



Inspecting policing  
in the public interest



## Anti-social Behaviour Inspection Report

Gwent Police

Gwent 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 Gwent Police is performing in these areas.

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

HMIC found that neighbourhood officers were well briefed on ASB issues, but while some response officers were knowledgeable about local plans to solve long-term ASB problems, this was not consistent across the whole force. Some CID officers were aware of local issues, particularly in police areas where the local detective inspector chairs daily meetings, but there was no clear evidence that CID officers saw tackling ASB as part of their role.

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

Both force and local-level daily management meetings (DMMs) include a section on ASB. At local level, however, HMIC found no recorded evidence of agreed actions to tackle the ASB problems discussed at this meeting. Without records of what actions are meant to be taking place, supervisors cannot effectively monitor cases to ensure that the case is progressing as planned (ie by comparing the intended actions with those that have been recorded). DMMs focus on allocating resources to tackle ASB problems that involve repeat victims, but the force's identification of vulnerable ASB victims needs to be clearer and given a higher profile if they are to get the same 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?**

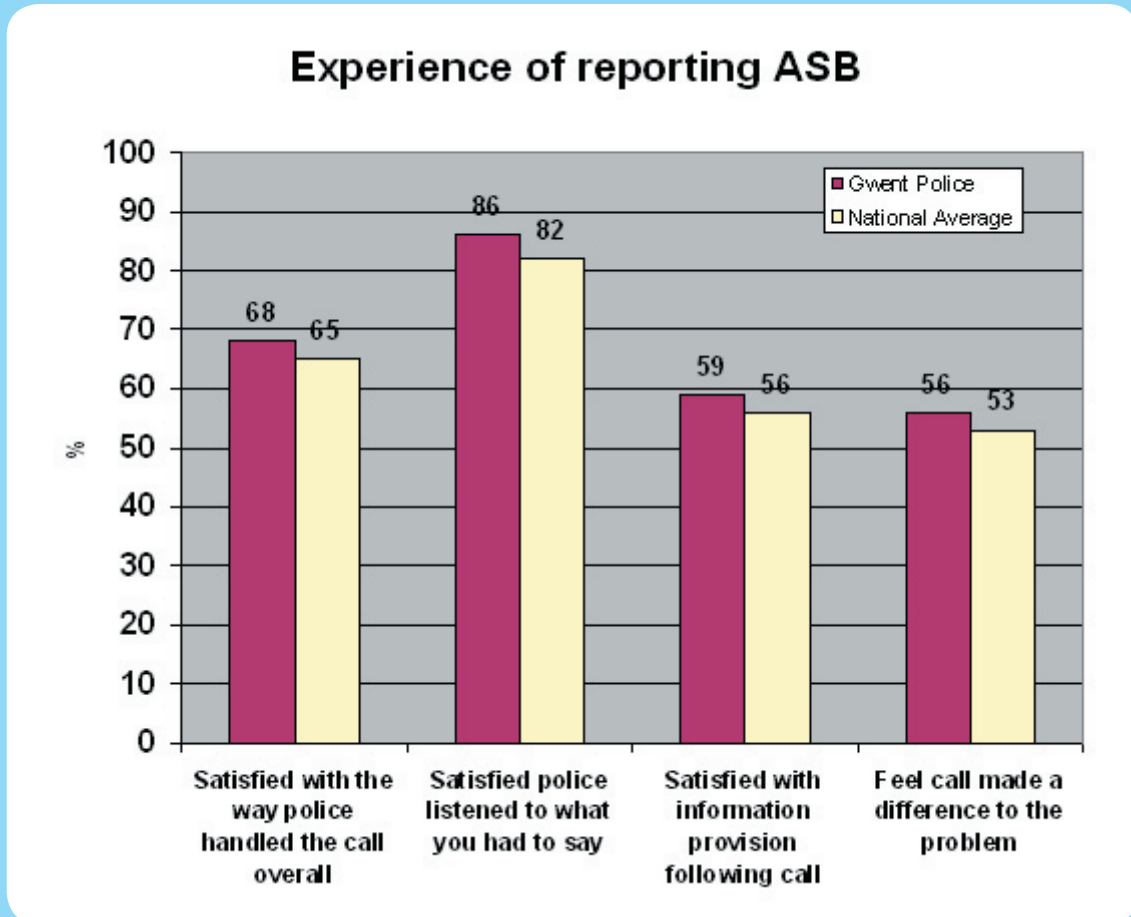
Plans to solve long-term ASB problems are stored on the neighbourhood database on force computers. Regular process updates are available for all staff to view. The use of various methods, for example dispersal orders, anti-social behaviour contracts and ASBOs, was clearly evident during inspection.

### Is ASB a priority for the force?

Tackling ASB is a force priority and appears in relevant force plans. It is also features at force management meetings. The level of resources devoted to ASB and the data and information analysed demonstrates a clear commitment to tackling ASB.

### Results of the victim satisfaction survey

We surveyed 151 people who reported ASB in Gwent 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, over three quarters of people surveyed felt that ASB was a big problem in their area; almost two thirds of people surveyed said they had been a repeat victim on more than three occasions in the last year and nearly half of those surveyed felt that the fear of ASB affected their daily routine. The force should look to improve in these areas.

