



Inspecting policing  
in the public interest



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

**Staffordshire Police**

Staffordshire experiences a relatively higher 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 Staffordshire Police is performing in these areas.

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

ASB features in team briefings, which can be viewed on force computers, if required. Staff working in control rooms have daily briefings in which ASB is discussed. In addition, ASB is regularly raised at daily management meetings attended by representatives from all departments including intelligence, communications, CID, neighbourhood and response officers. If staff miss the daily briefing they must make sure they keep up to date with ASB issues, and supervisors verify that everyone is fully informed about ASB activity on their areas. The area detective inspector routinely takes responsibility for ASB cases where the victim has been identified as vulnerable.

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

When deciding how police resources should be allocated, the force considers information about ASB hotspots and repeat victims, and resources are targeted appropriately, for example, to tackle persistent offenders. Progress in tackling ASB is monitored. Plans to ensure appropriate care of vulnerable ASB victims are in place across the force, and these are referred to in management meetings. Daily updates on new developments are regularly included. However, HMIC found some inconsistency in the way officers were allocated and in plans to care for vulnerable victims; but these had already been identified through force internal checks, and improvements to resolve them are planned.

## 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?

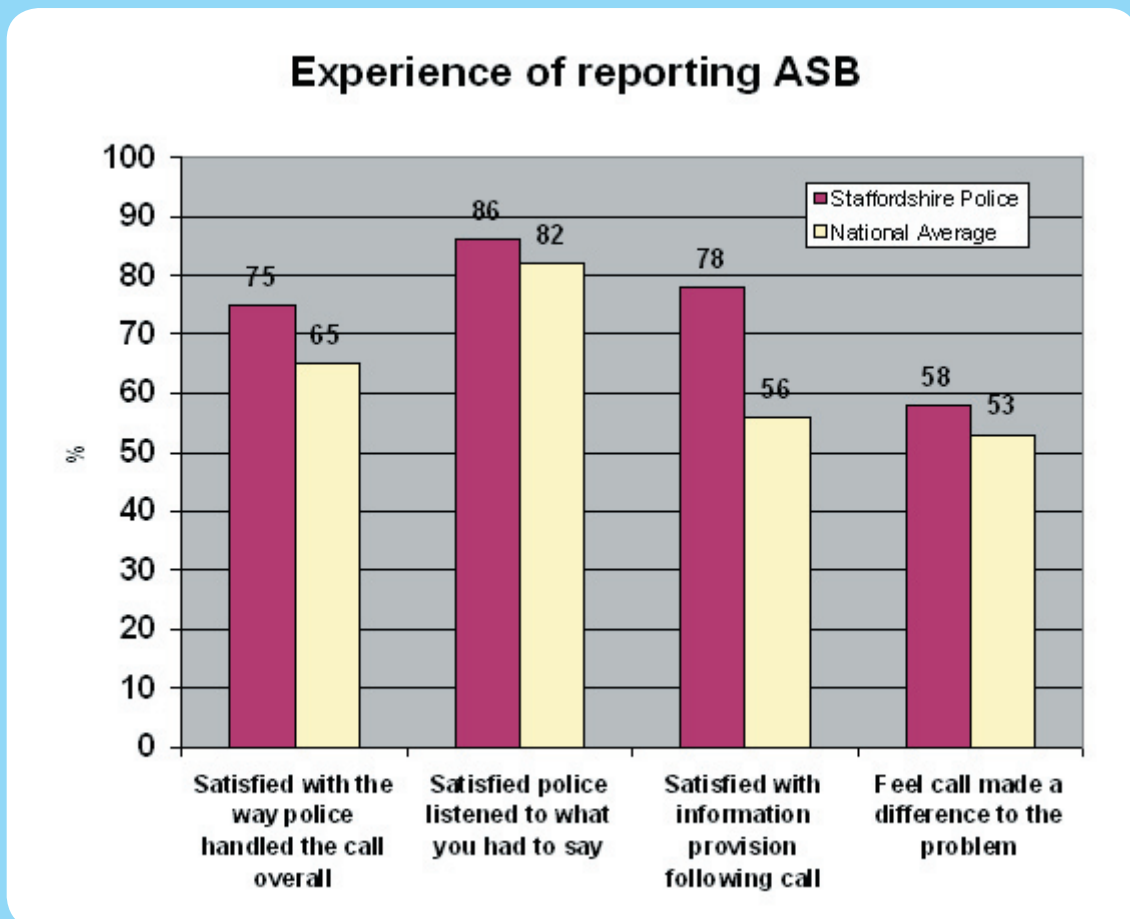
The force works well with partners and makes plans to solve long-term ASB problems. Staff have a good understanding of the options and tactics available to them in carrying out these plans. However, the IT toolkit that contains problem-solving plans is not consistently used across the force. It provides templates for problem solving and enables ASB incidents to be monitored and supervised, but does not always accurately reflect the options considered by staff, nor does it routinely show interventions by partners.

## Is ASB a priority for the force?

ASB is identified as a priority in the policing plan and dealing with it is seen as a priority throughout the force. All staff spoken to said that dealing with ASB was at the top of the force priorities. 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 105 people who reported ASB in Staffordshire 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.

In addition to the above results, almost two thirds of those surveyed said they had been a repeat victim on more than one occasion in the last year and this is significantly higher than the national average. The percentage of people satisfied with information provided following their call about ASB was significantly better than the national average and nearly all of those surveyed were satisfied with the way that they were treated by the police. This is a good result for the force.

