



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Warwickshire Police

Warwickshire experiences a relatively moderate 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 Warwickshire Police is performing in these areas.

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

Safer neighbourhood teams (SNTs, the Warwickshire Police term for Neighbourhood Policing Teams) are briefed on ASB. When supervisors are not on duty, staff brief themselves by directly accessing information from force IT systems. There was some evidence to suggest that response officers see ASB as an SNT issue and not part of their role – although this is less so in the rural areas. The force could consider developing how it briefs CID, response and SNT staff to include specific ASB issues, particularly concerning ASB locations, offenders and victims.

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

Performance is managed by analysing data and information about ASB to identify problem areas. Tactics that work in tackling ASB are regularly assessed. At daily management meetings, information about repeat victims is shared, but this does not include vulnerable victims.

The force has developed a process to identify ASB hotspots and victims who have made four or more calls for police assistance in a two-month period. This information is considered at daily meetings when deciding where police resources are to be allocated, as well as featuring in the Assistant Chief Constable's monthly meeting.

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?

SNTs have not received recent training on tackling long-term ASB problems and rely instead on the local expertise and experience of staff. There are some good examples of applying a range of tactics in tackling ASB in partnership with others, such as local authorities.

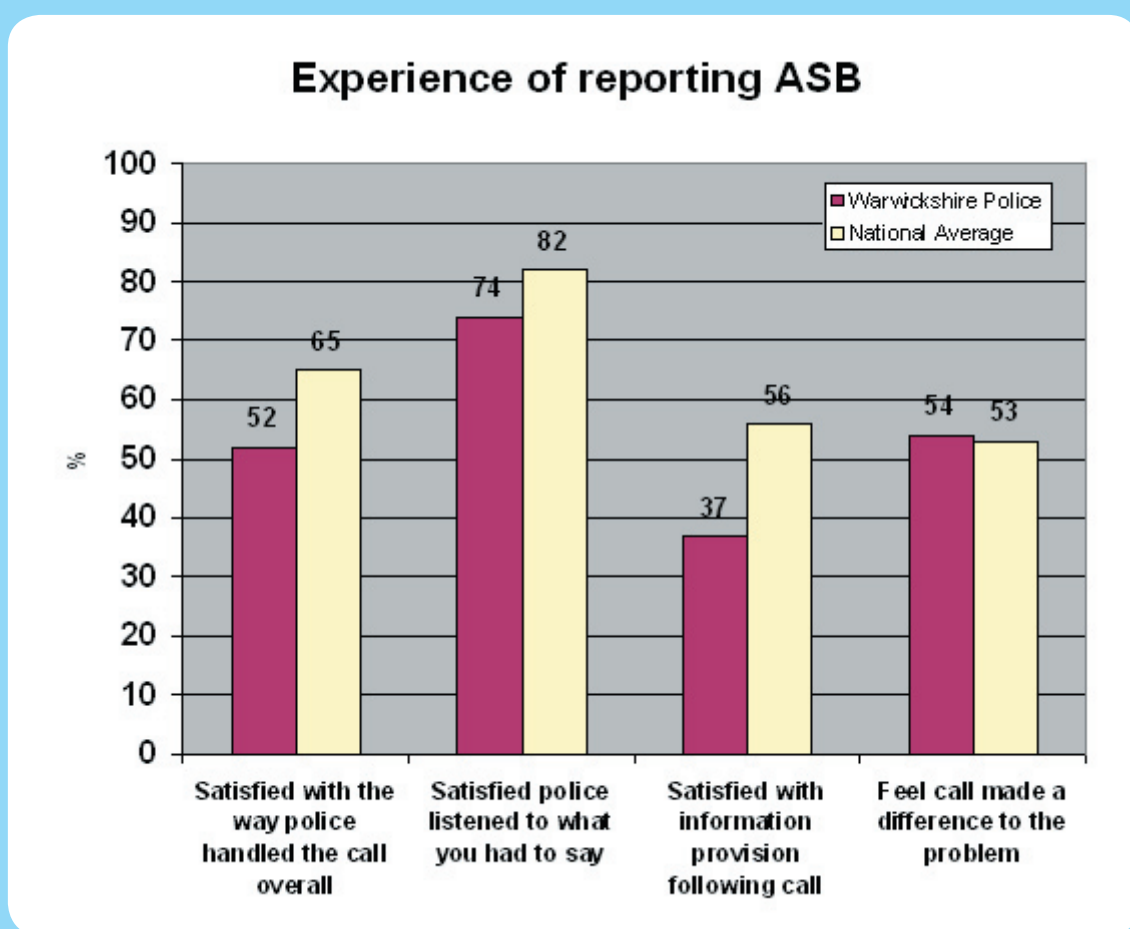
However, the force needs a more consistent procedure for implementing plans to solve problems, and a strong system that monitors the progress of actions, so it can evaluate and share what works.

Is ASB a priority for the force?

ASB is clearly a force priority and features in the policing plan. All staff are aware of and work towards the force vision of reducing harm where ASB is included as a key element. At a local level the problem of alleviating ASB in communities is high on the local policing agenda. 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 101 people who reported ASB in Warwickshire 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, two thirds of those surveyed stated that they were repeat victims and had reported three or more ASB incidents in one year; this is above the national average. The survey revealed four areas where the results were significantly below the national average; just over half were satisfied with the way the police handled their call, fewer than two thirds said that the police had taken them seriously, just over a third were satisfied with information provided following the call, and under half agreed that local services are dealing with the ASB issues that matter locally. The force should look to improve in these areas.

