



Norfolk Constabulary has made good progress in how it tackles anti-social behaviour, but should ensure repeat and vulnerable ASB victims are consistently identified when they first contact the force.

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 Norfolk Constabulary has made good progress since 2010 in the way it understands and tackles ASB incidents.

The force and its local authority partners have developed a joint strategy to address ASB. They share multi-agency ASB teams, and a common IT system, which makes it easier for the police and local councils to work together to address local ASB issues.

The force has introduced a process to respond to every ASB incident (from the initial call to its resolution). However, we found that call takers do not always ask questions to check if the victim might be vulnerable at the first point of contact.

HM Inspector of Constabulary for the Eastern Region, Zoe Billingham, said:

“Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that Norfolk Constabulary has made good progress in how it tackles the problem, and that victim satisfaction is in line with the average 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, while the progress the force has made so far represents another step towards delivering a much better service to victims, there is no room for complacency. In particular, Norfolk Constabulary should ensure they identify repeat and vulnerable ASB victims as soon as they contact the police.”

The full report for Norfolk Constabulary, along with the national thematic review ‘A Step in the Right Direction’, can be found at 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
2. The review 'Stop the Rot' published in September 2010 and the accompanying force reports can be found at 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.