

BRADFORD ROYAL INFIRMARY:

POLICE COMMUNITY SUPPORT OFFICER REPORT 2021

BACKGROUND:

Bradford Teaching Hospital Trust currently fund 50% of the equivalent of 2.45 full time Police Community Support Officer (PCSO) posts. The full sum of funding provided is used in ensuring a consistent Policing presence at the Bradford Royal Infirmary. The PCSO team is dedicated to tackling both NHS and Police partnership issues and providing reassurance to patients, staff and visitors to the Hospital site through a highly visible and easily accessible presence.

THE ROLE OF A PCSO:

Whilst PCSOs are uniformed employees of the Police, their role and responsibilities vary greatly from that of a Police Officer. In brief, PCSOs do not have warranted powers which are afforded to Police Constables, as a result they do not have powers of arrest beyond that of a member of the public (often referred to as a “citizen power of arrest”). PCSOs do have certain powers which are prescribed in law and designated to them by the Chief Officer of a Policing area. Such powers can be exercised in certain circumstance, these include (but are not limited to) the power to detain members of public, power to obtain name and address, powers of search, powers to issue fixed penalty tickets, power to seize and exhibit articles.



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The main outputs of a PCSO role are:

- Maintain a highly visible presence and be accessible in a given area at appropriate times, to maintain high levels of community confidence and reassurance.
- Engage in targeted patrol and use powers as necessary, to prevent and deter instances of nuisance, anti-social behaviour and criminality.
- Assist police officers to take control of incidents and undertake enquiries in relation to specified incidents in line with the PCSO Deployment Policy, to assist in the detection and prevention of crime.
- Gather and record relevant community intelligence to support policing objectives and offender management
- Adopt a problem-orientated approach to achieve sustainable solutions to community problems and work towards meeting agreed priorities, by being deployed through joint-partnership tasking initiatives.

Police Community Support Officers are an integral part of West Yorkshire Police’s Neighbourhood Policing Teams. The PCSOs that work at the BRI are attached to the Bradford West Neighbourhood Policing Team which is based at Lawcroft House Police Station, approximately half a mile from the BRI site.

The PCSOs are split across a 3-team shift pattern which affords the optimum working hours and visibility to the Hospital in relation to both footfall and calls for service. The Neighbourhood Policing Team works seven days a week and between the hours of 0700 and 2300 (with midnight finishes on Fridays, Saturdays and Sundays).

PCSOs form part of the Police Rank structure and are tasked, directed and report back to a Neighbourhood Policing Sergeant. Police Sergeant Al Milner continues to oversee the BRI PCSO team, Sergeant Milner has held this portfolio for in excess of 5 years and has also held the responsibility for overseeing the Policing response for the Toller council ward in which the Hospital is sited.

In order to capture daily incidents, ongoing concerns and arising issues the BRI PCSO team complete a daily report for the attention of colleagues away from work as well as Policing and Hospital Supervision. The report is designed to capture all pertinent working information and is of use for follow up actions (an example of report of the report can be seen in Appendix A).

HOSPITAL POLICING PRIORITIES:

1. Calls for Service

The Police are called to Bradford Royal Infirmary (BRI) on a very regular basis and for a variety of reasons. Call handling data from the Police identify the BRI as consistently being responsible for the highest call volume to a singular address for the entire Bradford District.

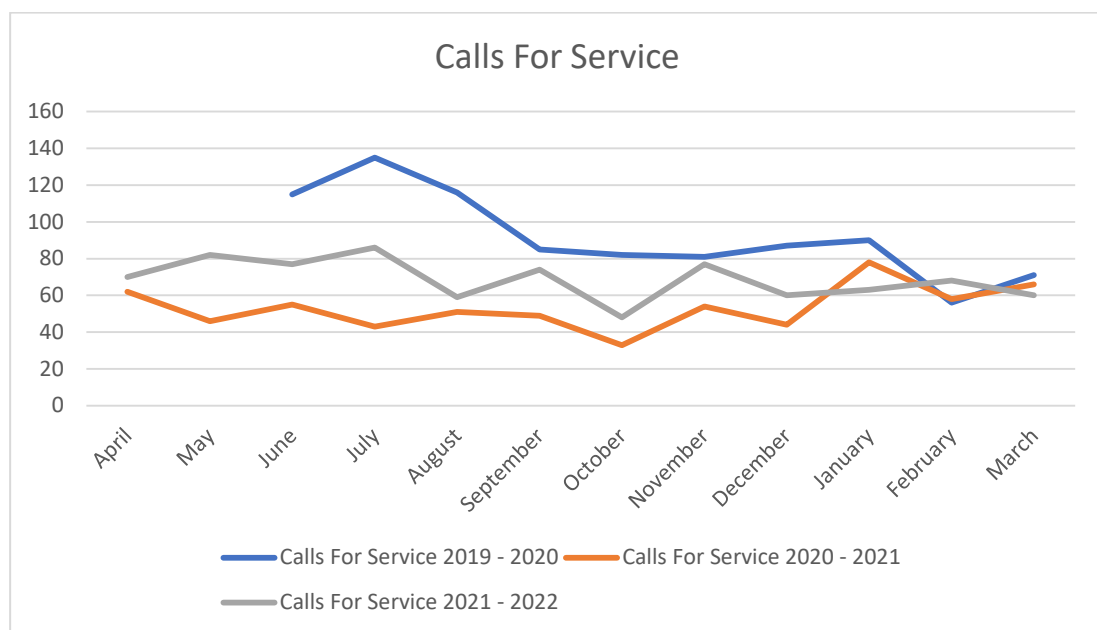
The PCSO team have a continued focus on reducing all calls for service from the Hospital, their work is based on a Prevention and Early action ethos. This focus can manifest anywhere on a scale from basic high visibility patrols in high-demand locations (for example Accident and Emergency) to problem solving work regarding nuisance and repeat demand generated by Anti-Social Behaviour Nominals.

Analysis of historical calls made to the BRI hospital site have highlighted that the role and remit of a PCSO fits well with the repeat demand generated at the Hospital. As a result, the PCSO team are adequately trained and resourced to deal with the majority of calls to the site and represent value for money Policing both for the Bradford Teaching Hospital Trust and West Yorkshire Police.

The below table is a break-down of the type of calls made from the Hospital site over the review period 01/04/2021 – 31/03/2022. The most common call type at the top of the table and the least common at the bottom.

CALL TYPE
CONCERN FOR SAFETY
MISPER - HIGH RISK
VIOLENCE AGAINST PERSON
MESSAGE
MISPER - MEDIUM RISK
THEFT - OTHER / HANDLING
PUBLIC ORDER
ABANDONED / NO INFORMATION
SUSPICIOUS CIRCUMSTANCES
RTC - DAMAGE ONLY
THEFT FROM A VEHICLE
WANTED/COURT ORDER/BAIL
NUISANCE
SUDDEN DEATH - NON SUSPICIOUS

As part of their daily duties, the BRI PCSOs continue to review all the previous day's calls for service from the Hospital site before logging quantitative and qualitative data on a running spreadsheet (see example as per Appendix B below). The regularity in these call reviews by the PCSOs ensures any patterns in relation to repeat call demand type or repeat callers is quickly identified and necessary follow ups completed by one of the PCSOs or tasked to warranted officer or member of the Estates and Facilities team at the NHS Trust.



The previous 12 months calls for service exhibit that Policing demand generated from the Hospital site has levelled off from the previous 12 months. Reassuringly, calls for service have remained lower than the pre-pandemic period captured by data representing the months June 2019 – March 2020. This demand level somewhat bucked anticipated demand as service users have returned to the Hospital site last seen at pre-pandemic levels.

The Calls for service chart clearly displays the impact of COVID-19; whereby calls to the Police from or regarding the Hospital site averaged about 50% of the previous year's monthly totals. There was a consequential spike in calls for service in the latter part of the 2020 – 2021 reporting period as certain parts of the Health Regulations legislation were rescinded by the Government and the Hospital's visitor policy eased.

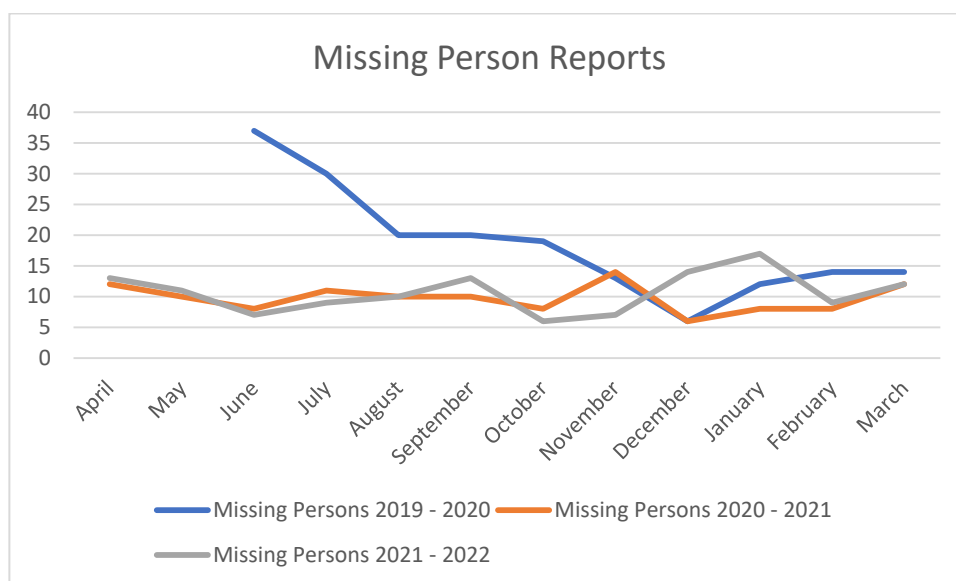
2. Missing Persons

As with calls for service, the Bradford Royal Infirmary represents the highest singular demand in the Bradford District where Missing Persons are concerned. It is accepted that reports of persons missing from the Hospital site will be comparatively high due to persons presenting in crisis, suffering with (at least one) of the common reasons leading to a missing episode; mental ill health, physical crisis etc.

The Police Community Support Officer team at the BRI remain steadfast in reducing the number of missing persons from the Hospital. The approach of the PCSOs is still threefold:

- i. Proactive, High Visibility Patrols on high demand Wards at pre-identified peak times to support clinical staff & the security team in the management of those patients likely to abscond.
- ii. Attendance at ongoing incidents of reported Missing Persons to act as a conduit between the Police and clinical & security staff to ensure golden hour principals are met and initial search is both efficient and effective.
- iii. Call scrutiny in the day following the reported missing episode to ensure pre-agreed missing person policy was adhered to. Where reviews highlight missing person policy has not been followed the report is flagged for the attention of BRI Management in order to speak with the reporting person for consideration of training requirements.

Following the refresh of the Missing Person Reporting Policy in Spring 2020 and the increased scrutiny from the BRI PCSO team (see point iii. above) there has been a steady but sustained decline in the number of missing person reports from the Hospital. In the 12 month period to September 2019 there was a 20.4% decrease in all Missing Person reports from the Hospital. Statistics taken from the calls for service documents since September 2019 illustrate that reports of missing patients from the Hospital remained low for the remainder of the reporting year and into the 2021 – 2022 reporting period:

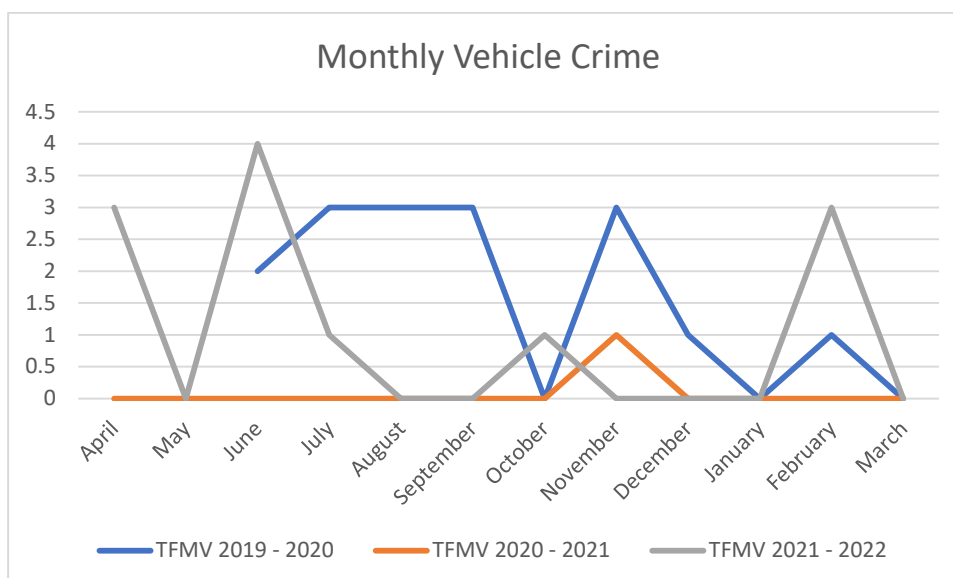


As with all other areas of Police Work at the Hospital site, a proportion of the initial experienced reduction in demand is likely to be as a result of the COVID-19 pandemic, however, large majorities of the last reporting period have been over “lockdown free” periods during which time attendance at A&Es has returned to pre-pandemic levels. The sustained reduction in reports of missing persons in the most recent period reflects that interventions completed by the Police and NHS trust are having the desired effect of reducing the frequency of missing person reports from the Hospital.

3. Vehicle Crime

The Hospital car parks cover several acres of land and can hold hundreds of vehicles at any one time which has resulted in the Hospital previously being plagued by offences of theft from motor vehicles with staff, patients and visitors from across the Bradford District and further afield being victimised.

In the past 5 years the total number of offences recorded at the Hospital has been dramatically reduced and is a real success story in relation to Policing at the Hospital. This has been achieved through focused partnership working between the BRI security and BRI PCSO team to guarantee a regular, highly visible deterrent through patrols which have been supported by an offender focused methodology. As a result, any offences recorded at the hospital are primarily investigated by the BRI PCSO team who have the latest Police information and intelligence at their disposal. Such an approach continues to ensure any suspects are quickly identified and brought to justice. This strategy has resulted in an unrelentingly low number of theft offences being recorded as shown in the below graph over the past 3 years:



The chart records a total of 10 theft from motor vehicle offences in the 12 month recording period. Whilst this is a rise on the previous year's (part lockdown) figures this are of work

continues to be a reflection of the effective partnership work at the Hospital site considering the thousands of vehicles that will use the site annually.

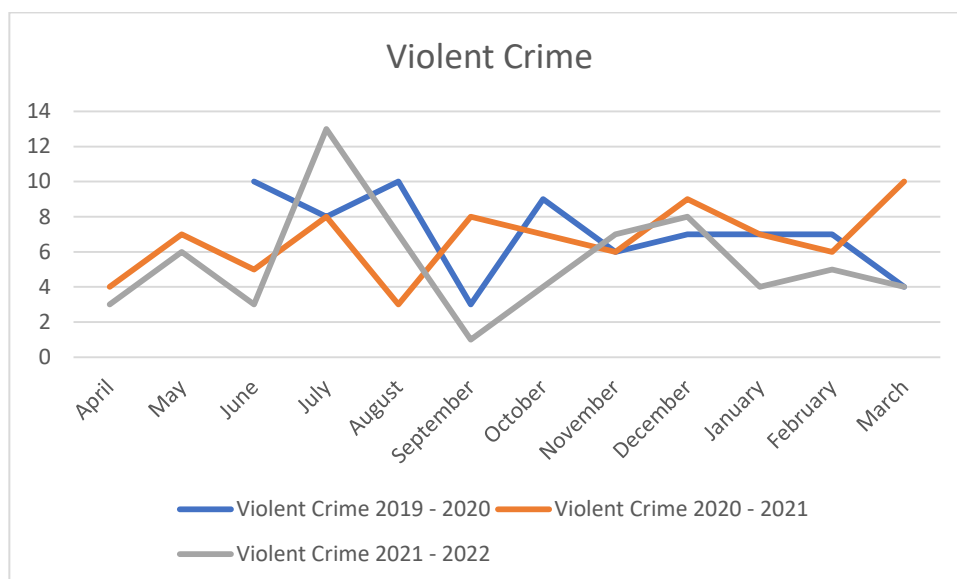
4. Violent Crime and Anti-Social Behaviour

An overarching goal of the PCSO scheme is to assist in providing a safe and welcoming environment for Patients, visitors and the work force alike.

Reports of violent crime at the Hospital continue to fluctuate and include reports of assault as well as public order offences. In the past 3(+) years (from May 2018) the number of monthly reports has peaked at 13 (August July 2021) with just 3 reports having been recorded in the lowest month (September 2019, April 2021 and June 2021).

The BRI PCSO team attend incidents of violence and Public Order as part of their day-to-day duties. The team are aware of the high demand wards in relation to such calls (the top two remain A&E and Ward 27) and make regular targeted patrols of the same locations in order to prevent incidents of violence and provide a reassuring presence to staff, patients and visitors.

The PCSO team at the BRI have continued their focus on preventing and dealing with incidents of Anti-Social Behaviour (ASB) at the Hospital. Such incidents include reports of repeat nuisance patients who attend the hospital without a requirement to receive medical attention and become a huge drain on resources including the time of the clinical teams. The PCSO team have direct access to the Policing District's ASB officer and have built ASB cases against several persons who fit the offending criteria through regular and detailed Police intelligence submissions. As a result ASB legislation from final warnings, to Acceptable Behaviour Contracts to Criminal Behaviour Orders have been issued against identified offenders which have resulted in securing their non-attendance at Hospital (save for emergency medical circumstances). Use of ASB legislation continues to be a common practice and has resulted in sustained demand reduction for both Police and NHS resources.



The figures for recorded violent crime in the past 12 months show an overall reduction in recorded levels on the previous year.

Going forward this area of Policing reflects the biggest challenge as the number of recorded crime offences in comparison with the number of datix reports would suggest there is still an under reporting of violence offences on the Hospital site, especially from Staff. The reason for this disparity is not yet known, to address the same will likely result in an increase in reported violent crime, however, such an increase would be a true reflection of offences and not a real term increase in incidents.

EXECUTIVE SUMMARY

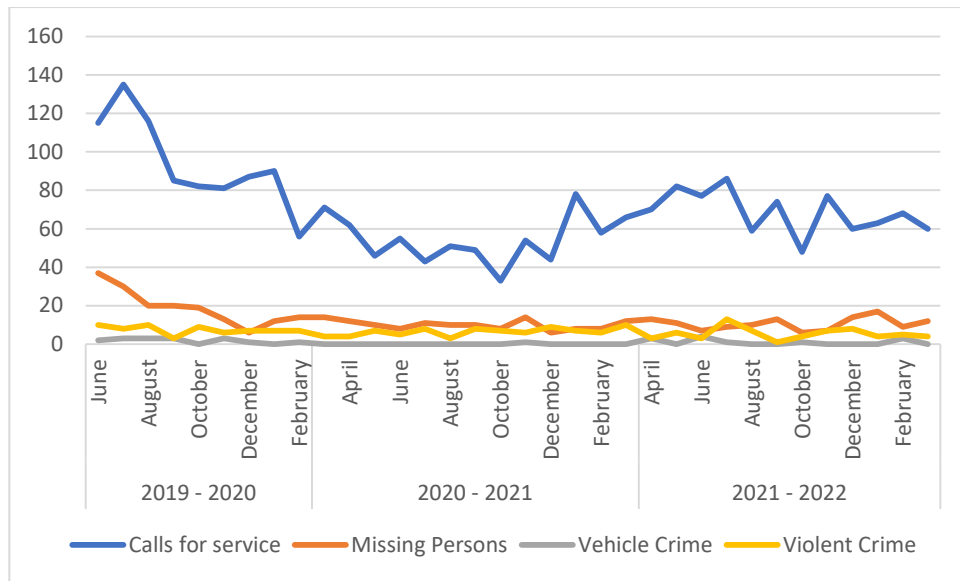
The role of a Police Community Support Officer continues to be a good fit for the Policing requirements of the Bradford Royal Infirmary. The three-team rota worked by the BRI PCSOs ensures a visible Policing presence during the hours of peak demand and continue to provide value for money to the NHS & Police.

As with PCSOs posted in any area, it is hard to quantify many outputs; the role of a PCSO is to prevent and deter crime, as such it is impossible to measure what doesn't occur. A fantastic example of this is the continued low level of offences of theft on Hospital wards. Crime statistics in this area have yet again remained so low for the reporting period that the offence type does not feature on this report which represents an overwhelming success following Police action against offenders in previous years and a continued robust Trust Policy.

There is clearly a partnership need to address reporting confidence in staff working from the Hospital, particularly for incidents of violence, work in this area has commenced overseen by PS Milner and William Hall and will be supported through bespoke tasking to the Hospital based PCSOs.

The below chart mapping 2 years of data clearly illustrates a downward trend in both call and crime demand, even when accounting for the lower demand brought about by the COVID-19 pandemic. It is a clear indication that the Policing and NHS partnership at the Hospital is a continued success.

Consistency continues to be key to problem solving and demand reduction work at the Bradford Teaching Hospital Trust.



Appendences

Appendix A: Edited Daily report email

Bradford Royal Infirmary
24hr Report and Handover

Date: 12.10.19 Time: 23.27

Today's Duties

PCSO 104 Luke ORLEY	PCSO 796 Graham SHAW	PCSO 104 Ray SHAW
1000 - 0000		

Tasking Details

Daily Tasking	Completed By	Followed Up By
Calls for Service		
Crimes at B&I		
Concourse and Shops	Luke	
Car Park Patrols	Luke	
ABE / Pools / Minors	Luke	
Kiosk / CT Scans / ENT	Luke	
Ward Checks / Maternity	Luke	
Handover from Security	Luke	




Misusers

Log & Date	Completed by
Caller	Ward
Summary/Reason not a misuser	
Log & Date	Completed by
Caller	Ward
Summary/Reason not a misuser	
Log & Date	Completed by
Caller	Ward
Summary/Reason not a misuser	

Crimes & Incidents of note

Incident Type	Sexual Assault on Nurse	Completed by	Luke
Log & Time	1333 & 17.10	Niche ref	[REDACTED]
Summary	<p>SUSPECT & PATIENT WHO HAS BEEN BROUGHT TO THE B&I AFTER BEEN FOUND UNCONSCIOUS IN THE STREET. SUSPECT IS BETWEEN 16-15.45 TO 16:52-15 SUSPECT HAS WALKED UP BEHIND VICTIM AND GRABBED HER BOTTOM OVER CLOTHING AND WOULD NOT LET GO WHICH IS SHOWN ON CCTV CAMERA.</p> <p>VICTIM IS A STUDENT NURSE AT THE B&I.</p> <p>I have attended to assist Officers and Security with Suspect. CCTV has been downloaded and given to officers.</p> <p>[REDACTED] has attended the B&I on the 10th, 10th, 11th and 12th October 2019.</p>		
Incident Type	Concern for Safety	Completed by	Luke
Log & Time	1337 & 17.20	Niche ref	131902/25008
Summary	<p>Ward Sister [REDACTED] had requested my attendance to Ward 7 in regards to concerns for a patient.</p> <p>[REDACTED] 1995 is currently on Ward 7 at the B&I receiving treatment for TB. [REDACTED] has informed nurses of an incident involving a female from London who over the past year has been attempting to [REDACTED] to obtain money as well to commit suicide by ingesting chemicals (bleach, Shower Gel & anything which is within arm's reach/cutting herself/running into traffic.</p> <p>Male has met female through a Facebook and began a relationship without meeting female. Female suspect has also given numerous names with the male one being [REDACTED] has been getting [REDACTED] to send her money by making promises that she would use the money to come visit him/book a house.</p> <p>[REDACTED] has also tried to [REDACTED] to give her £20,000.</p> <p>I have had a log created for Officer attendance.</p> <p>Patrol Officer is recording approx. 5 Offences for information which has been disclosed.</p> <p>At the time of writing [REDACTED] has been recorded for Controlling and Coercive Behaviour.</p>		
Incident Type		Completed by	
Log & Time		Niche ref	
Summary			
Incident Type		Completed by	
Log & Time		Niche ref	
Summary			
Incident Type		Completed by	
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Summary			











ASB nominals CBO's

 [REDACTED] [REDACTED] 13140068011	Current Level of ASB Intervention: CBO (13190272052)		Next ASB Level: N/A	
	Incident Type		Completed by	
	Log & Time	Jenny Ryan Notified by:	Niche ref	
	Summary			
 [REDACTED] [REDACTED] 13140068011	Current Level of ASB Intervention: Yellow Letter Warning		Next ASB Level: Community Protection Notice	
	Incident Type		Completed by	
	Log & Time	Jenny Ryan Notified by:	Niche ref	
	Summary			
 [REDACTED] [REDACTED] 13140068011	Current Level of ASB Intervention: Red Letter		Next ASB Level: CBO	
	Incident Type		Completed by	
	Log & Time	Jenny Ryan Notified by:	Niche ref	
	Summary			

Wards of Note

Ward	Name & DOB
Blue Room (Blue)	1. Consultation fee

Appendix B: Edited example of Calls for Service Log

Date	Log number/grading	Reason	Reported by	Log open/code 6	Notes	Action Taken	Nominal/ Misreport	Officer deployed Y/N	BRI log Y/N	Relevant Y/N
01.07.19	301 - FCMU only	Theft of motorcycle	 staff		Caller reporting the theft of his motorcycle overnight.	Crime 13190331562. BRI cctv checked. Three males seen entering BRI from Smith Lane and then taking the bike. Footage is not good enough for ID.		N	Y	Y
01.07.19	313 - Standard	Burglary business	 staff		Caller reporting theft of office equipment over the weekend period.	Crime 13190331695.		N	Y	Y
02.07.19	308 - Standard	Concern for safety	 MOP		Call from confused male patient saying <u>he had been kidnapped by staff</u> .	See linked log below.	 03.07.51	Y	Y	Y
02.07.19	333 - Emergency	Concern for safety	 ward 14	08.13 - 08.22	Report of a vulnerable end of life patient absconding from the ward.	Male was located at entrance 1 and was eventually <u>persuaded</u> to return to the ward.	 03.07.51	Y	Y	Y
02.07.19	489 - Priority	Public order	 ward 6	10.00 - 10.33	Report of a male patient being verbally abusive towards staff and <u>also breaking a cup</u> and threatening staff with the same.	On duty PCSO attended and advised the patient about his behaviour. Crime recorded and details of victim and witnesses added. Crime to be <u>allocated</u> to a police officer.	 18.06.59	Y	Y	Y
02.07.19	984 - Emergency	Concern for safety	 social worker	14.14 - 14.29	Caller was in an A&E cubicle with a female who had earlier attempted suicide when female ran out on Duckworth Lane and started shouting.	Officers attended and female <u>was taken</u> to LM on a S136.	 24.04.01	Y	Y	Y