



Inspecting policing  
in the public interest



## Police response to anti-social behaviour research report

### Norfolk Constabulary

Research report prepared for HMIC by Ipsos MORI

Findings below are from research conducted on behalf of HMIC between 4 May and 3 June 2010. 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 2009. 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.

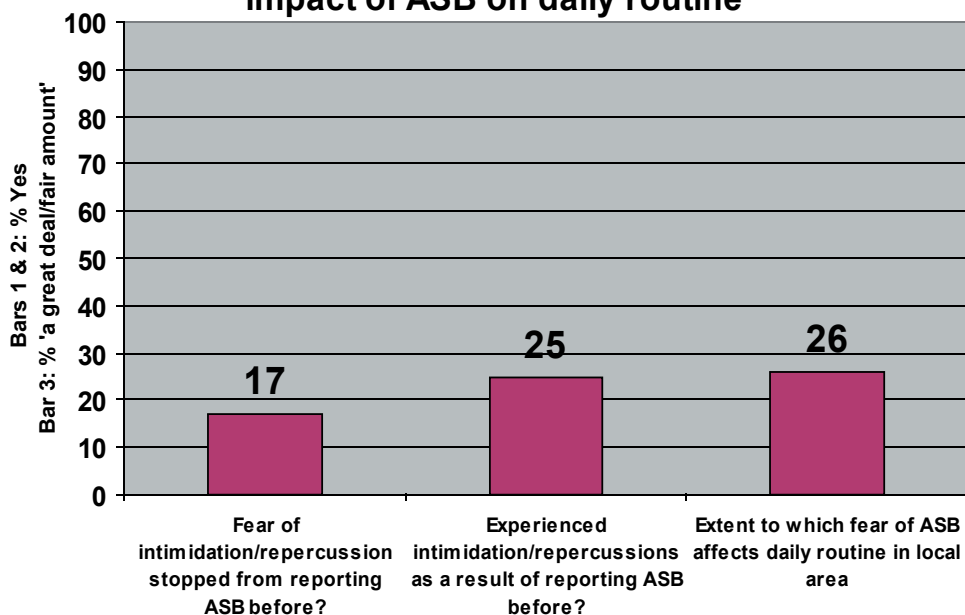
Overall, 5699 interviews were conducted with people across England and Wales who were recorded as having called to report anti-social behaviour. Below are some of the key findings from Norfolk Constabulary, where 103 interviews were conducted.

- 51% of respondents felt that anti-social behaviour was a big problem in their area, with 24% saying there was now more anti-social behaviour than a year previously.
- 49% felt well informed about what is being done by local services to tackle anti-social behaviour in their area, and 55% agreed that local services are dealing with the anti-social behaviour issues that matter locally.
- 49% said they had called the police to report anti-social behaviour three times or more over the past year.
- When considering a specific call they have made to report anti-social behaviour, 73% of respondents were satisfied overall with the way the police handled their call.
- 82% were satisfied with the way they were treated by the police and 76% were satisfied that the police had taken them seriously.
- In terms of follow-up, 40% of respondents were aware of action taken by the police as a result of their call.
- 62% felt their call made a difference to the problem, while 30% said their call made no difference.
- 91% said they would encourage others to make similar reports of anti-social behaviour, though 7% would not.
- 87% said that if they witnessed or experienced the same type of anti-social behaviour in the future, they would report the incident.

Points to note when looking at results for Norfolk Constabulary:

- The results are taken from 103 telephone interviews with people who contacted Norfolk Constabulary in September 2009 to report anti-social behaviour. Fieldwork was conducted between 4 May and 3 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  $\pm 10$  percentage points.
- 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.

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



### Experience of reporting ASB

