



Inspecting policing  
in the public interest



## Anti-social Behaviour Inspection Report

North Wales Police

North Wales experiences a relatively lower level of anti-social behaviour (ASB) and a moderate level of crime per head of population.

### **Our ASB review**

In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review of anti-social behaviour in England and Wales. This included asking victims about their experience of reporting ASB to the police, and inspecting the quality of the processes that forces use in tackling and responding to the problem.

Working with the Police Science Institute at Cardiff University, we then used these results to answer the question of how the police can best tackle ASB.

### **What works?**

Forces have the best chance to give victims a good service if they do three key things:

- Brief all relevant officers and staff (including neighbourhood policing teams, officers who respond to emergencies and CID officers) regularly and thoroughly about local ASB issues;
- Regularly gather and analyse data and information about ASB places, offenders and victims in their area, and use this information to allocate resources to tackle the problems; and
- Provide their neighbourhood policing teams with the right tools and resources to tackle ASB, and then monitor the plans the teams put in place to resolve local ASB issues.

This is how North Wales Police is performing in these areas.

### **Are all relevant officers and staff regularly and thoroughly briefed about local ASB issues?**

HMIC found some evidence that information on offenders and where ASB happens forms part of the daily briefing process for response officers and Neighbourhood Policing Teams (NPTs). However, this briefing could be more focused on ASB issues that are affecting repeat and vulnerable victims, and relayed to more staff including CID and traffic officers.

### **Is the force using ASB information to target its work in tackling ASB?**

At a local policing level, daily management meetings are held, in which methods to tackle ASB are assessed and some aspects of ASB are reviewed. However, this process could be made stronger by focusing on ASB problems that are affecting repeat and vulnerable victims.

### **Do neighbourhood policing teams have the right tools and resources to tackle ASB, and are the plans they put in place to resolve local ASB issues monitored?**

HMIC found some excellent examples of the force working with partners to solve long-term ASB problems, including a five year ASBO and dispersal order in North Denbighshire, preventing individuals from drinking and causing a nuisance. But there was no standard way to record actions and ASB incidents. In the absence of such a system, evidence of supervision was limited, since there are no recorded actions against which progress can be measured. The Deputy Chief Constable has agreed to review the force's methods of recording ASB and its ability to identify repeat and vulnerable victims.

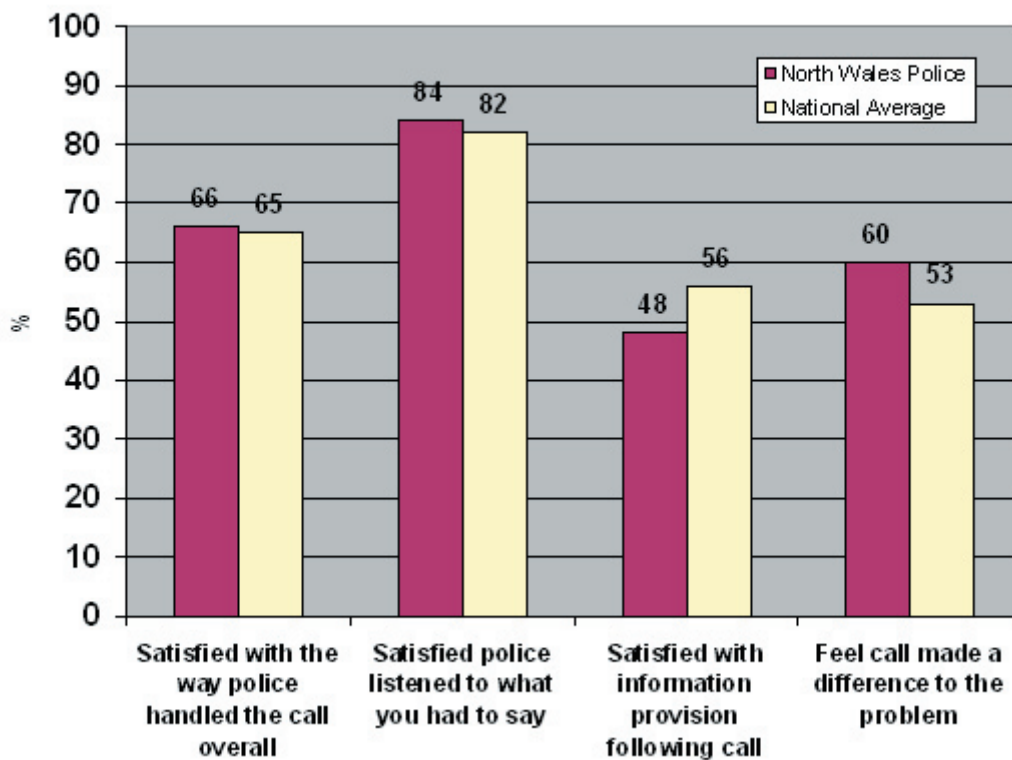
## Is ASB a priority for the force?

ASB is a force priority and features in the policing plan. The force has identified three key areas; hotspot policing, identifying and managing repeat victims and specific training on how to make decisions to tackle ASB issues. The level of resources devoted to ASB, and the data and information analysed, demonstrates a clear commitment to tackling ASB.

## Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in North Wales during September 2009. 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 the force is performing broadly in line with the national average for the areas considered in the survey.

