



Inspecting policing
in the **public interest**

Anti-social behaviour inspection report

**Norfolk Constabulary
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 Norfolk; 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 Norfolk Constabulary is performing in these key areas.

Findings for Norfolk Constabulary

Overview

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

HMIC found that the force has made good progress since 2010 in the way it understands and tackles ASB incidents. Our survey of ASB victims in Norfolk shows the force has maintained some of the high levels of satisfaction achieved in 2010.

The force and its local authority partners have developed a joint strategy to address ASB. This includes a joint risk assessment, multi-agency ASB teams (known as operational partnership teams), and a shared IT system, which makes it easier for the police and local councils to work together to address local ASB issues.

We found that call takers do not always ask questions to check if the victim might be vulnerable at the first point of contact; however, the force has introduced a process to respond to every ASB incident. This includes, where appropriate, visiting the victim, as well as a specialist team reviewing all ASB calls to ensure an appropriate response from the force has been given.

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

The force's incident recording system automatically identifies repeat callers if either their location or name has been logged before; this allows the call taker to review previous incidents which may affect the level of response received by the victim.

The identification of vulnerability at the point of report was less consistent. HMIC reviewed 100 calls from people reporting ASB incidents and the vulnerability of the victim was established in only a small number of occasions. However, the force attends a high number of incidents where a more thorough assessment is undertaken. The force also undertakes a daily review of all ASB calls to ensure the risk of harm is identified and reduced. We found the call taker generally dealt with the victim in a professional manner.

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

In January 2012, the force revised its electronic briefing system at the same time as a new policing model was introduced. Supervisors lead on regular briefings which are now attended by all safer neighbourhood policing staff. This works well and staff have a good and up-to-date understanding of the nature and location of ASB issues in their area. Investigators also have good knowledge of the local ASB issues and regularly brief themselves on the latest incidents.

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

A joint ASB strategy has been agreed between the police and the local authorities in the force area. This has led to the introduction of operational partnership teams, who are dedicated to dealing with ASB across the county. The teams are staffed jointly by the local authority and the police, which has improved information sharing between police and partners about ASB.

The force's IT system (which partners have access to) is used to manage ASB incidents where there is a significant risk to the victim. By sharing information the force is better equipped to analyse and respond to ASB.

The force undertakes regular analysis of ASB, both countywide and at a district level. This allows the force to respond and direct resources to deal with areas of increased ASB, as well to support repeat and vulnerable victims.

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

The force has recently provided extensive training to all police community support officers, and this focused on ASB. Patrol officers have been trained locally by staff from the operational partnership teams.

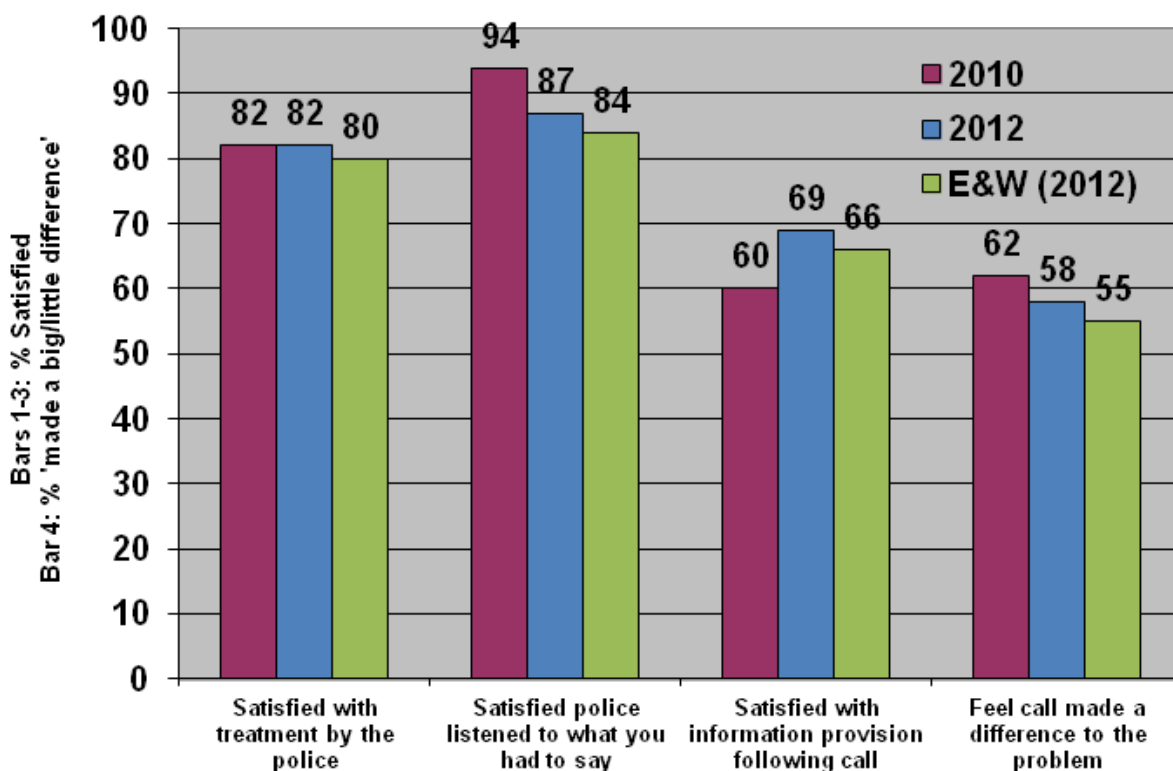
The force has produced extensive guidance material on the best approaches to tackling ASB, which is available to all staff through the force intranet.

The operational partnership teams, who review every incident of ASB, provide specialist support for staff who are dealing with ASB.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Norfolk Constabulary 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



From the results it can be seen that whilst some levels of satisfaction have come down, the force is still achieving good results, which are broadly in line with the national average.

