



Inspecting policing  
in the public interest



## **Anti-social Behaviour Inspection Report**

**Lancashire Constabulary**

Lancashire 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 Lancashire Constabulary is performing in these areas.

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

Neighbourhood policing team (NPT) staff are kept up to date about ASB issues and emerging problems at daily morning meetings, shift briefings and regular meetings. They can also access an IT system which flags up local ASB problems and links to local policing priorities, and so provides constantly updated information at all times. In order to keep up to date with local ASB issues, some communications staff brief themselves at the start of their shift but this varies, and no formal briefings are held for these staff. The force needs to clarify who should receive briefings on ASB. At the moment, there is no consistency over whether CID and response officers attend briefings about local ASB issues.

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

The force uses a standard method of managing data and information to monitor ASB and this is well established and understood well by staff. Information on ASB repeat and vulnerable victims and hotspots is monitored daily and fortnightly through the monitoring meetings (at both a local and force level) where, the decision is made about which cases or issues should get extra resources. However, the force needs to improve how it uses the standard method of managing data and information to improve its service to vulnerable ASB 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?

HMIC found good evidence of the force working with partners to help solve long-term ASB problems; there was clear co-operation in the approach to tackling issues and many success stories were provided. HMIC also found that the force is effectively monitoring progress against action plans to address ASB. The force has an agreement with all 14 local authorities about tackling ASB. There are also a number of partnerships across Lancashire that all focus on dealing with and reducing ASB. These include a number of initiatives targeted at youth support.

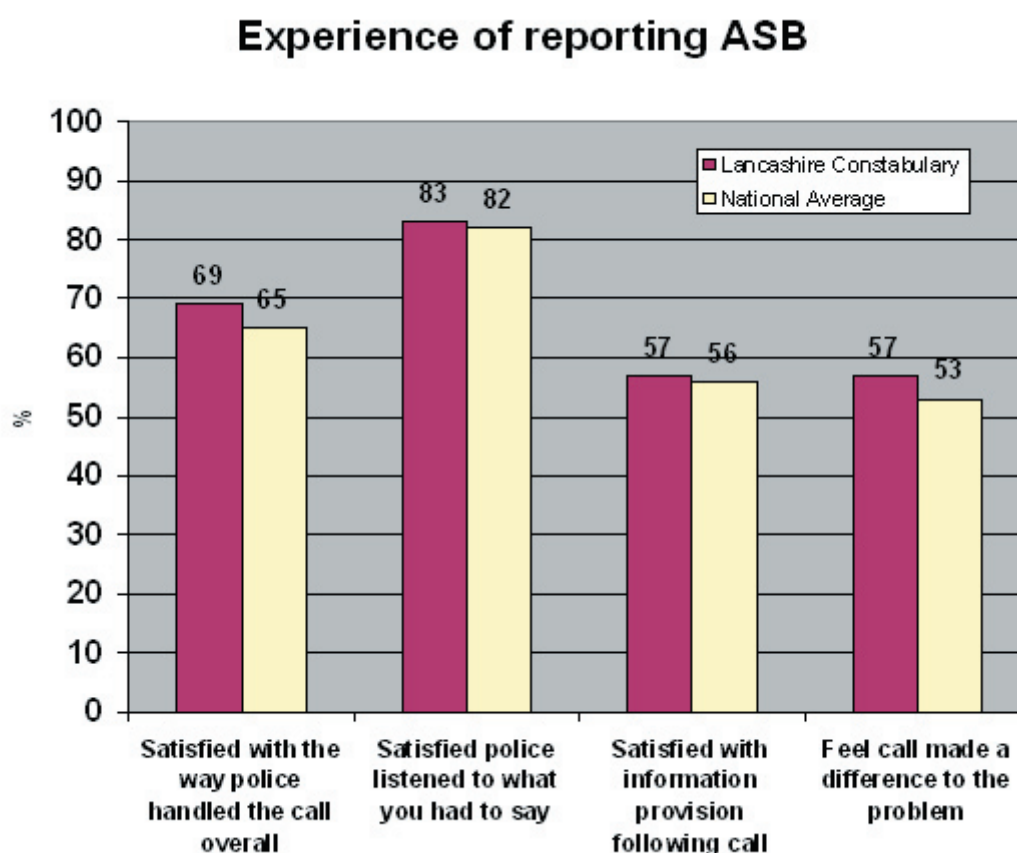
The force is also taking part in a Home Office pilot scheme which looks at innovative ways of reducing ASB.

## Is ASB a priority for the force?

ASB is a priority which features in the policing plan and other force documentation. Staff are aware of the importance of tackling ASB and take responsibility for it. The development of the 'ASB Pledge' by the Safer Lancashire Board (a group of partners), together with a further specific initiative which includes ASB, shows the high level of commitment to tackling ASB demonstrated by the force.

## Results of the victim satisfaction survey

We surveyed 102 people who reported ASB in Lancashire 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. All figures are similar to the national average unless stated.



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.

