

HMIC Police Response to Anti-Social Behaviour Research Report for City of London Police WAVE 2

Findings below are from research conducted on behalf of HMIC between 9th February and 22nd March 2012. Telephone interviews were conducted with a random selection of people who, according to local police records, had contacted the police to report anti-social behaviour during September 2011.¹ This was the second wave of the survey, with the first wave conducted in 4th May and 3rd June 2010.

The survey covered a range of issues including what people thought of their contact with the police, as well as their opinions of anti-social behaviour in their local area and how it is dealt with.

Overall, in this wave, 9311 interviews were conducted with people across England and Wales who were recorded as having called to report anti-social behaviour. Below are some of the key findings from City of London Police, where 104 interviews were conducted. No comparison is made against wave 1 data for City of London Police as the wave 1 sample size is too small. Seven interviews were achieved in City of London in wave 1 due to the low incidence of ASB in the area meaning that the available sample was small.

- In wave 2, 51% of respondents felt that anti-social behaviour was a big problem in their area and 26% noted there is now more anti-social behaviour than a year previously.
- In the current wave, 48% felt well informed about what is being done by local services to tackle anti-social behaviour in their area, and 67% agreed that local services are dealing with the anti-social behaviour issues that matter locally.
- In wave 2, 50% said they had called the police to report anti-social behaviour three times or more over the past year.
- In wave 2, 77% were satisfied with the way that anti-social behaviour is dealt with by the police in their local area.²
- When considering a specific call they have made to report anti-social behaviour, 84% in wave 2 were satisfied overall with the way the police dealt with the anti-social behaviour on that occasion, including all contact with the police and any action that may have been taken. In wave 2 84% were satisfied with how the call was handled by the person who answered the call.
- 91% were satisfied with the way they were treated by the police and 81% were satisfied that the police had taken them seriously.
- In terms of follow-up, 66% of respondents were aware of action taken by the police as a result of their call.
- In wave 2, 63% felt their call made a difference to the problem, while 27% said their call made no difference.

¹ With the exception of victims who called City of London Police and Dyfed Powys Police; as samples for these forces contained calls from months as well as September 2011 due to the low incidence of ASB in the area in one month alone.

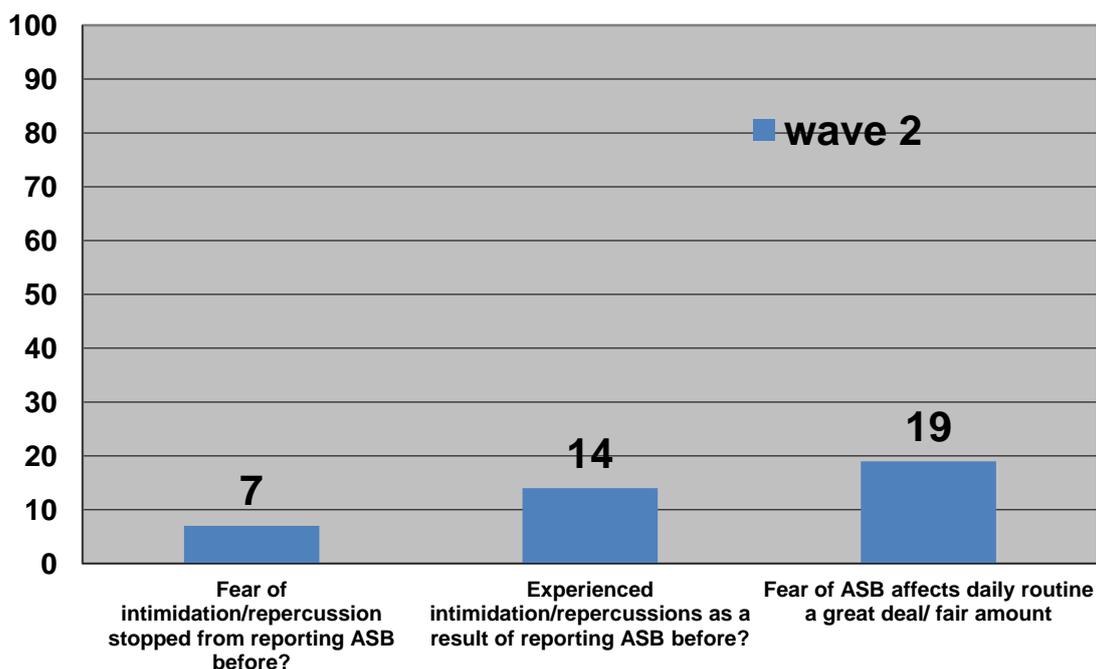
² This question was asked for the first time in wave 2.

- In wave 2, 94% said they would encourage others to make similar reports of anti-social behaviour, though 3% would not.
- 89% said that if they witnessed or experienced the same type of anti-social behaviour in the future, they would report the incident.

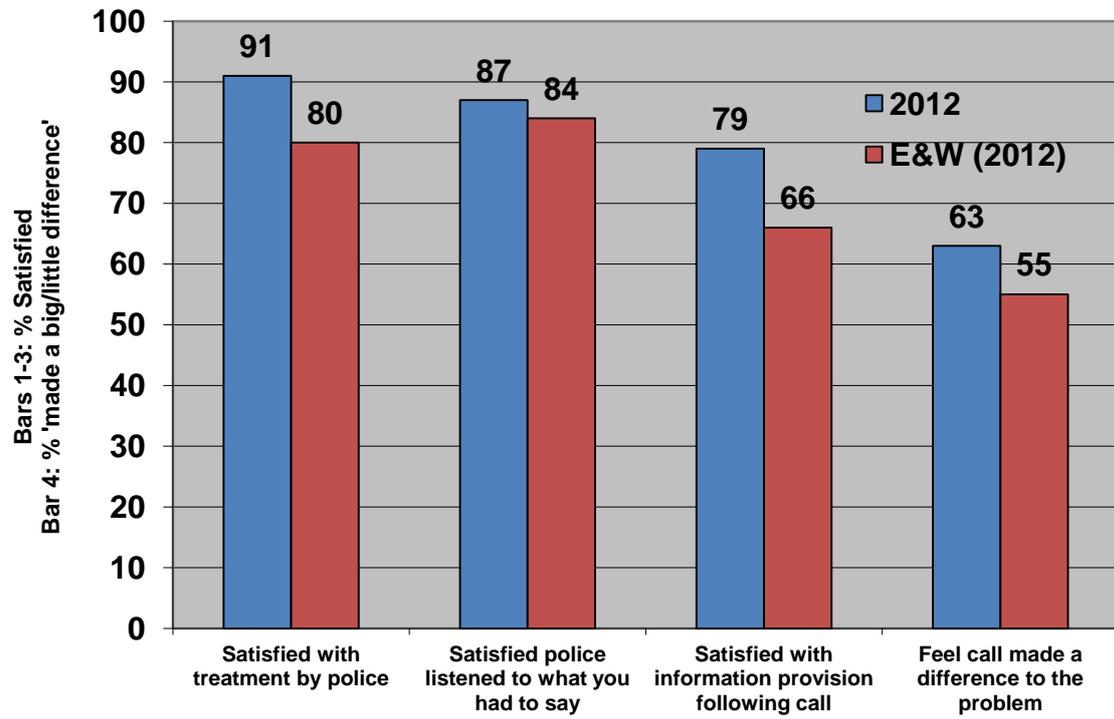
Points to note when looking at results for City of London force:

- The results for wave 2 are taken from 104 telephone interviews with people who contacted City of London Police in between December 2010 and September 2011 to report anti-social behaviour. Wave 2 fieldwork was conducted between 9th February and 22nd March.
- Because interviews have not been conducted with everyone who has reported anti-social behaviour, all the findings are subject to some 'margin of error'. The findings above for City of London have a margin of error of up to ± 10 percentage points.
- Police forces cover different types of areas, with varying population profiles and differing patterns of reported anti-social behaviour. These variations will have some impact upon research findings.

Effect of intimidation on reporting ASB, and impact of ASB on daily routine



Experience of reporting ASB



ISBN: 978-1-84987-813-5