



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Cleveland Police

Cleveland experiences a relatively higher level of anti-social behaviour (ASB) and a higher 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 Cleveland Police is performing in these areas.

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

Staff are briefed about ASB issues and emerging problems at daily morning meetings, shift briefings and bulletins on the force computers. Neighbourhood policing team (NPT) staff interviewed as part of the inspection confirmed that these briefings kept them up to date on ASB issues, such as repeat victims, offenders and ASB hotspots. However, they felt that CID and response staff were less involved, and that their briefings were more focused on crime than ASB, and show little focus on 'neighbourhood priorities'.

The force has identified this as an area for improvement and is considering possible solutions, such as improving electronic briefings. Cleveland Police is made up of four areas, and these are moving towards a system where response officers are assigned to a particular neighbourhood for at least six months. This will increase knowledge of 'neighbourhood priorities' and specific local issues. In one local area – Redcar & Cleveland – CID officers are already operating in this way, and it has resulted in them having a better focus on ASB issues.

Is the force using ASB information to target its work in tackling ASB?

The force, at all levels, uses a standard method of managing data and information to monitor ASB performance. At a local level, HMIC found that police were working to address ASB repeat offenders and hotspots, and to support repeat and vulnerable ASB victims, by creating 'problem profiles'. These are compiled by the force, the local Problem Orientated Policing co-ordinators and other partners.

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?

Across the force there is strong evidence that the NPTs are effective in using various tactics and long-term plans to tackle ASB. However, the recording, reviewing and monitoring of how these plans are progressing is inconsistent across the force. Some NPTs do not have plans to tackle long-term ASB problems if that issue is not mentioned in a 'neighbourhood priority'.

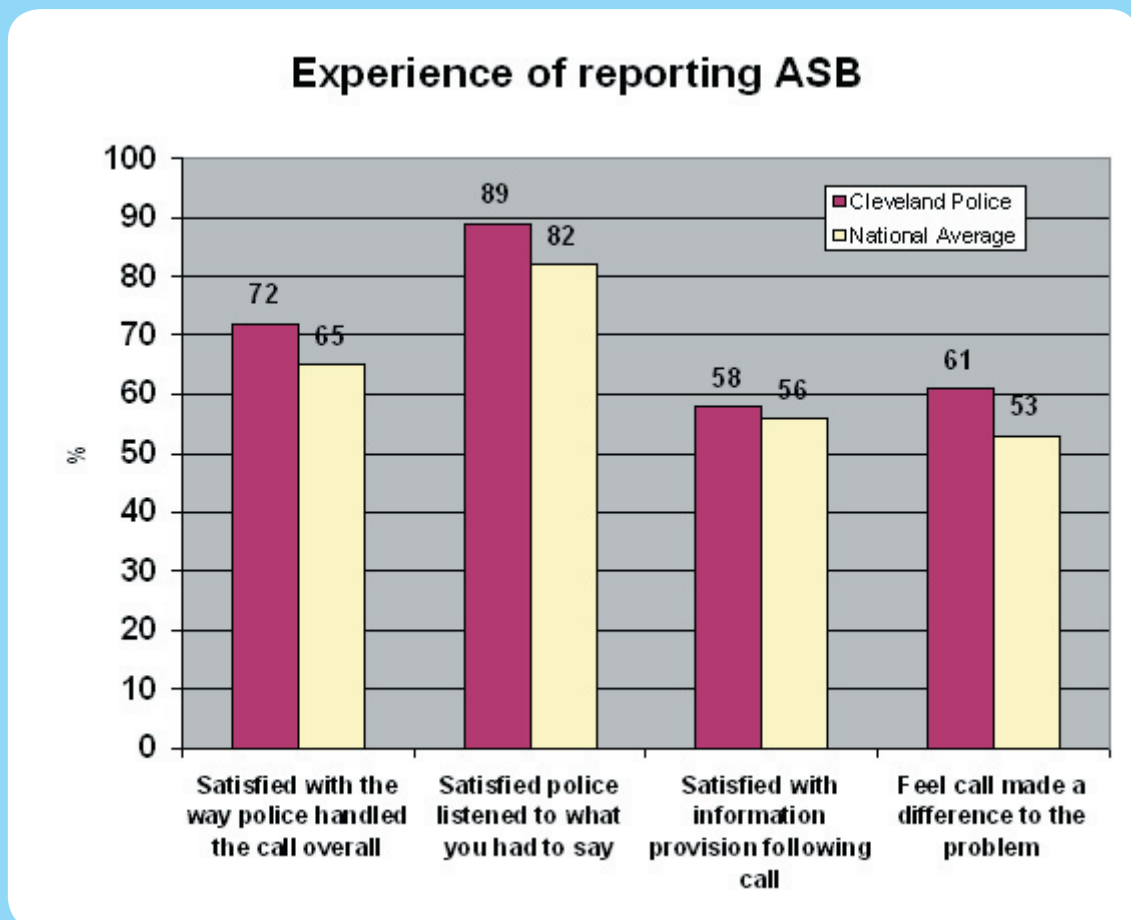
Opportunities to address repeat locations and offenders or to assign resources to help repeat victims are, therefore, being missed.

Is ASB a priority for the force?

ASB is a force priority published in the policing plan. The force's commitment to reducing ASB is widely communicated to staff and the public throughout the force area. The resources devoted to tackling ASB, together with the analysis of it, supported by the development of dedicated computer systems, indicate that the level of commitment to tackling ASB is clearly high.

Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in Cleveland 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.

