



Inspecting policing
in the public interest

Anti-social behaviour inspection report

**Lincolnshire 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 Lincolnshire; the 2010 review is available on the HMIC website (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 Lincolnshire Police is performing in these key areas.

Findings for Lincolnshire Police

Overview

There is a medium level of ASB recorded by police in Lincolnshire in comparison with the rest of England and Wales.

HMIC found that the force has made some progress since 2010 in the way it tackles and understands ASB. Our survey of ASB victims in Lincolnshire shows that the force is performing broadly in line with the national average, and that high levels of victim satisfaction in some important areas have been achieved.

The force has introduced a new IT system to share information and manage ASB, which is being used by both police and partners (such as local councils). It is also progressing a number of other initiatives to help it better respond to ASB. These include the introduction of a new approach to identifying those victims who are most at risk of harm from ASB (such as those who experience it repeatedly, or who are vulnerable because they are disabled or elderly).

Despite this, HMIC found that the force is still unable to consistently identify repeat and vulnerable victims when they call. This means some of these victims may not be getting the extra support they need.

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

The force command and control IT system does not automatically identify repeat callers by name or the number they are calling from, although there are plans to address this. This makes the consistent use of questioning very important to ensuring repeat and vulnerable victims receive the response they need.

The force has introduced a series of questions that call takers should ask to help establish if the caller is a repeat or vulnerable victim. When HMIC reviewed 100 calls, we found that these questions were only asked in about a third of cases to identify whether the caller was vulnerable. However, they were asked in three quarters of cases to identify whether the caller was a repeat victim. The force is working to further improve the use of these questions through training.

We found that the call taker generally dealt with the victim in a professional manner.

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

Frontline officers are regularly either briefed by a supervisor at the beginning of their working day or self-brief, using the force intranet. These briefings contain details of ASB incidents. Neighbourhood and response officers generally have a good understanding of the ASB issues in their area; however investigators do not receive ASB briefings unless there is a particular issue it is felt they should know about. If this is the case, a neighbourhood officer attends their briefing and provides an update.

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

The force and its partner agencies have recently invested in a joint IT system to allow them to share information. This has been introduced across the county and is starting to be used to manage high and medium risk ASB cases. Information is shared between agencies to gain a better understanding about victims, particularly those who are vulnerable or who have been a victim on a number of occasions. This in turn helps to determine how best to resolve the issues.

Analysts use information from a number of sources to identify where there are ASB hotspots and so where resources are needed the most. The force also uses this information to make sure that incidents receive attention from the most appropriate agency.

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

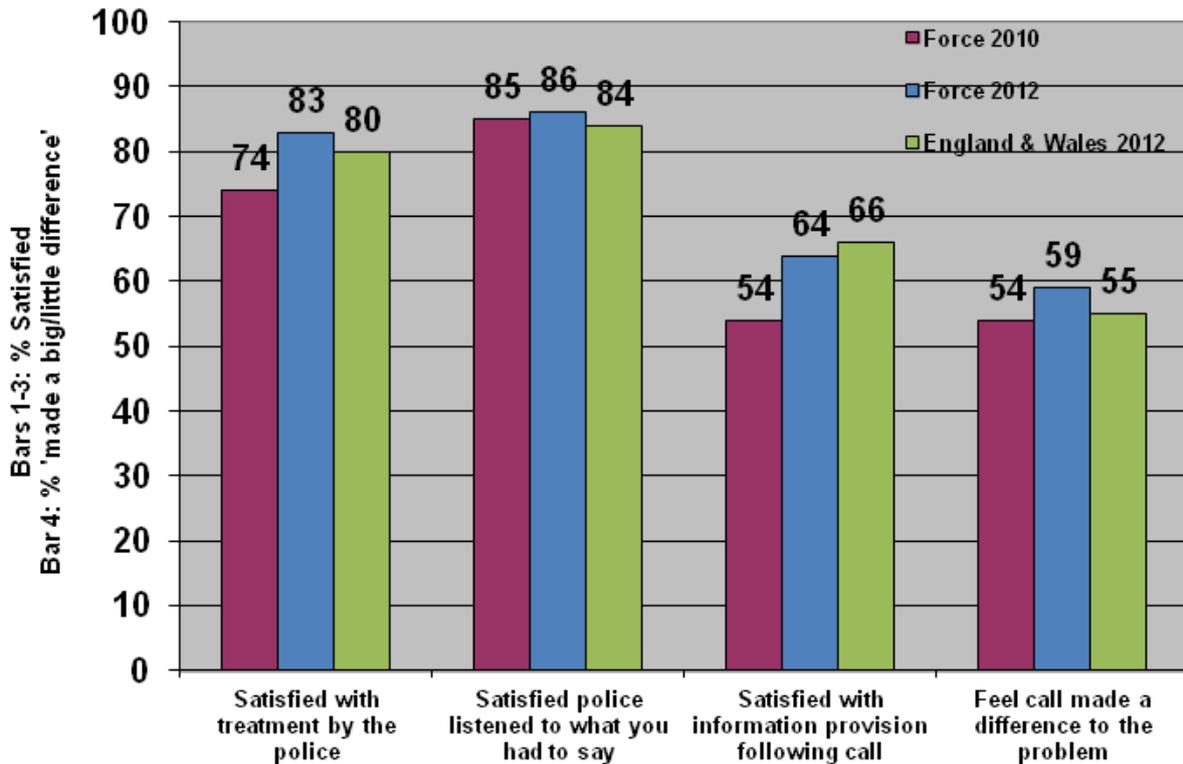
Neighbourhood policing teams have a real desire to make a difference to the people who live in their area. They have received training in how to identify and understand vulnerability (particularly among ASB victims). Neighbourhood staff have also had training to assist them in developing plans to tackle ASB.

A new computer system has been introduced to help the police and local partners jointly manage long-term ASB problems. In those parts of the force where this system is most established, it is being used to address these issues effectively.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Lincolnshire 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. The results show that the force is performing broadly in line with the national average.

Experience of reporting ASB



Although the change is not big enough to be statistically significant, this also suggests that the proportion of positive responses about the force has increased in all four important areas since 2010. This is a positive result for the force.

