



Inspecting policing  
in the public interest



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

**Cambridgeshire Constabulary**

The area covered by Cambridgeshire Constabulary experiences relatively moderate levels of crime, per head of population, and low levels of anti-social behaviour (ASB).

### **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 Cambridgeshire Constabulary is performing in these areas.

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

Neighbourhood policing teams, CID and response officers are regularly briefed about ASB problems throughout the force, and receive good briefings on specific, local ASB issues. This is sometimes done in person by a supervisor or by staff briefing themselves from information held on the force computers. This effective briefing means neighbourhood policing teams, response teams and CID staff routinely consider ASB as part of their work.

### **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. Good analysis of information is presented at these meetings which helps determine how police resources can be best allocated to address ASB issues. ASB information is shared across the force and with partners, such as local councils. Locally, action to address ongoing ASB cases is reviewed on a daily basis. However, some parts of the force are better than others at planning to meet the needs and concerns of repeat and vulnerable victims of ASB.

### **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?**

Neighbourhood policing teams use a wide range of methods to tackle ASB, including anti-social behaviour orders, acceptable behaviour contracts and alcohol dispersal orders. They meet regularly with partners to discuss and agree plans to address long-term ASB problems. Plans developed at these meetings generally focus on neighbourhood priorities rather than on the specific needs of those repeat and vulnerable victims of ASB who are known to local officers. While neighbourhood policing teams have ways of managing their plans to address ASB issues, supervision of these plans is not always as consistent as it could be.

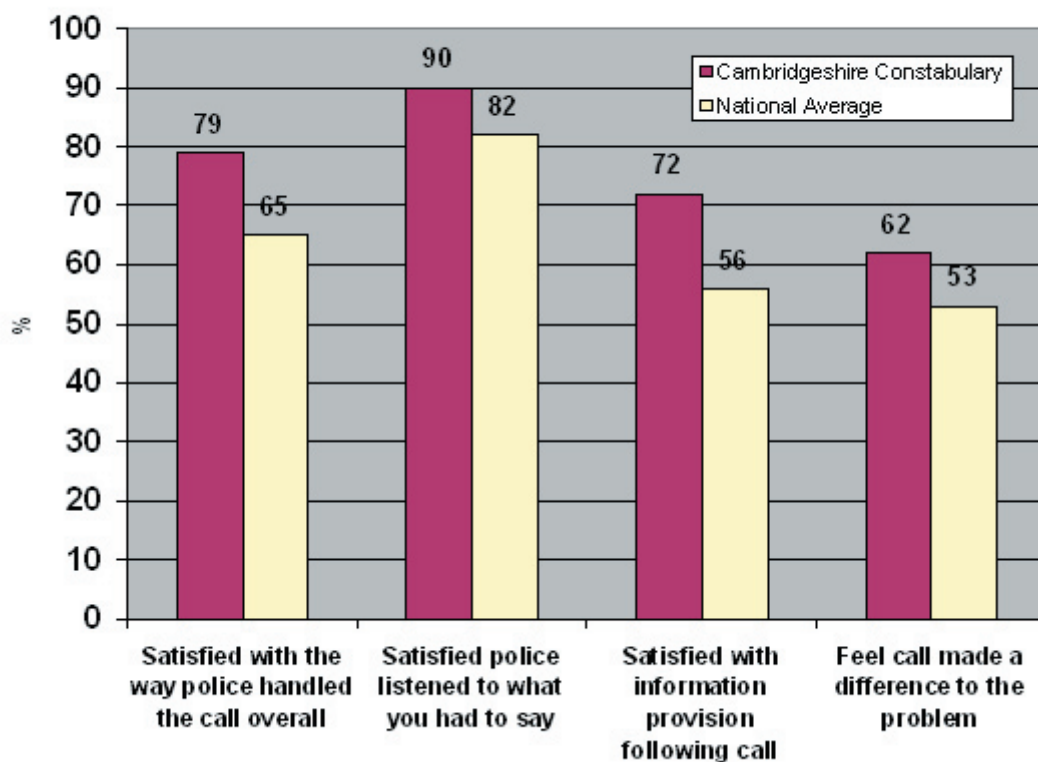
### Is ASB a priority for the force?

ASB is a force priority featuring in the local policing plan. There are clear targets agreed with the police authority to reduce ASB. The level of police resources devoted to tackling ASB matches the force's commitment to treat ASB as a priority. The force ensures that information and intelligence on ASB is gathered, analysed and shared effectively across the force. This is important as it enables the force to respond better to areas of local concern and to take steps to prevent ASB in the first place.

### Results of the victim satisfaction survey

We surveyed 100 people who reported ASB in Cambridgeshire 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 Cambridgeshire Constabulary is doing very well in areas considered in the survey. The chart shows that the victims surveyed in Cambridgeshire were far more likely than the national average to say that they were happy with how the police had handled their call and with the way in which information was provided to them after they had made their call. Other survey results showed that the proportion of those surveyed in Cambridgeshire who said they were happy with the way they were treated and that their call was treated seriously by the police were also much higher than in most forces. This is a very good result for the force.

