

HMIC Police Response to Anti-Social Behaviour Research
Report for Norfolk Constabulary
WAVE 2

Findings below are from research conducted on behalf of HMIC between 9th February and 22nd March 2012. Telephone interviews were conducted with a random selection of people who, according to local police records, had contacted the police to report anti-social behaviour during September 2011.¹ This was the second wave of the survey, with the first wave conducted between 4th May and 3rd June 2010.

The survey covered a range of issues including what people thought of their contact with the police, as well as their opinions of anti-social behaviour in their local area and how it is dealt with.

Overall, in this wave, 9311 interviews were conducted with people across England and Wales who were recorded as having called to report anti-social behaviour. Below are some of the key findings from Norfolk Constabulary, where 200 interviews were conducted.

- In wave 2, 59% of respondents felt that anti-social behaviour was a big problem in their area, which compares to 51% who felt the same in wave 1. In this survey 29% noted there was now more anti-social behaviour than a year previously. This view was held by 24% in wave 1.
- In the current wave, 43% felt well informed about what is being done by local services to tackle anti-social behaviour in their area, and 57% agreed that local services are dealing with the anti-social behaviour issues that matter locally. In wave 1, 49% felt well informed about what is being done, and 55% agreed that local services were dealing with the anti-social behaviour issues that matter.
- In wave 2, 47% said they had called the police to report anti-social behaviour three times or more over the past year. This is a difference of -2 percentage points compared to wave 1, when 49% reported calling the police to report anti-social behaviour three times or more over the past year.
- In wave 2, 64% were satisfied with the way that anti-social behaviour is dealt with by the police in their local area.²
- When considering a specific call they have made to report anti-social behaviour, 66% in wave 2 were satisfied overall with the way the police dealt with the anti-social behaviour on that occasion, including all contact with the police and any action that may have been taken. In wave 2 86% were satisfied with how the call was handled by the person who answered the call.³
- 82% were satisfied with the way they were treated by the police and 79% were satisfied that the police had taken them seriously. This compares to 82% and 76% respectively in wave 1.

¹ With the exception of victims who called City of London Police and Dyfed Powys Police; as samples for these forces contained calls from months other than September 2011.

² This question was asked for the first time in wave 2.

³ Wording changes between wave 1 and 2 mean that there is not comparable data for wave 1.

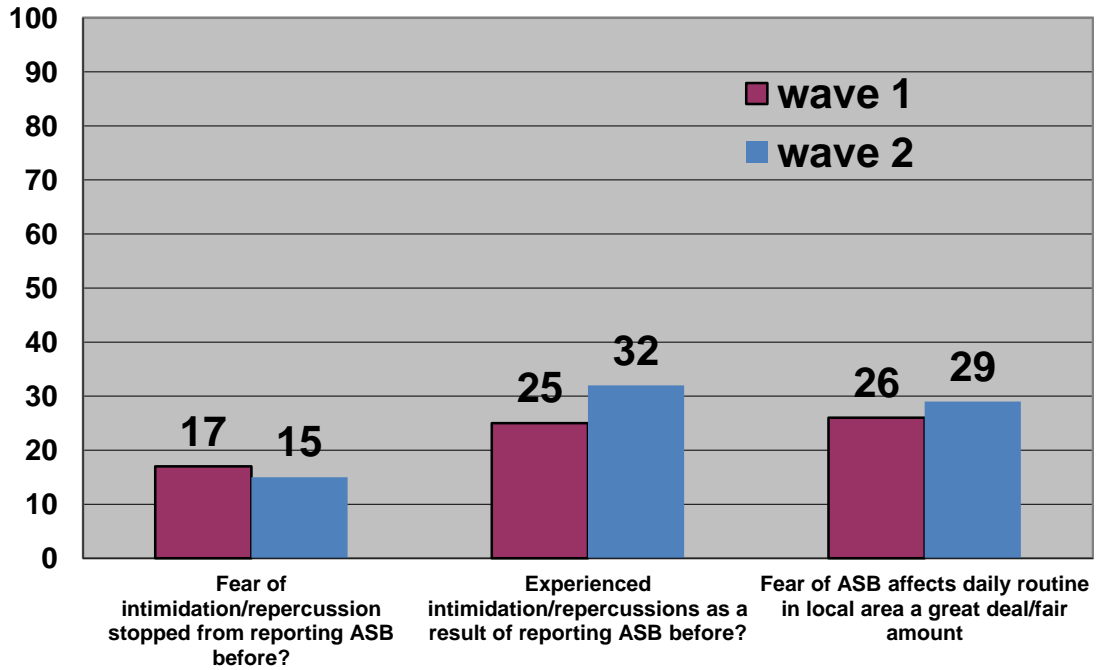
- In terms of follow-up, 57% of respondents were aware of action taken by the police as a result of their call. In the previous wave 40% were aware of police action.
- In wave 2, 58% felt their call made a difference to the problem, while 34% said their call made no difference. In wave 1 62% felt their call made a difference to the problem, while 30% said their call made no difference.
- In wave 2, 93% said they would encourage others to make similar reports of anti-social behaviour, though 6% would not. In wave 1, 91% said they would encourage others to make similar reports of anti-social behaviour.
- 89% said that if they witnessed or experienced the same type of anti-social behaviour in the future, they would report the incident. This is a difference of +2 percentage points compared to wave 1, when 87% said they would report the incident.

Points to note when looking at results for Norfolk Constabulary:

- The results for wave 2 are taken from 200 telephone interviews with people who contacted Norfolk Constabulary in September 2011 to report anti-social behaviour. The results from wave 1 are taken from 103 telephone interviews with people who contacted Norfolk Constabulary in September 2009 to report anti-social behaviour. Wave 2 fieldwork was conducted between 9th February and 22nd March 2012 and wave 1 fieldwork was conducted between 4th May and 3rd June 2010.
- Because interviews have not been conducted with everyone who has reported anti-social behaviour, all the findings are subject to some 'margin of error'. The findings above for Norfolk Constabulary have a margin of error of up to ± 7 percentage points in wave 2. A difference of at least 8 percentage points is required for a statistically significant difference in results between wave 1 and wave 2⁴.
- Police forces cover different types of areas, with varying population profiles and differing patterns of reported anti-social behaviour. These variations will have some impact upon research findings.

⁴ These calculations assume a purely random sample and are based on a 95% confidence level. The difference required for a statistically significant difference between results in wave 2 and wave 1 is calculated based on 90% or 10% of the sample giving an answer to a question. A larger difference may be required for statistical significance depending on the survey result.

Effect of intimidation on reporting ASB, and impact of ASB on daily routine



Experience of reporting ASB

