



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Cheshire Constabulary

Cheshire experiences a relatively moderate 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 Cheshire Constabulary is performing in these areas.

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

Neighbourhood policing team (NPT) staff (which includes some CID officers) were found to be well briefed on community issues in their areas and had a clear understanding of ASB victims, offenders and hotspots. Targeted patrol team officers (officers who respond to calls from the public) have some knowledge of ASB and provide the initial response to ASB calls. The NPTs deal with longer term ASB issues. Staff use an effective computer-based briefing system. NPT staff are provided with daily briefings, which are regularly updated and happen at specific times of the day, relevant to their start times.

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. Daily management meetings to monitor this information are held in each local policing area, led by senior managers. These meetings now focus more on ASB, and highlight repeat and vulnerable victims. Staff are given responsibility for tackling issues where appropriate and their actions are recorded.

Every month, NPT inspectors and partners, such as the local council, hold meetings to assess and monitor the progress of plans to tackle ASB, and can allocate extra resources to particular ASB issues if required.

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?

A database holds details of repeat and vulnerable ASB victims, and allows supervisors to allocate and monitor tasks given to NPT staff. However, the system is not being used consistently.

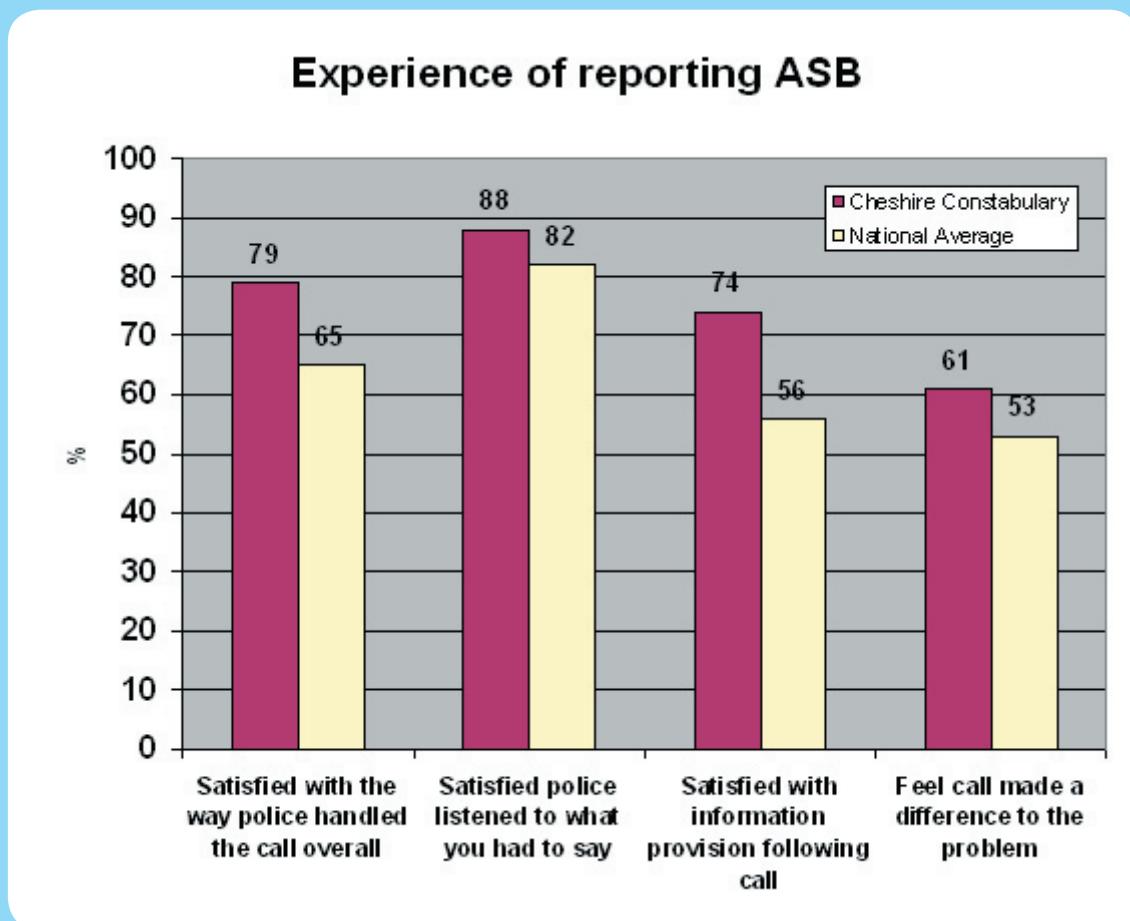
HMIC found good examples of the force working with partners to solve long-term ASB problems. These initiatives were being tracked, and included a programme to divert young people from alcohol and a scheme that provided free leisure and computer workshop facilities at a local leisure centre. This programme was developed as a result of a survey among young people.

Is ASB a priority for the force?

ASB is a force priority. The level of commitment to reducing ASB is clearly stated in the policing plan and has been clearly communicated to local communities through a publication called Your Policing, produced jointly by the police authority and the force. In terms of the level of resources devoted to ASB and the data and information gathered and analysed, the level of commitment is clearly high.

Results of the victim satisfaction survey

We surveyed 102 people who reported ASB in Cheshire 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, more respondents than the national average were satisfied with how the police handled the call, with the information provided following the call, and that the police had taken them seriously. This is a good result for Cheshire Constabulary.

