



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Bedfordshire Police

The area covered by Bedfordshire Police experiences relatively higher levels of anti-social behaviour (ASB), but moderate levels 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 Bedfordshire Police is performing in these areas.

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

Safer neighbourhood teams across the force generally keep up to date with ASB issues by briefing themselves individually. Information on ASB is available on the force IT system and this includes details of neighbourhood priorities which are regularly updated. However, response and CID officers had little knowledge of local ASB issues and were rarely involved in dealing with them.

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

The force monitors how well it is doing in tackling ASB at regular meetings and by studying reports on ASB incidents and the way in which calls relating to ASB have been managed. It allocates more police resources to address particular ASB problems as needed, but these decisions are based on the frequency and location of ASB incidents, and not on addressing the specific needs of repeat or vulnerable 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?

Safer neighbourhood teams use a range of methods to tackle ASB, including the use of anti-social behaviour orders and powers to disperse groups from ASB hot-spots. Teams work well with partners, such as local councils, to develop plans to address long-term ASB problems. However, some plans are not effectively monitored to ensure they are kept on track.

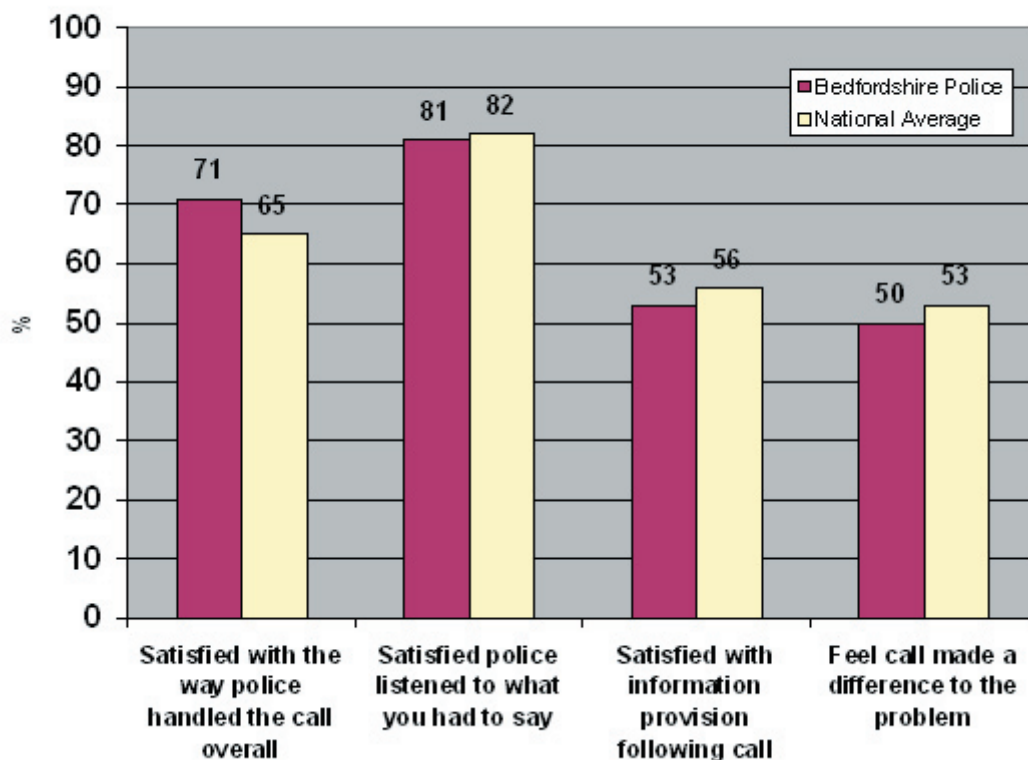
Is ASB a priority for the force?

As of March 2010, ASB has been agreed as a force priority, but it does not feature in the local policing plan. Despite this, the level of resources devoted to tackling ASB is consistent with the position of ASB as a force priority. Locally, data and information on ASB is gathered, analysed and shared, which helps the force respond better to areas of concern and take steps to prevent ASB in the first place.

Results of the victim satisfaction survey

We surveyed 105 people who reported ASB in Bedfordshire during September 2009. They were asked a range of questions about their perceptions of ASB generally, and about 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. Although those surveyed in Bedfordshire were more satisfied with how the police had handled their call than the national average, which is a good result for the force.

