

Cumbria Constabulary has continued to make progress in how it tackles anti-social behaviour, but is not consistently identifying 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 ASB. The national findings were published alongside individual police reports that outlined how successfully each force was dealing with the problem.

The results of a follow-up inspection published today found that Cumbria Constabulary has continued to make progress since 2010, with a refreshed ASB Strategy and a clear improvement plan (both of which are overseen and led by the chief officer). Good engagement and clear communication with the public in Cumbria reinforces the fact that tackling ASB is a priority for the force.

However, Cumbria Constabulary still needs to do more to ensure that all vulnerable ASB victims are identified as soon as they contact the police (so they can receive extra support). HMIC listened to a number of calls about ASB made to the force in order to gauge the response provided, and found that compliance with force processes within the communication rooms fall short of the required standard (although the major changes planned should address these concerns).

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 Cumbria Constabulary has continued to make progress in how it tackles the problem, and that victim satisfaction levels are broadly in line with 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, Cumbria Constabulary should continue to work on ensuring repeat and vulnerable callers are identified at the first point of contact. This progress is therefore only the first step in delivering a much better service to victims."

The full report for Cumbria Constabulary, 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.