



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Kent Police

The area covered by Kent Police experiences relatively lower levels of crime, per head of population, and moderate levels 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 Kent Police is performing in these areas.

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

Neighbourhood policing teams are very well briefed about local ASB issues, including information on repeat and vulnerable victims. Briefing material on ASB is also available to CID and response staff, although this often requires the officers to take the initiative to brief themselves. When a very significant local ASB issue arises, face-to-face briefings are often arranged for relevant staff, which can include response and CID officers. This means staff are better informed and better able to respond to local concerns.

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

The force monitors how well it is doing in tackling ASB at regular meetings. At a local level, this includes information relating to repeat and vulnerable victims. Police resources are targeted to support these victims. The force maintains a focus on reducing the number of ASB incidents in Kent. Wider quality issues are also considered, including how satisfied ASB victims are with the service they receive from the police. While ASB incidents reported by telephone to the force communications centre are always recorded on the force system, this is not the case for some ASB incidents reported in other ways, such as directly to officers on patrol. This means that the force might not have a complete picture of the extent of the ASB problem in local areas.

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?

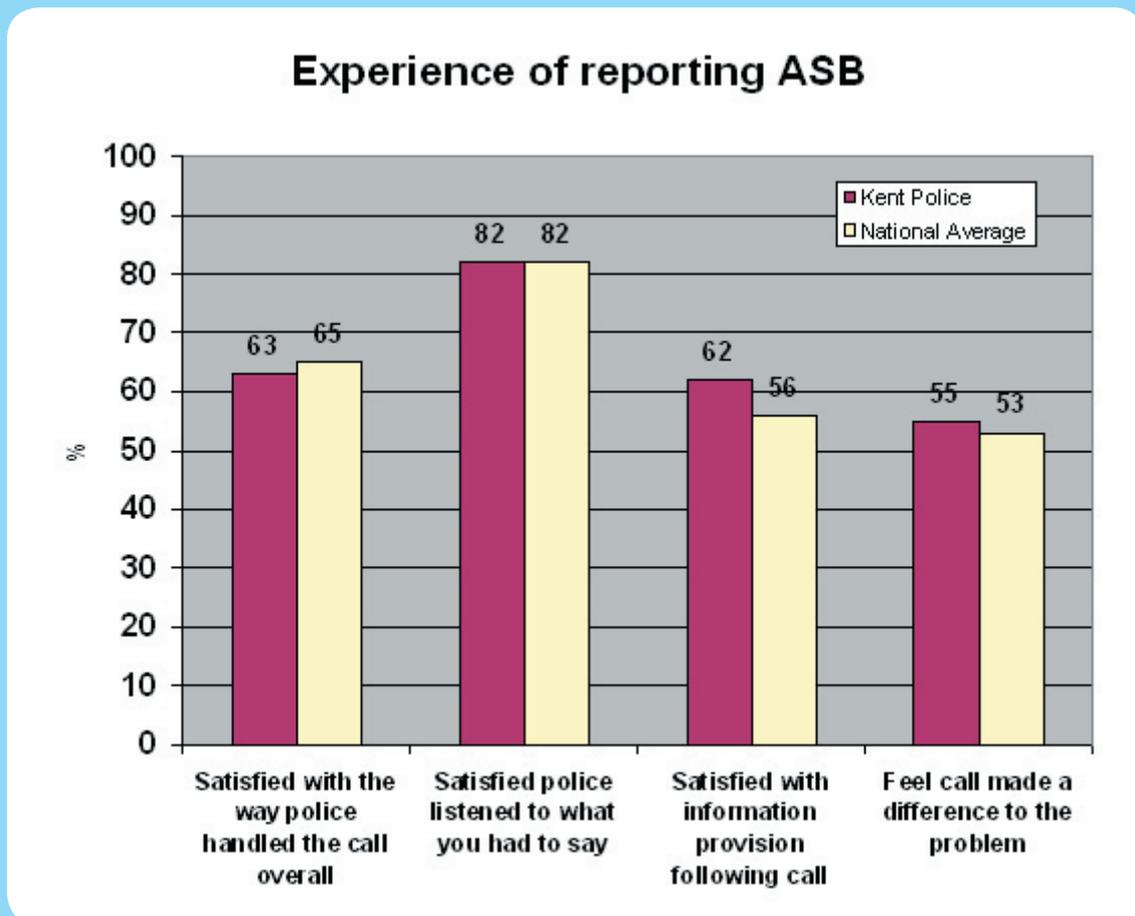
Neighbourhood policing teams use a range of methods to deal with ASB, including the use of anti-social behaviour orders and powers to disperse people from ASB hot-spots. When plans have been put in place to solve long-term ASB problems, staff can use an IT system to manage them, for instance to record intended actions and then monitor progress against them. This system is very effective, but it is not always used consistently. In some cases it is used to manage repeat victims; in other cases, neighbourhood priorities are the focus. Greater consistency would ensure cases that would benefit most from supervision and management would get the attention needed.

Is ASB a priority for the force?

ASB is clearly stated as a force priority within the local policing plan. The level of police resources devoted to tackling ASB matches the force's commitment to tackling ASB as a priority. The force ensures that information and intelligence on ASB is gathered, analysed and shared across the force. This is important as it enables the force to respond better to areas of local concern and to take steps to prevent ASB in the first place.

Results of the victim satisfaction survey

We surveyed 100 people who reported ASB in Kent 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. Most of the victims surveyed in Kent were happy with way in which the police provided information after they had called.

