



**Merseyside Police has made good progress in how it tackles anti-social behaviour, but must ensure they are consistently checking the vulnerability of ASB victims.**

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). The national findings were published alongside individual reports that outlined how successfully each force was dealing with the problem.

The results of a follow-up inspection published today found that Merseyside Police has continued to improve the way it deals with ASB since its 2010 inspection. Staff showed greater understanding of who should be classed as a repeat or vulnerable victim and how they should be helped, and the force has recently introduced a Vulnerability Risk Matrix to identify callers who are most at risk of harm from ASB.

The force has also put in place effective joint plans with other agencies (such as local councils) to tackle particular ASB issues, with strong partnerships in place.

Call handlers were found to be polite, empathetic and strongly focused on the needs of the victim. However, when HMIC listened to a sample of calls about ASB received from the public there was evidence that call handlers were not consistently checking the vulnerability of the caller. This could mean that some victims are not being given the extra support they need.

HM Inspector of Constabulary for the Northern Region, Roger Baker, said:

*“Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that Merseyside Police has continued to improve how it tackles the problem, and that victim satisfaction is higher than the national figures for England and Wales. The force should be commended for this – especially as it comes against the backdrop of significant budget cuts across the Service.*

*“However, there is no room for complacency. In particular, Merseyside Police should ensure repeat and vulnerable callers are identified at the first point of contact. This progress is therefore only the first step in delivering a much better service to victims.”*

The full report for Merseyside Police, along with the national thematic review 'A Step in the Right Direction', can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)

## Notes to editors

1. The full thematic report 'A Step in the Right Direction' and supporting material can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)
2. The review 'Stop the Rot' published in September 2010 and the accompanying force reports can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)
3. For further information, or to request an interview, HMIC's press office can be contacted during office hours from 8:30am – 5:30pm Monday – Friday on 0203 513 0600.
4. Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and rigorously examines the effectiveness of police forces and authorities to tackle crime and terrorism, improve criminal justice and raise confidence. HMIC inspects and regulates all 43 police forces in England and Wales together with other major policing bodies such as the Serious Organised Crime Agency, the Police Service of Northern Ireland and the British Transport Police and HMRC.
5. HMIC's out-of-hours press office line for urgent media enquiries is 07836 217 729.