



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

HumberSide Police

Humberside experiences a relatively moderate 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 Humberside Police is performing in these areas.

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

Chief Officers have a clear commitment to dealing with ASB which is a force priority. Neighbourhood policing team (NPT) staff are briefed well about ASB issues. Police and community support officers (PCSOs) brief themselves on ASB issues when they come on duty, which is effective. However, HMIC found that response teams were unaware of local ASB priorities, and this matches concerns expressed by NPT staff that the response teams do not deal with ASB incidents effectively and do not always pass on relevant information to the NPTs. CID officers were also not as involved in dealing with ASB incidents as they could be. A change in Hull division which sees the crime team sergeant having responsibility for the same area as the NPT staff is seen as a step forward in encouraging staff to take responsibility for ASB issues. This will give crime teams an opportunity to assist with ASB issues alongside the NPT staff.

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

The force uses a standard method of managing data and information to monitor ASB. Analysis of ASB incidents is also regularly considered at local management meetings (attended by NPTs and partners such as the local council), so extra resources can be targeted on particular ASB issues if needed. Policing in Humberside is split between four divisions and all follow a standard method of managing data and information in tackling ASB. For example, the daily management meeting in North East Lincolnshire focuses on identifying repeat victims and has a designated 'victim champion' who is responsible for addressing the needs of victims. The division also makes use of Victim Support services. NPTs in Hull division receive information about ASB in their area from the divisional intelligence unit on a regular basis, and all NPTs map ASB incidents on a daily basis, to help them identify ASB hotspots.

However, the service the force provides to repeat and vulnerable ASB victims is an area for improvement. No monitoring process is in place for repeat victims unless they are subject to a specific problem solving approach. Therefore, the number or location of repeat victims can be difficult to identify.

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?

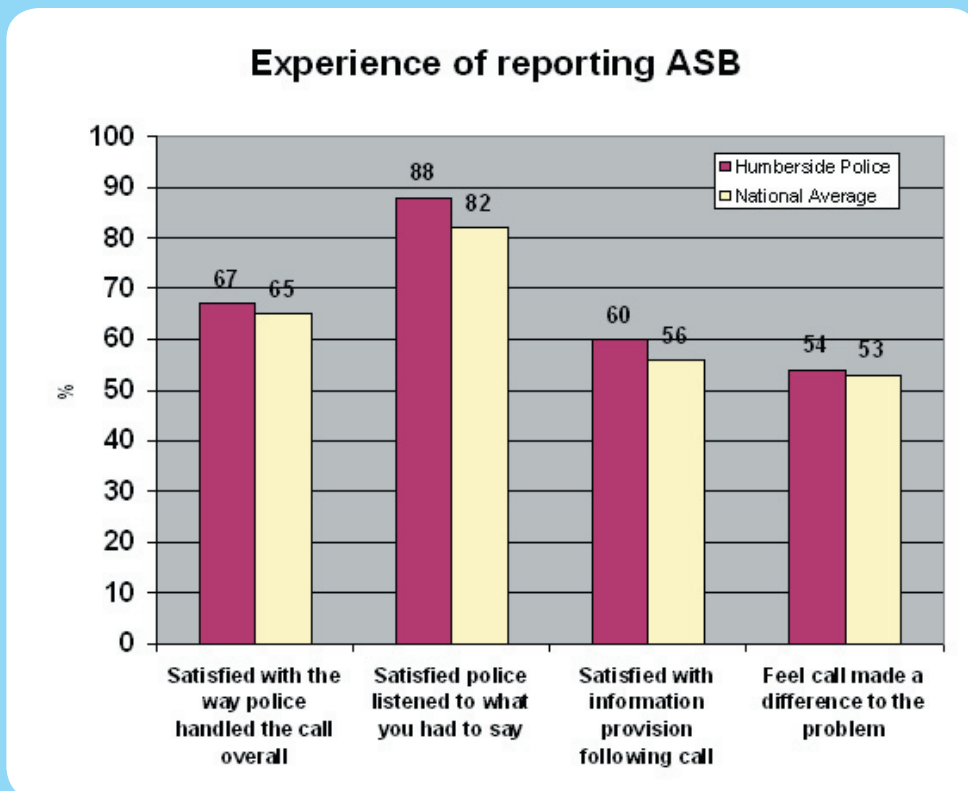
Work is on going across the force. For example North East Lincolnshire has seen a significant increase in the amount of work it does with partners to tackle ASB. It has incorporated ASB into day-to-day business, and effective solutions to long-term ASB problems are achieved. £2,000 of Home Office funding has been secured to look at people's perception of ASB, and a number of initiatives have taken place to tackle issues in their area. Partnership working in Hull is also seen to be effective, while staff in rural areas (like Driffield) highlighted the effective use of 'Pub Watch', 'Shop Watch' and 'Farm Watch' in dealing with local issues. Staff have access to the files for each problem being addressed at any particular time and also have access to information about the various tactics they can use in dealing with ASB. However, use of this resource is inconsistent.

Is ASB a priority for the force?

ASB is a force priority and features in the policing plan. It has the same level of priority as crime and this has been made clear to staff throughout the force. The Chief Constable has made a statement of intent around ASB on the force website, and performance is regularly reviewed. The level of resources and commitment dedicated to tackling ASB is high.

Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in Humberside 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.

