safe Manager and Nick Brookes**

**Chair Gloucester Business Improvement District (BID).**

**Gloucester BID CPOs**.

Rich Burge was sent a copy of the Forum’s questions with regards to the City Wardens. As a result, Rich met with Ismael Rhyman, Neighbourhood Manager and Emily Knight from the Gloucester Business Improvement District (BID) and a joint response was prepared.

First, to clarify and summarise as follows:

1. The Wardens are called City Protection Officers (CPOs)
2. The CPOs are funded jointly by the Gloucester BID, Gloucester City Council and the Gloucestershire Police and Crime Commissioner.
3. The CPOs are employed by the BID and supplied by a security company.
4. The CPOs are tasked and managed by Gloucester City Safe on behalf of the BID.
5. The CPOs are working 7 days a week and their normal hours of working are 10am – 6pm. They are highly visible and out and about in the City – we are encouraged to please feel free to introduce yourself to them and have a chat about their role.
6. Gloucester City Safe have been procured by the BID to manage and task the CPOs on their behalf and Rich Burge is responsible for their day to day activities. Outreach workers and anyone else requiring their assistance are more than welcome to contact Rich in the first instance.

Tel: 07531 211439 or Email: [rich.burge@gloucestercitysafe.co.uk](mailto:rich.burge@gloucestercitysafe.co.uk) or Letter: c/o 11a The Forum, Gloucester, GL1 1PL.

1. We would certainly want to work together with Forum members such as P3 Outreach Workers and will assist in any way we can.

**Detailed Response as follows:**

1. Details of the service together with 'specification' for the contract as we have heard that this may be a private company.

The CPOs are employed by Gloucester BID with additional funding from the Police Crime Commissioner and Gloucester City Council. Their day-to-day services are overseen and managed by City Safe and they are recruited from Elite Security.

1. What are their role, powers and duties with codes of practice for exercise of any powers?

Duties of City Protection Officers:

1. Patrolling the city centre and surrounding area to provide a highly-visible presence and reassurance.
2. Making regular visits to businesses to provide reassurance.
3. Informing City Safe members and alerting other businesses if the see excluded individuals or known offenders going into their premises.
4. Submitting incident and intelligence reports to City Safe.
5. Reporting incidents and submitting intelligence to the police, and providing witness statements when applicable.
6. Responding to minor incidents reports as directed by police CCTV, City Policing Team or as requested by business.
7. Assisting businesses and providing advice if they have thefts or other incidents.
8. Liaising with the police CCTV and assisting them as and when required.
9. Being approachable, friendly and welcoming to the public and assisting with directions and any other information they may request.
10. Referring street beggars, street drinkers and rough sleepers to relevant authorities.
11. Liaising with partner agencies and groups such as the Cavern Club youth centre.
12. Assisting with city centre events.
13. Tackling low-level anti-social behaviour during the early evening in support of businesses.
14. Deterring minor crime and shoplifting.
15. Supporting the City Safe scheme and encouraging increased membership and greater use of the City Safe radio.
16. Target hotspots from information and intelligence submitted by partners and businesses.
17. Report on and when appropriate deal with graffiti, damage, fly-tipping and when levels of cleanliness are below standard.
18. Do they liaise with and support and assist the police in any way as the PCSO's used to?

The CPOs have regular contact with the local City Police Team, the Police CCTV as well as the City Council Anti-Social Behaviour team and Neighbourhood Services team.

1. Who are they employed by and accountable to?

See above (question 1).

1. What legal powers do they have? do they have any police powers?

They have no additional powers to any other member of the public, however they are Security Industry Authority (SIA) authorised and trained, first aid trained and CCTV Trained. They are also authorised by the City Council Neighbourhood Services Team to deal with issues on their behalf.

1. What are their duties and powers with respect to rough sleepers/homeless?

The CPOs are monitoring the rough sleepers and speaking to them on a daily basis. They are submitting reports to Street Link, they also email to community and wellbeing as well as signpost any homeless/rough sleepers to agencies and food banks.

1. Why would they be taking photographs? as evidence?

Photographs are taken to be used, if required, as evidence for crimes, ASB and to assist in pertaining information towards a PSPO.

1. Are they allowed to photograph, say members of the public... without permission and what happens to these photographs? who uses them? what are they used for? where are they stored? are they complying with the data protection act?

Yes, once taken the photos are logged with either City Safe, Police and City Council where they are then dealt with in compliance with data protection legislation.

There is no breach of data protection by taking a photograph of any person in a public place. We encourage the CPOs to take photographs for the prevention and detection of crime and anti-social behaviour. The photograph must also be taken overtly and not covertly.

The following guidance from the Home Office Website provides further useful information about the taking of photographs. <http://webarchive.nationalarchives.gov.uk/20100405140515/asb.homeoffice.gov.uk/article.aspx?id=12624>

1. Are they trained in Police and Criminal Evidence Act Powers (PACE)?

            No, no requirement to do so.