



Inspecting policing  
in the public interest

## **Anti-social behaviour inspection report**

**Dyfed-Powys Police  
June 2012**

## About this review

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). We committed to repeating this inspection in 2012 to check on progress. This report tells you what we found in the Dyfed-Powys Police area; the 2010 review is available on the HMIC website ([www.hmic.gov.uk](http://www.hmic.gov.uk)).

### What works in tackling ASB?

In 2010 HMIC found that forces have the best chance to give ASB victims a good service if they:

- **Identify if a caller is a vulnerable** (for instance, elderly or disabled) **or repeat victim** as soon as they call the police, so they can get extra support;
- **Brief all relevant officers and staff** regularly and thoroughly about local ASB issues;
- Regularly **gather and analyse data and information** about ASB places, offenders and victims, and allocate resources to tackle specific problems; and
- **Provide their neighbourhood policing teams with the right tools and resources** to tackle ASB.

This is how Dyfed-Powys Police is performing in these key areas.

# Findings for Dyfed-Powys Police

## Overview

There is a relatively high level of ASB recorded by police in Dyfed-Powys in comparison with the rest of England and Wales.

The chief officer team has made it clear that tackling ASB is a priority for the force; and HMIC found that the force has made some progress since 2010 in the way it understands and identifies vulnerable victims, and those who have been subject to ASB before. It has recently introduced a risk assessment procedure, and invested significantly in training to get staff up to speed with how it should be used; this has enabled the force to better identify callers who are at risk, and to decide how to respond to their call accordingly. In addition, the new Anti-Social Behaviour Intelligence System (ASBIS) will allow partners to identify, record and tackle ASB issues more effectively in the future.

HMIC found that meaningful data on vulnerable and repeat victims and ASB hotspots is not used at the force-wide daily management meetings, and that this reduces opportunities to more effectively manage how the force tackles ASB. Planned upgrades to ASBIS (with a more structured approach to putting in place plans to tackle specific ASB problems), and the agreement of a new Information Sharing Protocol, allowing other agencies to access ASBIS, could yield greater benefits for the force and their partners.

When we surveyed ASB victims in the Dyfed-Powys Police area, 56% were satisfied with the way that the problem is dealt with by police in their local area; this is in line with the figure for England and Wales as a whole. However, respondents were more likely than victims across England and Wales as a whole to be satisfied with how their particular call was handled (89%). When asked about the last time they made a call to report ASB, 64% were satisfied with the way that the police dealt with the ASB and when taking everything in to account, 76% of victims felt that Dyfed-Powys Police are doing a good job in their local area. These figures are broadly in line with national averages.

## **Are repeat and vulnerable victims effectively identified at the point of report?**

Dyfed-Powys Police has recently introduced a new process to improve its ability to identify repeat and vulnerable victims, which combines a risk assessment and manual checks at the point a caller first contacts the police. HMIC found that call takers were regularly asking the questions contained in the risk assessment.

We reviewed 100 calls about ASB and found that the call handlers asked specific questions to establish if a caller had been a victim on a previous occasion 82 times; they verbally checked the vulnerability of the caller on 56 occasions. Call handlers were assessed as being victim focused in 99 of these calls, indicating high levels of care. This is supported by our survey results, which show levels of public satisfaction in the way the force handled the call from the victim are significantly above the national average.

## **Are officers and staff regularly and thoroughly briefed about local ASB issues?**

Neighbourhood policing teams (NPTs), investigators and officers responding to emergency calls are briefed in detail about specific local ASB problems. In some areas, investigators and NPTs are briefed together about ASB issues. However, the briefing given to call-handlers at the start of their shift does not always include ASB issues. This means that they may not be able to make the link between new calls coming in, and ongoing issues. The new briefing model, due to go live in April 2012, will improve opportunities to make sure all staff are fully up to date.

## **Does the force regularly gather and analyse data and information about ASB?**

The force has joined together with partners to employ specialist analysts (based in police stations) who work to identify ASB hotspots, so that extra police patrols can be directed to these areas. This also means they may be able to identify if a caller is vulnerable or called previously even if they have not directly contacted the police before. Currently, partners are not able to access the new ASBIS IT system to fully share valuable information, although this will be possible in the very near future.

Regular meetings are held to analyse information about victims, offenders and locations in order to decide where resources can be best allocated to tackle local ASB problems.

## **Do neighbourhood policing teams have the right tools and resources to tackle ASB?**

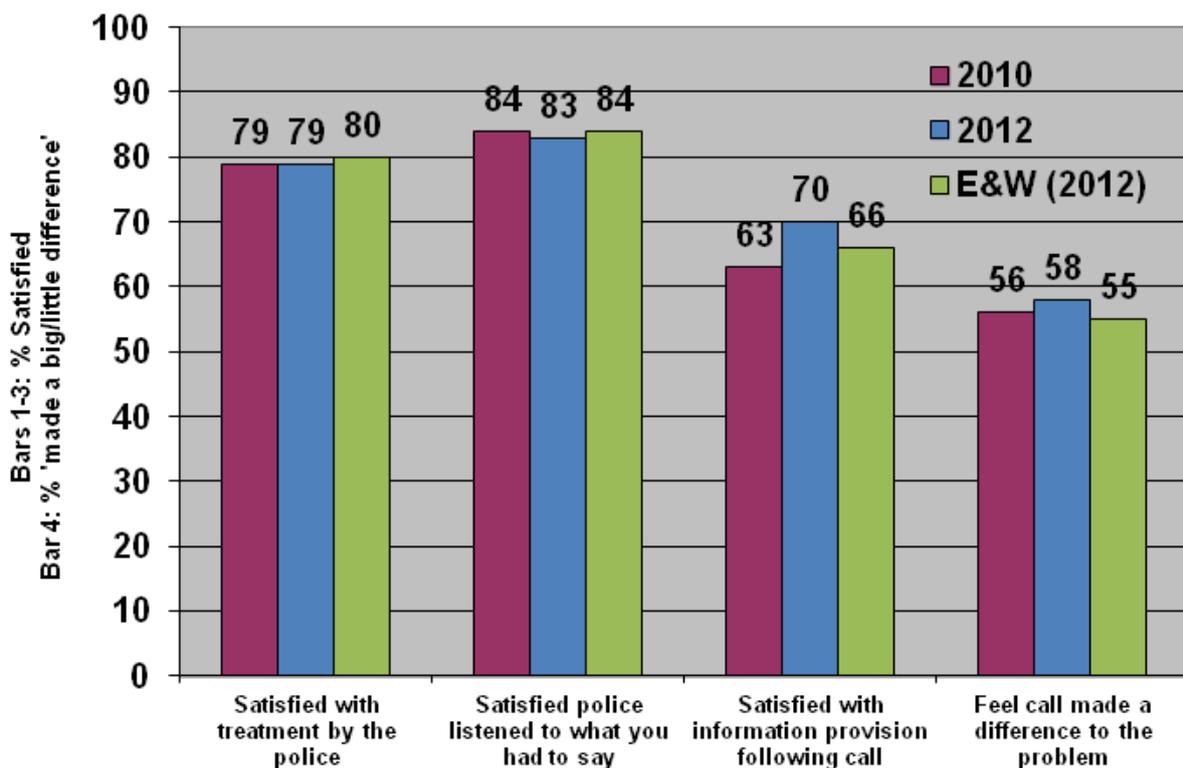
NPTs receive good support from the wider force. The Welsh Government has also provided extra funding to pay for an additional 74 full time police community support officers (PCSOs); this will further boost the ability of teams to tackle ASB.

We found that the force has provided guidance to staff on how to deal with ASB, although not all neighbourhood staff are aware of the full range of options available to them. Some training material is out of date. NPTs make good use of plans to tackle specific ASB problems, working jointly with partners and communities. These plans are regularly monitored at a local level to make sure they are progressing as they should be.

### Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Dyfed-Powys Police during 2011. They were asked a range of questions about their perceptions of ASB generally and their experience in reporting ASB to the police.

### Experience of reporting ASB



These results show that the force is performing broadly in line with the national average in these areas.

