HMIC

Inspecting policing
in the **public interest**

Anti-social Behaviour
Inspection Report

Gloucestershire Constabulary

Gloucestershire experiences a relatively moderate 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 Gloucestershire Constabulary is performing in these areas.

Are all relevant officers and staff regularly and thoroughly briefed about local ASB issues?

ASB locations and offenders are part of the daily briefings given to response officers and Safer Community Team (SCT, the Gloucestershire Constabulary term for neighbourhood policing team) staff. However, this briefing needs to include repeat and vulnerable ASB victims and be provided to other relevant staff, including the CID.

Is the force using ASB information to target its work in tackling ASB?

Local assessments routinely identify ASB trends and issues. Decisions are made about where police resources should be targeted at daily and fortnightly management meetings. Action taken to address ASB is reviewed, however, meetings mainly focus on locations and offenders and do not adequately cover the allocation of resources to tackle the ASB problems reported by repeat or vulnerable victims.

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?

SCTs have received training in how to work with partners to develop plans to solve long-term ASB problems and it was evident that this learning was put into practice in tackling local policing priorities. HMIC found good examples of dealing with ASB by using a range of methods; for example, in Gloucester City the force worked with a range of partner agencies to tackle the ASB caused by street drinkers by securing and enforcing an 'alcohol-free' zone. Agreed actions and plans to solve problems are recorded and there was good evidence of supervisors consistently monitoring their progress. However, the way that supervisors document this clearly, either electronically or on paper based systems, is inconsistent.
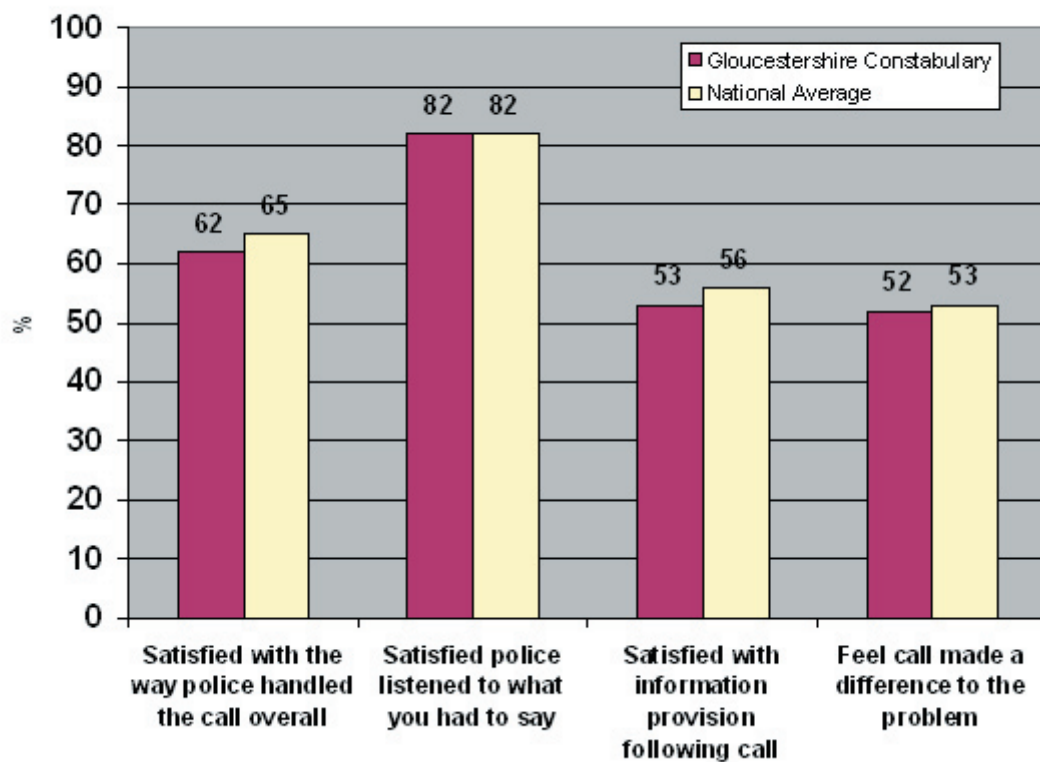
Is ASB a priority for the force?

ASB is a force priority and features in the policing plan and other relevant force documents. The force led a Gloucestershire county-wide review of ASB resulting in the Gloucestershire ASB Strategic Delivery Plan to tackle ASB issues. The level of resources devoted to ASB and the data and information analysed demonstrates a clear commitment to tackling ASB.

Results of the victim satisfaction survey

We surveyed 100 people who reported ASB in Gloucestershire 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.

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.