



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Hampshire Constabulary

The area covered by Hampshire Constabulary experiences relatively moderate levels of both anti-social behaviour (ASB) and 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 Hampshire Constabulary is performing in these areas.

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

The force is clear that tackling ASB should be the responsibility of all staff regardless of their role or main responsibility. Daily briefings often cover local ASB issues, and staff are expected to know about the issues highlighted. However, many response and CID staff see ASB as a matter only for the safer neighbourhood teams and are not always aware of local ASB issues in the areas where they work. This means CID and response staff might not be as well placed as possible to provide a good service to ASB victims.

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

Regular community meetings are held at which safer neighbourhood teams decide where officers should be assigned. The meetings are used to monitor local ASB trends. Specific actions are given to safer neighbourhood teams and partners to tackle neighbourhood priorities. This way of working is particularly strong in East Hampshire where imaginative and focused action is taken. However, the decisions made at these meetings are not always based on the most up to date information. Plans tend to focus on tackling ASB hotspots or offenders, rather than on the needs of victims. There is no specific focus on meeting the needs of repeat and vulnerable victims.

The force has developed two systems for allocating police resources to tasks, one that relates to the police alone and the other relating to the police working with local partners. There is a danger when using these systems together of duplicating tasks or of issues being missed on the assumption that they have been addressed by someone else.

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?

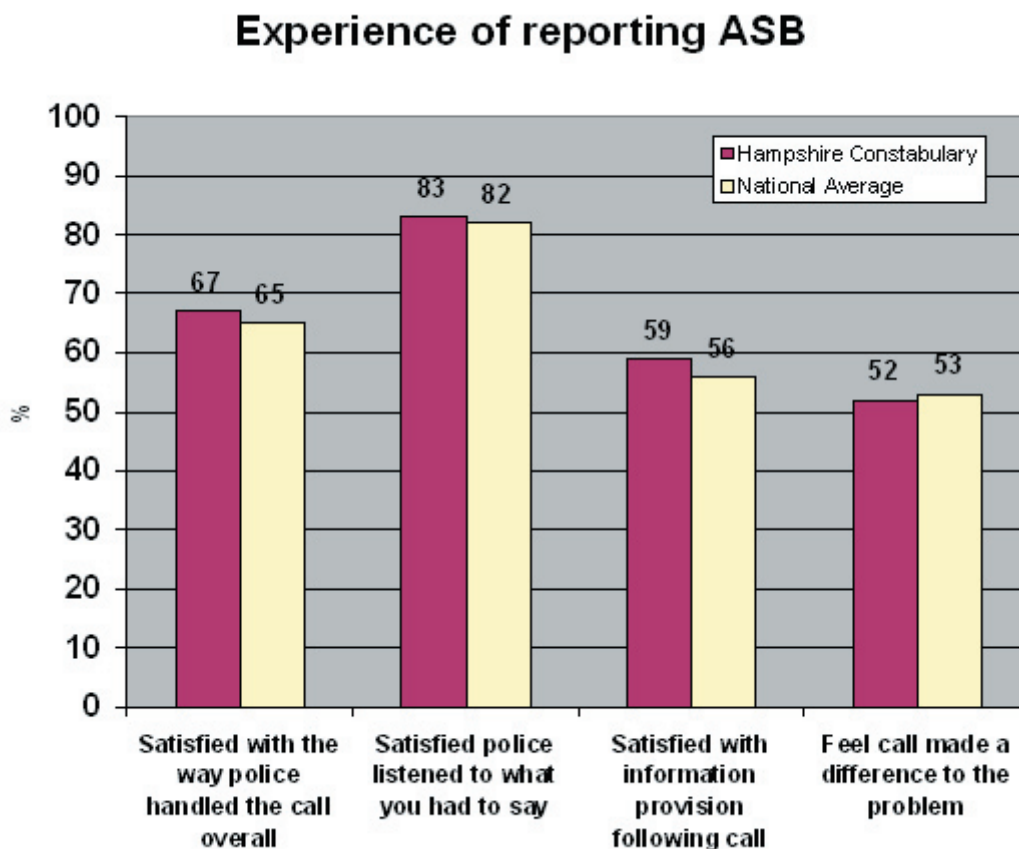
Safer neighbourhood teams use a wide range of methods to tackle local ASB issues including anti-social behaviour orders, dispersal orders and alcohol free zones. Teams work well with partners to tackle ASB problems. A concerted effort by police and partners to tackle ASB hotspots and known offenders in Petersfield earlier this year is a good example of a well co-ordinated joint operation that resulted in a drop in the number of ASB incidents.

Is ASB a priority for the force?

Tackling ASB is a local priority, and this is communicated well to staff. The level of police resources devoted to tackling ASB matches the force's commitment to treat ASB as a priority. The force ensures that information and intelligence on ASB is gathered, analysed and shared across the force. This is important as it enables the force to respond better to areas of local concern and to take steps to prevent ASB in the first place.

Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in Hampshire 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.

