



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Greater Manchester Police

Greater Manchester experiences a relatively higher level of crime, per head of population, and a high level of anti-social behaviour (ASB).

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 Greater Manchester Police is performing in these areas.

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

ASB is one of five force priorities. Local knowledge displayed by neighbourhood policing team (NPT) staff is extensive and the staff HMIC spoke to have a clear and genuine desire to provide a quality service to victims of ASB. However, with one or two exceptions, there is little evidence of NPT, response and CID staff working together to tackle ASB. Joint briefings would help with this and would also make response and CID officers take more ownership of ASB issues in their area. At the moment ASB is largely seen as the responsibility of the NPTs. Briefings are focused on crime rather than ASB.

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

The first 'problem profile' for ASB has been commissioned and detailed analysis is allowing the force to provide a good picture of ASB for the first time. The focus on identifying repeat and vulnerable ASB callers (so that resource can be targeted at solving their problems) remains a work in progress. As part of this work, a 'vulnerability matrix', identifying a person's vulnerability, is being tested in two divisions. This will be introduced throughout the force.

In addition, the force has started analysing information on ASB repeat victims and locations to highlight 'hotspot' areas and is now targeting these areas to reduce incidents. It is also working with partners to manage cases of vulnerable victims. These plans will allow the force and its partners to better manage performance in areas of risk, and so provide a better service.

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?

While HMIC found that the force is working with partners to put in place plans to address long-term ASB problems, the 12 local areas that make up Greater Manchester Police have different approaches to them. There needs to be a consistent approach which will help improve the force's ability to monitor how individual NPTs decide how to tackle ASB issues and to share good practice.

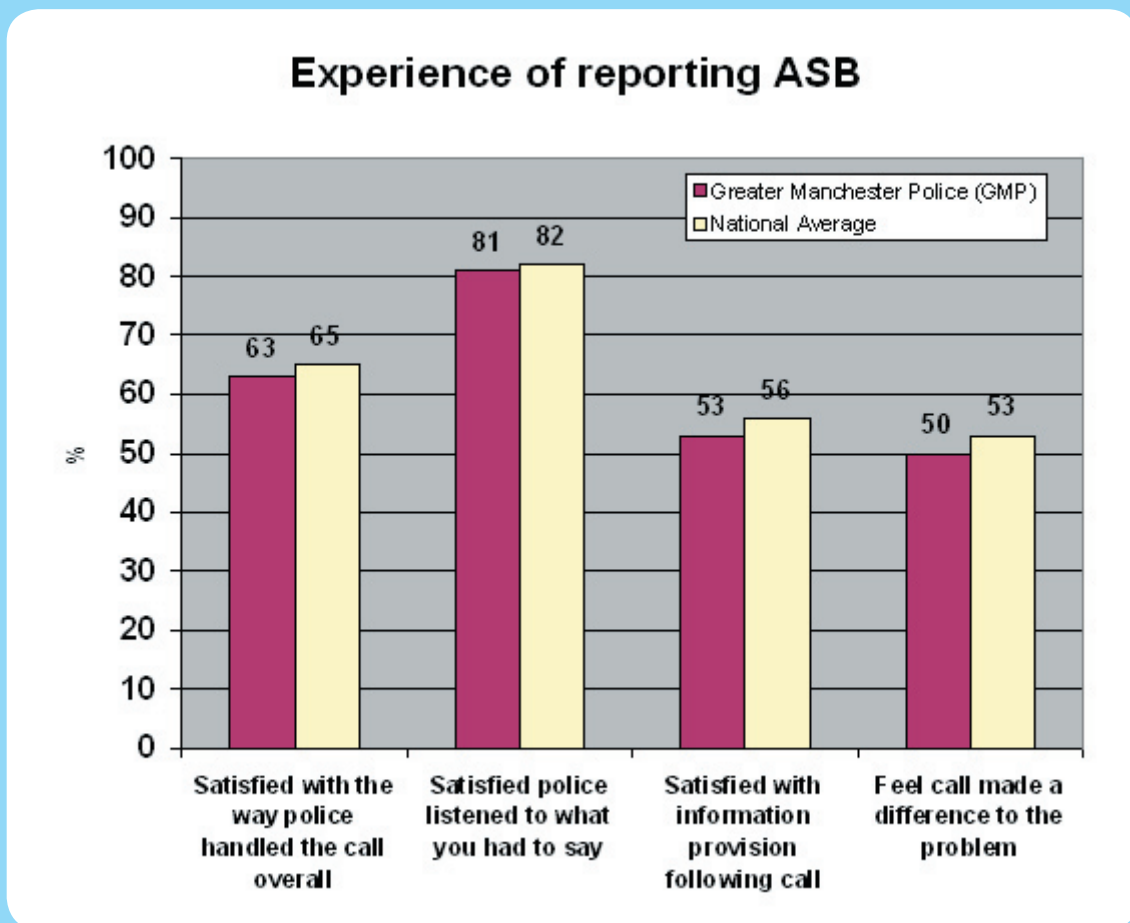
The introduction of a new neighbourhood management IT system should help address these issues.

Is ASB a priority for the force?

ASB is one of five force priorities. The force's level of commitment to tackling ASB is clearly high, and the force commits significant resources and effort into undertaking work on ASB.

Results of the victim satisfaction survey

We surveyed 388 people who reported ASB in Greater Manchester 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.

In addition to the above results, fewer respondents than the national average would encourage others to make similar reports of ASB, while more victims than the national average perceive that ASB is a big problem in their area.

