



Cleveland Police has made progress in how it tackles anti-social behaviour, but must consistently identify repeat and vulnerable ASB victims.

In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review to find out how the police can best tackle anti-social behaviour (ASB). The national findings were published alongside individual reports that outlined how successfully each force was dealing with the problem.

The results of a follow-up inspection published today found that Cleveland Police has continued to improve the way it deals with ASB since our 2010 inspection. It has introduced a new IT system and a standard set of four questions to help call-handlers identify repeat and vulnerable victims as soon as they contact the police; and it also works well with partner agencies (like local authorities) to deal with ASB, with effective joint plans in place to tackle particular problems.

However, processes to consider the potential harm and risk to victims of ASB are not applied in the same way across the force; and plans to solve ASB problems are not always recorded consistently, or checked and signed off by supervisors.

HMIC is also concerned that our review of a sample of calls about ASB found that call takers were not consistently checking if the caller was vulnerable or had called before. This may mean that some victims are not getting the extra support they need.

HM Inspector of Constabulary for the Northern Region, Roger Baker, said:

“Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that Cleveland Police has made progress in how it tackles the problem, and that victim satisfaction levels are broadly in line with national figures for England and Wales. The force should be commended for this – especially as it comes against the backdrop of significant budget cuts across the Service.”

“However, there is no room for complacency. In particular, Cleveland Police should ensure processes to consider the potential harm and risk to victims of ASB are applied in the same way across the force and that there is consistency in checking if a caller is a repeat or vulnerable victim. This progress is therefore only the first step in delivering a much better service to victims.”

The full report for Cleveland Police, along with the national thematic review ‘A Step in the Right Direction’, can be found at www.hmic.gov.uk

Notes to editors

1. The full thematic report ‘A Step in the Right Direction’ and supporting material can be found at www.hmic.gov.uk
2. The review ‘Stop the Rot’ published in September 2010 and the accompanying force reports can be found at www.hmic.gov.uk

3. For further information, or to request an interview, HMIC's press office can be contacted during office hours from 8:30am – 5:30pm Monday – Friday on 0203 513 0600.
4. Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and rigorously examines the effectiveness of police forces and authorities to tackle crime and terrorism, improve criminal justice and raise confidence. HMIC inspects and regulates all 43 police forces in England and Wales together with other major policing bodies such as the Serious Organised Crime Agency, the Police Service of Northern Ireland and the British Transport Police and HMRC.
5. HMIC's out-of-hours press office line for urgent media enquiries is 07836 217 729.