



Inspecting policing  
in the public interest

**Anti-social behaviour  
inspection report**

**Humberside 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 Humberside; 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 Humberside Police is performing in these key areas.

# Findings for Humberside Police

## Overview

There is a relatively low level of ASB recorded by police in Humberside in comparison with the rest of England and Wales.

HMIC found that progress had been made since 2010, and the force has continued to improve the way it deals with ASB. Key developments include the fact that the chief officer team has reinforced the importance of tackling ASB by committing extra resources to tackling ASB-related incidents and crimes. The force also effectively puts in place plans to solve particular ASB problems, working well with other agencies (such as local councils).

However, while there is a detailed plan in place aimed at improving how the force deals with ASB, a small number of actions on it remain outstanding: this needs to be addressed. In addition, when HMIC listened to a number of calls made to the force in relation to ASB in order to gauge the response provided, we found some weaknesses in the identification of vulnerable victims.

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

There has been some improvement in this area since our 2010 inspection. Repeat and vulnerable victims are identified at the point they contact the police, and this assessment is logged on the IT system so it will be flagged up if the person calls again. The information held on the system is routinely analysed so that patterns and trends can be spotted early on.

The force has an ASB script that lets call handlers know what their responsibilities are around the identification of repeat and/or vulnerable victims (or potential victims). Call takers are mandated to ask the caller if they know why the incident is happening to them or their family (which helps to identify vulnerability). If a repeat victim or vulnerable victim is identified, call takers are required to grade the incident as a high priority, which means it will receive a faster response from attending officers.

In the 100 calls from the public reviewed by HMIC there was evidence of staff verbally checking if an incident was a repeat incident on 77 occasions; but they only asked questions about vulnerability in 40 of the calls.

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

HMIC found that some investigators, response teams (who attend emergency calls) and neighbourhood staff are regularly briefed about ASB issues generally, and about specific local problems in detail. The relationship between these groups of officers is enhanced where they are working in the same building.

However, this was not consistent across the force: in some places, response teams and investigators are less well briefed about ASB than neighbourhood teams.

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

Work has been carried out at a divisional and local level to understand what data partners (such as the local authority) hold that might help the police to tackle ASB. Analytical work is carried out at a force, divisional and neighbourhood level to identify what the problems are and how best to deal with them. This work is targeted to prevention, intelligence and enforcement, and shows an appropriate focus on ASB repeat callers.

ASB has an identified lead (a chief inspector), along with clearly defined expectation around how it should be addressed. Tackling ASB is a specified priority in two divisions. Because of significant reductions in ASB levels, this is no longer the case in other divisions; but they maintain a clear focus on tackling ASB, in partnership with other agencies.

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

Relevant staff (and especially neighbourhood teams) are equipped and resourced to tackle ASB. There is no standardised, force-wide template for how staff should plan to address particular ASB issues, and so a variety of approaches are used. While there is no evidence that these are not effective, it may be advantageous to ensure best practice is always being followed, in order to standardise delivery throughout Humberside.

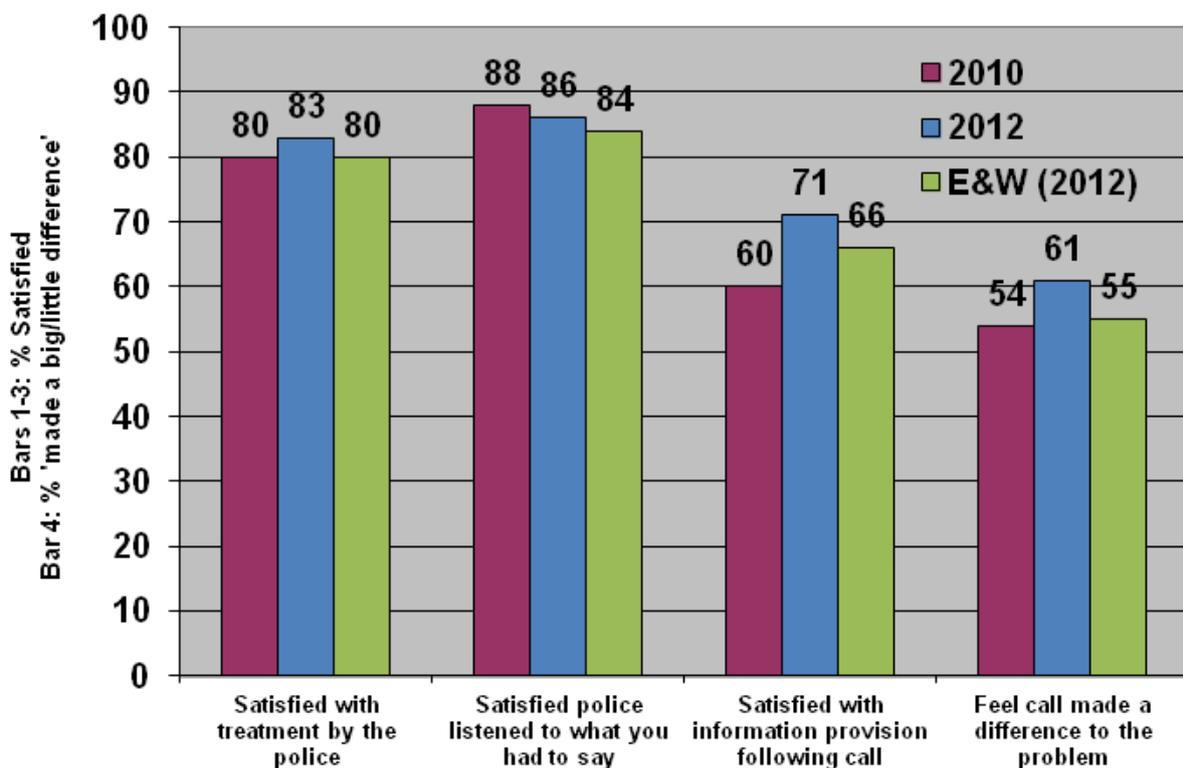
The force effectively puts in place long-term plans to deal with ASB issues with other agencies (such as local councils), with strong partnership working in place (and continuing to develop).

The force assesses the risk of harm associated with all those affected by ASB – offenders as well as victims. It uses a matrix to score victims as high, medium or low risk. For those assessed as high risk, a supervisor must oversee the plans and actions put in place to tackle the ASB, with actions regularly reviewed and recorded. For those assessed as medium risk, the officer in charge of the case must liaise with their supervisor.

### Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Humberside 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. This is a good result for the force.

