



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Northumbria Police

Northumbria experiences a relatively higher level of anti-social behaviour (ASB) and a lower 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 Northumbria Police 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 briefed regularly about local ASB issues. However, HMIC found that this was not the case for response staff, and even less so for CID officers, although this varied across the force. Generally, where response staff and/or CID are based in the same premises as NPT colleagues, there was greater interaction on ASB issues.

Even within NPTs, the quality of the briefing varied across the force. In some teams, staff often relied on briefing themselves by searching IT systems for details of incidents in their locality, although it was found that not all officers were skilled in doing this.

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 when deciding where police resources should be allocated, on meeting the needs of repeat or vulnerable ASB callers and tackling ASB hotspots. However, this was not consistent across the force; for instance, some areas only looked to tackle repeat locations.

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?

NPTs have set procedures and IT systems for recording and evaluating which of the various tactics they choose to solve a particular ASB problem. However, these procedures and systems vary across the force, and the monitoring of actions was found to be inconsistent.

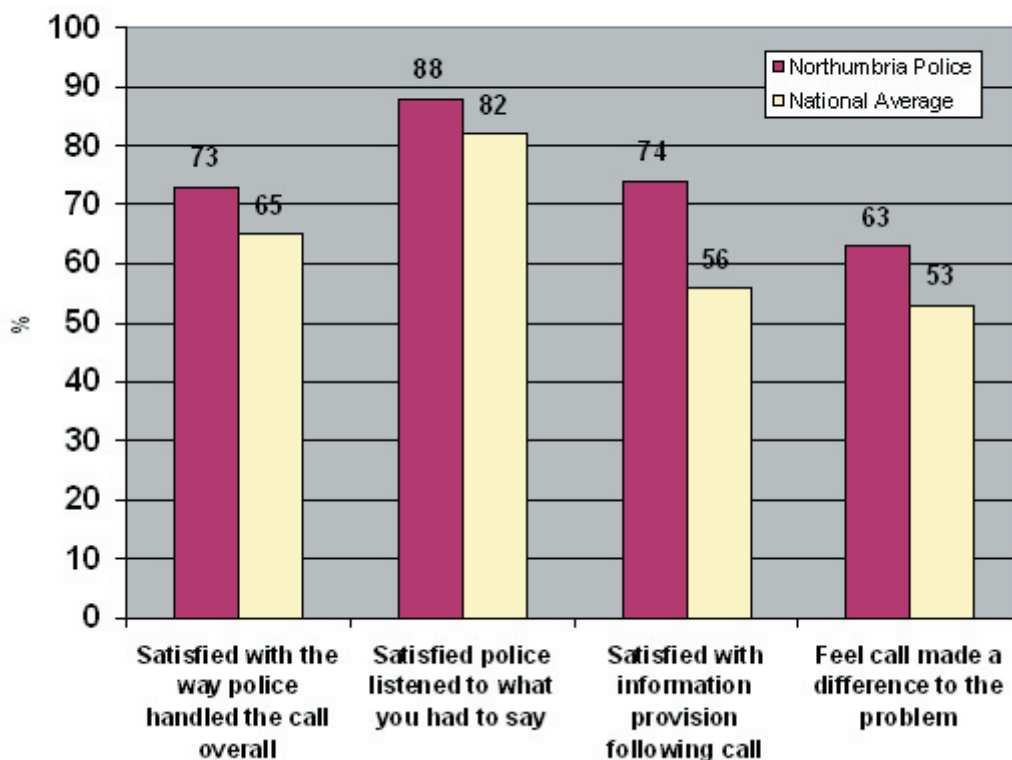
Is ASB a priority for the force?

ASB is a clearly stated force priority, and features in the policing plan and other force documentation, including a minimum standards charter and the Chief Constable's messages regarding ASB on the force's computer systems. The force has allocated significant resources to ASB and is currently carrying out a review to help with future work. The activity at both a senior management level and at a neighbourhood level shows that the commitment to tackling ASB is high.

Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in Northumbria 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, significantly more respondents than the national average were satisfied with the level of information provided after their call, and significantly more felt that their call had made a difference to the problem.

