HMIC

Inspecting policing
in the **public interest**

**Anti-social Behaviour
Inspection Report**

**Dorset Police**

Dorset experiences a relatively lower level of anti-social behaviour (ASB) and a moderate level of crime per head of population.

**Our ASB review**
In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review of anti-social behaviour in England and Wales. This included asking victims about their experience of reporting ASB to the police, and inspecting the quality of the processes that forces use in tackling and responding to the problem.

Working with the Police Science Institute at Cardiff University, we then used these results to answer the question of how the police can best tackle ASB.

**What works?**
Forces have the best chance to give victims a good service if they do three key things:
- Brief all relevant officers and staff (including neighbourhood policing teams, officers who respond to emergencies and CID officers) regularly and thoroughly about local ASB issues;
- Regularly gather and analyse data and information about ASB places, offenders and victims in their area, and use this information to allocate resources to tackle the problems; and
- Provide their neighbourhood policing teams with the right tools and resources to tackle ASB, and then monitor the plans the teams put in place to resolve local ASB issues.

This is how Dorset Police is performing in these areas.

**Are all relevant officers and staff regularly and thoroughly briefed about local ASB issues?**
Response officers and safer neighbourhood team (SNT, the Dorset Police term for Neighbourhood Policing Teams) staff are regularly briefed together about ASB issues, predominantly using an automated system, but staff and managers often trawl systems manually to identify local ASB issues. The amount of detail imparted during briefings varies widely across the force, and CID officers were not involved in briefings at the stations visited during the inspection. Good staff morale was evident across the force.

**Is the force using ASB information to target its work in tackling ASB?**
Performance on tackling ASB is managed by analysing relevant data and information to identify problem areas, but the current focus is directed at ASB offenders and locations and does not include information on repeat and vulnerable victims. The force is working to urgently improve the way data is managed, but the terminology and paperwork used currently varies across the force. Greater consistency would improve the ability to manage resources appropriately.

**Do neighbourhood policing teams have the right tools and resources to tackle ASB, and are the plans they put in place to resolve local ASB issues monitored?**
Many plans to tackle ASB are regularly reviewed and endorsed by SNT staff, but progress against them is inconsistently monitored. At Weymouth, police and local authority ASB caseworkers review plans to tackle ASB each month and appropriately pass their response to senior managers when required. However, local systems have been retained in many teams, reducing consistency across the county.
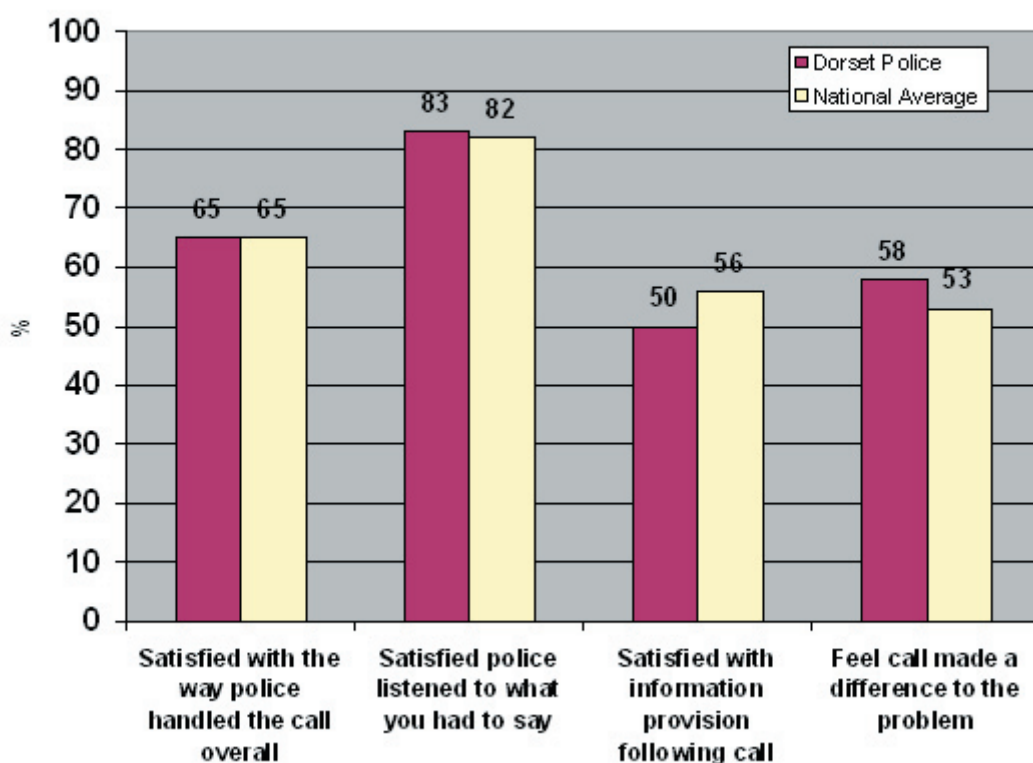
**Is ASB a priority for the force?**
ASB features in the key policing and partnership plans, but the level of resources devoted to ASB together with available data and information suggests that this commitment has not been converted into consistent activity among all staff and partners. ASB is often treated as any other incident.

**Results of the victim satisfaction survey**
We surveyed 112 people who reported ASB in Dorset during September 2009. They were asked a range of questions about their perceptions of ASB generally and their experience in reporting ASB to the police.

### Experience of reporting ASB



From the results, it can be seen that the force is performing broadly in line with the national average for the areas considered in the survey.

In addition to the above results, fewer than one quarter of those surveyed said that the fear of ASB would affect their daily routine. This is below the national average and is a good result for the force.