

APPLYING TO BECOME A CLEVELAND POLICE COMMUNITY SUPPORT OFFICER Guidance Document



**CLEVELAND
POLICE**

Contents

Guide Outline	Page 3
A Word From	Page 4
Recognising Talent	Page 5
An Introduction to Cleveland Police	Page 6
Partnership Working	Page 8
Our Vision: Towards 2020	Page 9
Benefits of a PCSO - What we can offer	Page 13
Day in the Life of a PCSO (1)	Page 14
Day in the Life of a PCSO (2)	Page 15
The Recruitment Process	Pages 16 — 18
Useful Links	Page 19
Appendices	Pages 20 — 35
Appendix 1	Guide to Identification Documents
Appendix 2	Policing Professional Framework (PPF): Personal Qualities and Behavioural Indicators
Appendix 3	Character Reference Guide regarding Professions
Appendix 4	Frequently Asked Questions (FAQ)

Guide Outline

This guide provides potential applicants with an understanding of the Cleveland Police recruitment and selection process to become a Police Community Support Officer (PCSO).

Included in this document you will find an excellent selection of Frequently Asked Questions (FAQs) for you to view. Please review these to help you gain an understanding of the recruitment process.

Cleveland Police is committed to fairness towards all members of the community. We need people from diverse backgrounds with a wide range of skills and experiences to help us deliver excellence in local policing across Cleveland and we look forward to welcoming new recruits.

We wish you every success with your application.



A Word from....

Chief Constable Mike Veale

This is an exciting opportunity for individuals with dedication, passion and drive. We are recruiting Police Community Support Officers to strengthen our team and expand its diversity.

If you can demonstrate strong ethics and values, as well as being truly committed to public service, then Cleveland Police is the place for you.

I would welcome applications from those who feel they can make a real and positive difference to the lives of our communities.

Can you add value to the Cleveland Police team? If so, I would be delighted to hear from you and good luck completing your application.

Mike Veale
Chief Constable



Police and Crime Commissioner Barry Coppinger

As Police and Crime Commissioner my focus is on protecting local communities and allowing people to feel safe on their streets and in their homes.

Before applying, I would urge you to think carefully:

- Do you have the determination to fight crime in our communities?
- The dedication to work long, often unsocial hours, without complaint?
- The professionalism and ethical backbone to treat all the same and police without fear or favour?

In short, do you have what it takes to make Cleveland Police the best in the country?

If the answer is "Yes" then I would welcome you on board and urge you to fill out the application forms.

Barry Coppinger
Police and Crime Commissioner



Recognising Talent

Cleveland Police is committed to having a workforce that is representative of the communities that it serves. To this end the force will positively promote any positive initiatives contained within the Equality Act 2010.

Whilst the organisation will always encourage applications from all members of the Cleveland community, the Force is particularly interested in applications from the following under-represented groups:

- BAME (Black African and Asian Ethnic Minorities);
- Female applicants;
- LGBT+;
- Disabled applicants.

Individuals who consider themselves to be covered under one of these protected characteristics should contact the Resourcing Team at hr.recruitment@cleveland.pnn.police.uk to discuss what the force can do to help you maximise your application.

An Introduction to Cleveland Police

The Policing area which is Cleveland Police is made up of four distinctive geographical sectors: Hartlepool, Middlesbrough, Stockton, and Redcar and East Cleveland.

Hartlepool

Covered by the local authority area of Hartlepool Borough Council. Located just off the A19, Hartlepool has a population of 92,800 and is home to some of the most stunning coastlines in the North East. It includes busy retail facilities and extensive industrial developments, including Hartlepool Nuclear Power Station, Liberty House Steel and a number of chemical companies.

The arrival of the National Museum of the Royal Navy and a multi-million pound regeneration of Hartlepool Marina has helped to establish the town as a key tourist destination, and is now home to a new state-of-the-art campus for Cleveland College of Art and Design.

Stockton

Covered by the local authority area of Stockton-On-Tees Borough Council. It has a population of 194,000 and has extensive local retail business, commercial and leisure facilities, including Stockton High Street, Teesside Shopping Park and multi arts venue Arc Stockton.

The borough is home to Durham Tees Valley Airport and is split by the River Tees, which has a variety of uses, from a working river upstream to a leisure destination and home to the Tees Barrage International White Water Centre and Tees Rowing Club.

An Introduction to Cleveland Police

Middlesbrough

Covered by the local authority area of Middlesbrough Council. With a population of 139,000, Middlesbrough is the most densely populated area of Cleveland and includes a bustling town centre and a 34,000-seat football stadium, home to Middlesbrough Football Club.

Around 18,500 students study at the newly redeveloped Teesside University - a proportion of these are international students who largely settle in the town centre area. Middlesbrough is also home to a large community of asylum seekers and refugees.

Redcar and East Cleveland

Covered by the local authority area of Redcar and Cleveland Borough Council. With a population of 135,000 people, Redcar and East Cleveland is an area of great contrasts with world class industries, market towns, beautiful coastline and stunning countryside.

The area is a well-established tourist hotspot during summer months, with traditional seaside resorts and bustling market towns. It also includes extensive commercial and industrial enterprises, including Redcar High Street and the area's biggest manufacturing site The Wilton Centre.



Partnership Working

Keeping Cleveland safe is not the sole responsibility of Cleveland Police, we all have a responsibility to proactively maintain our personal safety and that of our property.

We will only deliver our vision by working in partnership with our local communities and other partners.

As part of community safety and the wider community justice service, we work in partnership with a number of agencies such as our four local authorities, the crown prosecution service, courts and the probation services.

The activities of these are coordinated through a number of statutory and non statutory partnerships including:

- Community Safety Partnerships (CSPs)
- Local Safeguarding Children Boards
- the Local Criminal Justice Board (LCJB)
- Community Safety Partnerships (CSPs)

CSPs comprise representatives from:

- Local Authorities
- Office of the Police and Crime Commissioner
- Children's Trusts
- Drug Action Teams (DATs)
- Fire Services
- NHS Tees
- Probation Services
- Youth Offending Services

Collaboration

Cleveland Police will collaborate with any other force, public or private sector organisation in any area of business if this proves to deliver better services to the public and/or better value for money.

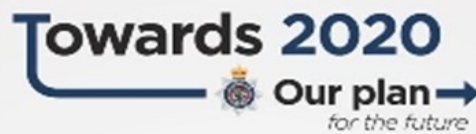
Our Vision: Towards 2020

The Force has a vision: Making our communities safer; helping them to be stronger.

The following slides outline how the Force will achieve this by 2020.



Towards 2020



Towards 2020 is our plan for the future.
Here's **why** it's important.

Our role is to make our communities safer
and help them to be stronger
Our approach needs to be focused on:

Prevention



We need to prevent harm wherever possible as it is better to prevent something happening than to respond to it after the event.



Intervention

Where we cannot prevent something from happening, we need to intervene to stop it from escalating if the assessment of threat, risk and harm tells us this is the right thing to do.

Protection



We need to protect the most vulnerable in our communities from harm and ensure they are safeguarded and receive the appropriate care.

But most of all we need to remain flexible and responsive
to the changing needs of our communities.

Making our communities safer; helping them to be stronger



Towards 2020



Towards 2020



Our plan will take us where we need to be.
It is focused on you, us and the public.



You will be given the time and tools you need to do your job.

We will remove unnecessary tasks so you can focus on what matters.

We will trust you to make the right decisions.



We will focus our response on threat, risk and harm.

We will develop a policing model that is sustainable and efficient.

We will strengthen our prevention and problem solving work.



We will be there when and where they need us most.

We will protect them from harm, especially the most vulnerable.

Making our communities safer; helping them to be stronger



Benefits of being a PCSO

What we can offer:

- A wealth of experience, policing busy town centres, and vibrant night times, two football stadiums as well as numerous tourist destinations
- Competitive salary and allowances which are aligned to the Terms and Conditions of Employment agreed in line with the Police Staff Council (PSC) of England and Wales
- A defined benefits Police Staff Pension (CARE)
- Excellent CPD with extensive training and development opportunities
- Access to a Flexible Benefits Portal offering financial discounts on a range of health, wellbeing and lifestyle items
- Support and advice from Health and Wellbeing professionals
- Access to a range of Staff Networks for guidance and support
- Access to a range of financial services such as Charitable Trust and Police Mutual
- Access to Police Treatment Centres (PTC) for an annual payment

A Day in the Life of a...

Police Community Support Officer



School Liaison Officer & PCSO Lindsey Blackburn shares a typical day...

Every day must start with coffee – but after that no two days are the same.

As a School Liaison Officer, I work in schools right across Cleveland. The aim of the role is to engage with staff and students; helping to break down barriers between young people and the police through regular engagement. We look to identify current and local issues and provide educational presentations to help young people make the 'right choice.'

A typical day involves arriving at the office at 7.30am to check emails before preparing for the day ahead. I leave the office to attend my first school for around 9am.

My first visit is to a primary school for a 'Chill with the Bill' session. This is a one-on-one reading session with children who have behavioural or educational needs, and/or who would benefit from regular contact with police, to help break down barriers.

Following the session, I head over to another primary school, to visit young children for Superheroes Week. I take lots of police uniform for the children to try on; and a police car so that they can be a 'Police Interceptor' and turn on the sirens. We end with questions and discuss tips for staying safe.

After lunch, I head to a secondary school for another 'Chill with the Bill' session with students who, again, may have additional needs. In a very informal setting, we discuss current local issues, focusing on the law and consequences.

The 'Mini Police' project is my final input, which includes sessions such as 'Learning the Law' and 'Community Engagement'. All pupils receive a uniform to wear and take responsibility for their school community and the community where they live, work and play.



RECRUITING 9TH MAY

Visit www.cleveland.police.uk/careers

A Day in the Life of a...

Police Community Support Officer



PCSO Andrew Latham shares a typical day on duty...

It is important to be dressed in full uniform prior to parade. The Sergeant will go through the daily briefing with the team, highlighting anyone of significance in the local area.

I then get started with responding to emails, and update myself on any incidents which have happened in the area that I patrol.

I then patrol the crime hotspots in the area. My primary role is to engage with the public, which is essential for intelligence gathering. I also visit local shops to offer crime prevention advice and support retail staff with deterring and preventing retail crime. I contact partner agencies and Councillors to maintain working relationships and build networks, enabling a multi-agency approach to tackling problems.

As I patrol, members of the public approach me to discuss issues such as drugs activity. I record any information that would be classed as intelligence and if a crime needs to be reported then I advise people to call 101. I listen to my radio constantly for any incidents that I can attend and assist.

I carry out door to door enquiries following incidents and record any lines of enquiry so that these can be progressed.

I have my meal break, then patrol the hotspot areas again. This high visibility presence provides reassurance and allows me to engage with the local community and gather intelligence, whilst looking for suspects. If I identify that any act or offence goes further than my allocated powers then I am able to request the presence of a police officer, who then takes over the enquiry.

Around half an hour prior to the end of the shift I return to the office and update and record all of the daily patrols. The team then has a de-brief to share any issues that we have encountered during the last part of the day...before leaving for home, ready to start again the following day!



RECRUITING 9TH MAY

Visit www.cleveland.police.uk/careers

The Recruitment Process

At the end of each stage of the recruitment process you will be notified whether or not you have been successful and therefore eligible to proceed to the next stage.

The Recruitment Stages

Stage 1	Application Form
Stage 2	PCSO Assessment Centre
Stage 3	Final Interview
Stage 4	Pre-employment checks

Further information in respect of the PCSO Assessment Centre process and preparation material can be found on [the College of Policing website](#) under the Police Recruitment Standards section.

The Recruitment Stages

Stage 1 — Application Form

The Cleveland Police application form will be hosted on our e-recruitment system. Please ensure you complete the application form fully. It is very important that you follow the instructions and submit the form within the required timescales, please note that incomplete forms will not be accepted.

You will receive a notification regarding the outcome of your application and if you are successful you will be invited to attend an Assessment Centre.

Stage 2– PCSO Assessment Centre (Wilton Centre, Redcar)

We run the Assessment Centres over a weekend and you will be required to attend on only one of the days. Please note that you will be responsible for making your own travel arrangements.

It is important when deciding to apply for the role of a PCSO that you can attend one of the Assessment Centre dates, as no dates outside of these will be available.

The Recruitment Process cont...

The PCSO Assessment Centre consists of:

- 20 minute competency based interview
- Two written exercises
- Two interactive role play exercises

These exercises are designed to test your ability to think on your feet, make quick decisions based on sound judgement and also measure your basic numeracy and literacy standards.

You will be required to provide identification documents following the guidelines in Appendix 1.

NB: If you do not bring these with you, you will not be allowed to progress any further with the application process.

If you are successful at this stage, you will then be invited to attend an interview with members of Cleveland Police.

Stage 3 – Final Interview

The Force has adopted the Policing Professional Framework (PPF) in Appendix 2, for recruitment and selection and candidates will be scored against the relevant personal qualities for the role:

- Serving the Public
- Openness to Change
- Service Delivery
- Professionalism
- Decision Making
- Working with Others

The final interview will be a series of competency based style of questions focussing upon:

- Key aspects of the PPF at Practitioner Level (Appendix 2)
- The Cleveland Police Vision (Towards 2020)
- Ethics and Integrity (Code of Ethics)

The Recruitment Process cont...

Stage 4 – Pre-employment checks

Pre-employment checks will be undertaken for those candidates who have been successful at interview and will consist of:

- Medical Questionnaire/Assessment
- Biometric Vetting and Security Clearance (Vetting) Checks
- Substance Misuse Testing
- References

It is important to note that the application form is competency based and through this we are looking for qualities you have or may develop to carry out the role.

Your answers will decide whether your application progresses to the next stage.

Final Advice

Please give specific examples of what you SAID or DID on a given occasion so we can see exactly how you behaved.

Remember to:

- Read the question fully
- Take your time
- Avoid jargon, abbreviations
- Be honest
- Check spelling and grammar
- Proof read all

Our suggestion is to research the STAR approach to recruitment which covers a situation, task, action and result approach.

The FAQs are an extremely important part of this guide so please fully read through prior to starting the application process (Appendix 4)

Useful Links....

The following URLs are provided to help you research key topics contained within this guide and direct you to the best sources of information:

Cleveland Police PCSO Home-Page:

<https://careers.cleveland.police.uk/PCSOs/index.aspx>

College of Policing PCSO Home-Page:

<http://recruit.college.police.uk/pcso/Pages/default.aspx>

College of Policing Guidance on PCSO Assessment Centre:

<http://recruit.college.police.uk/pcso/after-I-apply/Pages/default.aspx>

Code of Ethics Information:

[http://www.college.police.uk/What-we-do/Ethics/Pages/archive DO NOT DELETE/Code-of-Ethics.aspx](http://www.college.police.uk/What-we-do/Ethics/Pages/archive_DO_NOT_DELETE/Code-of-Ethics.aspx)

Appendices

Guide to Identification Documents

Appendix 1

In order to comply with our requirements you need to provide **one** of the original documents listed below from **List A** or a **combination** of documents listed below in **List B** for us to see and copy prior to your interview.

LIST A

- A passport showing that the holder is a British Citizen, or has a right of abode in the United Kingdom
- A document showing that the holder is a national of a European Economic Area country or Switzerland. This must be a national passport or national identity card
- A residence permit issued by the Home Office to a national from a European Economic Area country or Switzerland
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as a family member of a national from a European Economic country or Switzerland who is resident in the United Kingdom
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay
- A passport or other travel documents endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work offered if they do not have a work permit
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment

LIST B

- A document giving a permanent National Insurance Number and name. This could be a P45, P60, National Insurance card or a letter from a Government Agency

Together with one of the following:

- A full birth certificate issued in the United Kingdom, which includes the names of the holders parents **OR**
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland **OR**
- A full adoption certificate issued in the UK stating the name(s) of at least one or your parents **OR**
- A full adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **OR**
- A certificate of registration or naturalization stating the holder is a British citizen **OR**
- A letter issued by the Home Office to the holder which indicates that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay **OR**
- An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay **OR**
- A letter issued by the Home Office to the holder which indicates that the person named in it can stay in the United Kingdom **AND** this allows them to do the type of work offered to them **OR**
- An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay in the United Kingdom **AND** this allows them to do the type of work offered to them

Personal Qualities and Behavioural Indicators**Serving the public**

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour.

Personal Qualities and Behavioural Indicators**Professionalism cont...**

Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand.

Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.

Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion.

Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

- ♦ Accountant
- ♦ Airline pilot
- ♦ Articled clerk of a limited company
- ♦ Assurance agent of a recognised company
- ♦ Bank/building society official
- ♦ Barrister
- ♦ Chairman/director of a limited company
- ♦ Chiropodist
- ♦ Commissioner of oaths
- ♦ Councilor (local or county)
- ♦ Civil servant (permanent), but not someone who works for IPS
- ♦ Dentist
- ♦ Director/manager of a VAT-registered charity
- ♦ Director/manager/personnel officer of a VAT-registered company
- ♦ Engineer (with professional qualifications)
- ♦ Financial services intermediary (eg a stockbroker or insurance broker)
- ♦ Fire service official
- ♦ Funeral director
- ♦ Insurance agent (full time) of a recognised company
- ♦ Journalist
- ♦ Justice of the Peace
- ♦ Legal secretary (fellow or associate member of the Institute of Legal Secretaries and PAs)
- ♦ Licensee of a public house
- ♦ Member, associate or fellow of a professional body
- ♦ Member of Parliament
- ♦ Merchant Navy officer
- ♦ Minister of a recognised religion (including Christian Science)
- ♦ Nurse (RGN and RMN)
- ♦ Officer of the armed services (active or retired)
- ♦ Optician
- ♦ Paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)
- ♦ Person with honours (an OBE or MBE, for example)
- ♦ Pharmacist
- ♦ Photographer (professional)
- ♦ Police officer
- ♦ Post Office official
- ♦ President/secretary of a recognised organisation
- ♦ Salvation Army officer
- ♦ Social worker
- ♦ Solicitor
- ♦ Surveyor
- ♦ Teacher, lecturer
- ♦ Trade union officer
- ♦ Travel agent (qualified)
- ♦ Local government officer/manager/ personnel officer (of a limited company)
- ♦ Valuer or auctioneer (fellows and associate members of the incorporated society)
- ♦ Warrant Officers and Chief Petty Officers

Welcome to our selection of Frequently Asked Questions in relation to the role of **Police Community Support Officer (PCSO)**. Click on the below questions to view the relevant answers within the document:

Section 1 - Helping to understand the role and recruitment process

[Is there any essential criterion that needs to be met prior to applying for the role?](#)

[What are the timelines of applying if I have failed part of a previous recruitment process in the past?](#)

[Can I apply to become a PCSO, Police Officer and a Special Constable at the same time?](#)

[Can I apply to different forces at the same time?](#)

[If I have applied to become a PCSO with another Force and passed the shortlisting, can I transfer my application to Cleveland?](#)

[I have passed the SEARCH assessment centre with another Force - can I transfer my score to Cleveland?](#)

[If I have pre-booked holidays will they be honoured?](#)

[What is the Code of Ethics and how does it fit into the recruitment process?](#)

[Do you allow for any reasonable adjustments linked to the recruitment process?](#)

Section 2 - Helping to understand current eligibility

[What if I have not passed my driving test?](#)

[Are there any other driving requirements I need to take into consideration?](#)

[Are there any age limit restrictions?](#)

[What do the level 2 qualifications consist of as mentioned in answer 1?](#)

[What are the countries of the European Economic Area \(EEA\) from which applicants may apply?](#)

[What medical assessments are undertaken in relation to the role?](#)

[How physically fit do I need to be to undertake the role?](#)

[What fitness levels are necessary to fulfil the role?](#)

[What are the eyesight/vision requirements for the role?](#)

[What if I have any facial piercings?](#)

[What if I have a tattoo or multiple tattoos?](#)

[How do you check if applicants have substance misuse issues?](#)

[What other vetting checks will be made when applying for the role?](#)

[Are the vetting checks just about the applicant?](#)

[What references do I need to give and when do you request them?](#)

[I have been living abroad within the last 3 years, can I still apply?](#)

[What if I was a member of the British National Party, could I still apply?](#)

[If I was a School Governor, could I continue to be so?](#)

[What if I have a relative who is a magistrate?](#)

[What if I have a general conviction?](#)

[What if I have a charge I am not yet convicted of?](#)

[Can I still continue through the recruitment process if I hold political office or take an active part in politics?](#)

[How can my application be rejected because of my occupation/business interests?](#)

[What if I am a member of the HM Forces?](#)

[What financial circumstances could affect my application?](#)

Section 3 - Successful Candidates

[What security checks would be undertaken if I was successful at interview?](#)

[What happens if the security checks find something?](#)

[What can I look forward to receiving if I am successful?](#)

[What is included in the initial training for successful candidates?](#)

[Will I be issued with a contract of Employment?](#)

[How and when will I be paid?](#)

[What shifts would I be working?](#)

[What would my annual leave be?](#)

[Once successful, if there is a need can I transfer to another force?](#)

[Do I need to sign the Official Secrets Act?](#)

Section 1 – Helping to understand the role and recruitment process

Is there any essential criterion that needs to be met prior to applying for the role?

Yes there are, you need to be able to demonstrate all of the below four elements:

A level 2 Qualification or equivalent within the meaning of Section 3 of the Education and Skills Act 2008

You must be 18 years or over when you submit an application form

Be a British citizen, a citizen of a country that is a member of the European Economic Area (EEA) or Switzerland. If you are a citizen of a country outside of the EEA, you need to demonstrate you have a legal right of residence in the UK free of any restriction, i.e. indefinite leave to remain without restriction

Not be registered bankrupt or subject to current County Court Judgements (CCJs)

What are the timelines of applying if I have failed part of a previous recruitment process in the past?

Applications will not be accepted from anyone who has failed any part of the PCSO or police officer recruitment process within 6 months of being officially advised that they had failed a section of the process

Can I apply to become a PCSO, Police Officer (PO) and/or a Special Constable (SC) at the same time?

Some of the assessment centre processes for PCSO and PO roles are the same so you cannot apply for them concurrently or within 6 months of failing any element. The SC assessment centre is different so a candidate is permitted to have 1 application to a Force for PCSO and 1 application to a Force for SC at the same time however, [you cannot undertake both roles at the same time](#)

Can I apply to different forces at the same time?

You are not able to apply to another Force, who conducts the SEARCH assessment centre at the same time for either a PCSO or police officer role.

If I have applied to become a PCSO with another Force and passed the shortlisting, can I transfer my application to Cleveland?

No, to apply for Cleveland you must withdraw from the other Force and would need to start the competitive process from the beginning

I have passed the SEARCH assessment centre with another Force - can I transfer my score to Cleveland?

We would advise per campaign if Cleveland Police are willing to accept a transfer of assessment centre score. If, when we are advertising, you have queries on your own personal circumstances, please contact the Recruitment Team on 01642 301234 (option 2).

If I have pre-booked holidays within the training period will they be honoured?

As training is specialised and specifically planned in it can be difficult to honour so this would happen only for exceptional circumstances.

What is the Code of Ethics and how does it fit into the recruitment process?

The Code of Ethics is the written guide from the College of Policing (CoP) to the principles that every member of the policing profession of England and Wales is expected to uphold and the standards of behaviour they are expected to meet.

The Code of Ethics is intended to be used on a day-to-day basis to guide behaviour and decision-making and has been written "by" policing "for" policing.

The Code of Ethics will play a practical role in guiding the behaviour of everyone in policing, rather than being something that is only turned to later when unprofessional behaviour crosses the threshold into misconduct.

The emphasis is on what good policing looks like and how ethical PCSOs, police officers and staff behave, rather than on managing misconduct.

Everyone in policing is expected to take ownership of the Code of Ethics. Individual chief constables will decide how they will embed the Code of Ethics in their forces.

Please note that an element of Police recruitment processes may be around the Code of Ethics.

Do you allow for any reasonable adjustments linked to the recruitment process?

The police service is an equal opportunities employer and ensures that no applicant or employee is treated more or less favourably on the grounds of gender, sexual orientation, age, marital status, race, colour, nationality, ethnic or national origins, creed, religion or disability.

It is important to be truthful within your application form particularly around disabilities where we can agree to reasonable adjustments so as not to unreasonably disadvantage disabled people.

All information provided will be treated in the strictest confidence and will not affect your job application.

Section 2 - Helping to understand current eligibility

What if I have not passed my driving test?

You are eligible to apply if you have not passed your driving test

Are there any other driving requirements I need to take into consideration?

There are no other driver requirements to take into consideration

Are there any age limit restrictions?

You need to be 18 at the point of application

What do the level 2 qualifications consist of as mentioned in answer 1?

GCSEs in 5 subjects graded A* - C

NVQs at level 2

Level 2 VQs

BTEC awards, certificates and diplomas at level 2

Functional Skills level 2

Key Skills level 2

Higher Diploma

Skills for Life

What are the countries of the European Economic Area (EEA) from which applicants may apply?

You can still apply to become a PCSO as long as you are an EEA National or Swiss National. Commonwealth citizens and Foreign Nationals are required to have leave to enter or leave to remain in the UK for an indefinite period

Please also note that although Bulgaria and Romania are members of the EEA, their citizens are not automatically entitled to remain in the United Kingdom. Therefore citizens from Bulgaria and Romania are also required to have leave to enter and leave to remain in the UK for an indefinite period

Countries of the European Economic Area include:

Austria	Czech Republic	Greece	Luxembourg	Slovakia
Belgium	Denmark	Hungary	Malta	Slovenia
Bulgaria	Estonia	Ireland	Netherlands	Spain
Croatia	Finland	Italy	Poland	Sweden
Cyprus	France	Latvia	Portugal	United Kingdom
	Germany	Lithuania	Romania	

What medical assessments are undertaken in relation to the role?

A medical assessment will generally be carried out by our Occupational Health team. Checks will consist of:

BMI

Eye sight test

Colour vision

Lung function

Hearing

You will be asked to complete a confidential medical history questionnaire, which may need to be validated by your GP.

Once you have been declared medically fit we will then progress your application to the next stage

How physically fit do I need to be to undertake the role?

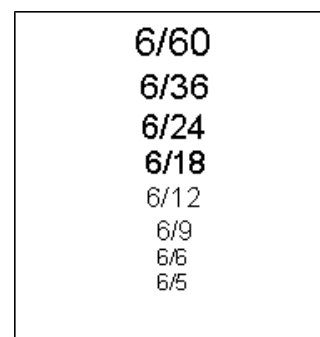
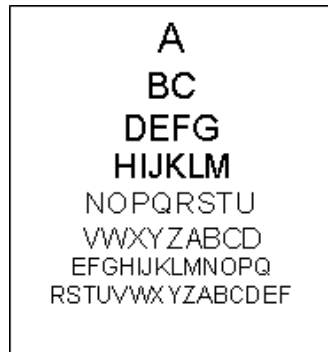
There is currently no requirement to complete Officer Safety Training (OST) which would have involved attainment of a level 5:4 on the multi-stage fitness test however it is expected that you will maintain a sufficient level of fitness.

What fitness levels are necessary to fulfil the role?

You will be required to complete a medical questionnaire and dependant on the answers you may require an appointment with the Force Medical Advisor

What are the eyesight/vision requirements for the role?

You may have seen a chart like the diagrams below at your opticians. The actual chart is much larger and is read from a distance of six metres. Eyesight/vision requirements have recently been updated by the Home Office. Click on the attached link to view the guidance: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/607874/2017_04_05_Annex_A_Reg_10.pdf



What if I have any facial piercings?

Facial piercings are not an automatic bar from application. However the prominence and location of facial piercings will be considered as to whether they undermine the dignity and authority of the PCSO and whether there may be implications for an officer's safety. As part of your application you will be asked if you have any facial piercings and if the answer is yes, you will be required to upload a photograph. The photograph should not be more than 1MB in size.

If not acceptable you will not be able to continue with your application

What if I have a tattoo or multiple tattoos?

Tattoos are not acceptable if they are particularly prominent, garish, and offensive, or if they undermine the dignity and authority of the role

You will be asked as part of your application if you have a tattoo on your face, neck, forearms or hands and if you answer yes, you will be asked to provide a brief description and attach two digital photographs of each visible tattoo:

1. A distance photograph to clearly identify where on the body the tattoo is
2. A close up photograph to clearly identify the image(s)

Each photograph should not be more than 1MB in size
If not acceptable you will not be able to continue with your application

How do you check if applicants have substance misuse issues?

We undertake a drug test as part of the medical process for new recruits which entails hair being taken and sent for analysis

What other vetting checks will be made when applying for the role?

We will carry out security checks on you and you will be required to provide details to enable us to do so

Are the vetting checks just about the applicant?

No. Following the shortlisting, assessment centre and interview process we will be asking questions about your wider family members and what their relationship is to the applicant along with their addresses. This could include spouse or partner, parents, step parents and partners, children and siblings. The details will be viewed by the Force Vetting Officer

What references do I need to give and when do you request them?

At the point of success, references will be sought from previous employers for a period covering 3 years or 2 employers reference, unless deemed necessary to ask for further information, a character reference may also be sought

I have been living abroad within the last 3 years, can I still apply?

Yes, though you may not be eligible to join. Police forces would ensure they obtain adequate and satisfactory vetting information on all applicants. Therefore if an applicant has recently resided abroad, forces will ensure they have obtained a 3 year checkable history. This applies to all applicants including UK nationals who have been living abroad

What if I was a member of the British National Party, could I still apply?

No, as Police Regulations 2003 prohibit any officers or staff from becoming members of organisations whose aims and objectives may contradict the duty to promote race equality

If I was a School Governor, could I continue to be so?

You may serve as a member of the schools main Governing Body, in your official or private capacity, however you must advise the Force via a Business Interest Form for this to be recorded and approved. You could not continue in the role of Treasurer or be responsible for the dismissal of staff

What if I have a relative who is a magistrate?

You need to report the circumstances to the Force

What if I have a general conviction?

Any offences committed as an adult or juvenile which resulted in a prison sentence (including custodial, suspended or deferred sentence and sentences served at a Young Offenders Institution or community home) would impact on the recruitment process.

Cautions including reprimands and final warning, for recordable offences or Juvenile convictions within the last 5 years may also impact.

Please view the further information below as a guide regarding Criminal Convictions.

Applications will not be accepted if an applicant of any age has been convicted or cautioned for an offence such as murder, manslaughter, rape, kidnapping/abduction, treason, involvement in espionage, terrorism or sabotage, hostage taking, hi-jacking or torture, any offence involving 'causing death by', firearms offences, incest, sexual activity with a child or domestic violence offences and monitored hate crime.

In general, applications will also be rejected if an applicant has committed any offence (as an adult or juvenile) which resulted in a prison sentence, including custodial, suspended or deferred sentence and sentences served at a young offender's institution or community home.

Your application is likely to be rejected if you have been involved in any of the following (unless there are exceptional and compelling circumstances):

- Offences involving serious violence or injury (including Grievous Bodily Harm (GBH) and Actual Bodily Harm (ABH))
- Offences involving unsolicited violence towards others
- Unlawful possession of weapons, firearms or going equipped to steal
- Gross indecency and acts of indecency
- Abuse or neglect of children
- Public Order offences such as involvement in riot, violent disorder, affray, causing intentional harassment, alarm or distress
- Racially motivated or homophobic offences
- Burglary and offences which involve elements or acts of dishonesty, corruption, substantial financial gain or serious loss to anyone including theft, fraud and deception
- Serious involvement in drugs including possession of a Class A drug (heroin, morphine) or more than one Class B drug (amphetamines) and/or supplying drugs of any kind
- Reckless or dangerous driving or one offence of drink driving, drunk in charge, or drugs driving, within the last ten years
- Other serious motoring offences such as convictions within the last five years, driving without insurance, failing to stop after an accident or driving whilst disqualified
- More than three endorseable traffic convictions (including fixed penalties) and/or two or more convictions for regulatory offences such as failure to renew vehicle excise licence within the last five years
- Criminal damage

What if I have a charge I am not yet convicted of?

When an outstanding charge or summons is disclosed the application will be placed on hold until the outcome is known, at which point it may be considered

Can I still continue through the recruitment process if I hold political office or take an active part in politics?

The position regarding a PCSO is that they should not take an active part in politics

How can my application be rejected because of my occupation/business interests?

You must declare any other employment for hire or gain or any other business interests that you intend to maintain, when you apply to become a PCSO

A decision on whether you meet the eligibility criteria will be made on the basis of the full information provided during the recruitment and selection process.

If you, your spouse or a relative holds or has a financial interest in any licence or permit relating to liquor licensing, refreshment houses or betting and gaming or regulating places of entertainment in the area of the police force in question, you may not be eligible for appointment

What if I am a member of the HM Forces?

Applicants from members of the services who have 12 months or more before discharge may still be accepted, at the discretion of the Chief Constable

You should enclose confirmation of your projected date of discharge

Due to the nature of employment with HM Forces, it must be emphasised that security checks will be made with the appropriate military authority at an early stage in the recruitment process

It is at the discretion of the Chief Constable as to whether successful applicants are allowed to remain on the Reserve List

What financial circumstances could affect my application?

Applicants will have their financial status checked. These checks are carried out because PCSOs have access to privileged information, which may make them vulnerable to corruption. Applicants with outstanding County Court Judgements (CCJs) or who have been registered bankrupt with outstanding debts will be rejected

Applicants who have discharged County Court Judgements may be considered

Applicants who have been registered as bankrupt and their bankruptcy debts have been discharged will only be considered three years from the discharge of the debt and will need to provide a Certificate of Satisfaction

Section 3 - Successful Candidates

What security checks would be undertaken if I was successful at interview?

Security checks will be undertaken to enable an assessment to be made as to the suitability of the applicant to gain access to police assets, premises, and information. Checks will be conducted on applicants and close family members, and any other individuals identified as appropriate during the course of police enquiries. Checks will be undertaken by accessing national and local police systems, and financial information (For PCSOs, Police Officers, Special Constables and those Police Staff with access to operational/confidential police systems).

Information supplied will be managed confidentially, securely and in accordance with the General Data Protection Regulations 2018. Personal data will be retained in accordance with retention periods established through the National Guidance of Management of Police Information, where after it will be disposed of securely

Appointment to the Force will not be confirmed until all checks have been carried out to the satisfaction of the Chief Constable

What happens if the security checks find something?

The Force Vetting Manager will be advised immediately and the details forwarded to the Force.

This information will be assessed by the Force and a summary of circumstances forwarded to the Force Vetting Manager to enable a decision on vetting to be made

What can I look forward to receiving if I am successful?

The programme will include learning in both classroom and workplace settings. Consisting of a structured training programme focussing in conflict resolution, personal safety training and duty requirements, to achieve the confidence and skills for independent patrol. There will also be a tutoring period to assess competency levels – the probationary period is 6 months

- Provision of a uniform
- A wealth of experience, policing busy town centres, and vibrant night times, two football stadiums as well as numerous tourist destinations
- Terms and Conditions of Employment agreed in line with the Police Staff Council (PSC) of England and Wales
- Police Staff Pension (Career Average)
- Training and development opportunities
- Access to a Flexible Benefits Portal offering financial discount on a range of health, wellbeing and lifestyle items
- Support and advice from Occupational Health and a range of staff associations. As well as access to a range of services such as Charitable Trust and Police Mutual

- Access to Police Treatment Centres (PTC) for an annual payment

What is included in the initial training for successful candidates?

PCSOs will be required to undertake a period of learning of approximately 10 weeks that will enable them to develop the necessary knowledge, understanding, skills and qualities to perform the role of PCSO effectively and efficiently. The initial learning programme is underpinned by the aims, objectives and learning outcomes of the National Police Curriculum owned by the College of Policing. Induction and review periods will be planned accordingly at the periods of 1, 3 and 5 months.

Will I be issued with a Contract of Employment?

Yes, you will be issued with a Statement of Main Terms of Employment

How and when will I be paid?

You will be paid by Bank Credit **on the 15th day of each month** - two weeks in advance and two weeks in arrears

The current shift pattern for PCSOs covers 7 days a week during the hours of 9.00 am – 11.15 pm.

What would my annual leave be?

Annual leave is accrued with service, running from 1st April to 31st March. A full year's annual leave is 24 days but does increase after 5 years service; however leave is recorded in hours on commencement of employment and will be allocated on a pro-rata basis dependant on the start date. During your initial training your annual leave will be allocated in accordance with your training programme. Exceptions to this leave must be discussed with the training departments and a decision will be achieved as to whether these periods can be authorised

Once successful, if there is a need can I transfer to another force?

PCSOs wishing to transfer to another Force should advise the Chief Constable of this intention; however Forces will not accept transferees who are still in their probationary period.

Do I need to sign the Official Secrets Act?

Yes, you are subject to the Official Secrets Act for life and any infringement may make you liable for prosecution



**Good luck in completing
your application**