



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

City of London Police

The City of London experiences a relatively lower 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 the City of London Police is performing in these areas.

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

ASB briefings focus on Safer City Ward teams (the City of London term for neighbourhood policing teams) and public contact staff. This briefing involves a presentation delivered by knowledgeable staff and includes definitions of ASB and of repeat and vulnerable victims to ensure staff know how to respond appropriately. Senior officers also deliver briefings to response team officers, and ASB information has been made available to all staff on the force computer so that they can brief themselves. The force, however, needs to do further work to make sure that relevant officers in other specialist roles have sufficient understanding of ASB definitions and procedures.

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 and focuses on tackling ASB at repeat locations, and supporting repeat and vulnerable victims. A weekly report of ASB repeat callers, repeat locations and telephone numbers used to report incidents is reviewed by the head of local policing (Territorial Policing) to monitor the police response and identify examples of good work. A fortnightly meeting, where tackling ASB is a priority, monitors the results. Senior officers use the force meetings to encourage all staff to take ownership of ASB and play a part in working to solve long-term problems.

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 City Ward teams do have the resources and tools available for them to tackle ASB. A list of methods to tackle ASB, provided by the Home Office, is made available to all staff via the force computer and four ASB advisors are available to assist staff to effectively solve problems using these options. There was some evidence to suggest that these options had been used, and advisors had been consulted. Supervisors endorse these progress reports, but the expected frequency and extent of such supervision is not clear. Police response to ASB, which is a designated ward priority, is managed through ward meetings where progress and intended police and partnership action is discussed, agreed and recorded.

Is ASB a priority for the force?

The joint policing plan with the City Corporation,(2009-2012) and other relevant force documentation, describe tackling ASB as a priority, and this is well known by staff who were aware of the link between ASB performance and public trust and confidence in policing. Generally a good level of service to callers is provided as a result of the relatively low level of demand – about 200 ASB calls per month; the unique profile of the types of ASB encountered; and adequate police resources. The level of commitment to ASB is strong due to the resources devoted to tackling it, and to gathering and analysing data and information.

Results of the victim satisfaction survey

Because of the low number of ASB calls that the City of London Police have to deal with – reflecting its unique position as the smallest force in England and Wales – MORI were unable to collect a statistically significant number of victims for this survey.

