



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Nottinghamshire Police

Nottinghamshire experiences a relatively higher level of anti-social behaviour (ASB) and a higher 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 Nottinghamshire Police is performing in these areas.

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

The force relies heavily on safer neighbourhood teams briefing themselves on local ASB issues. Briefing of CID and response staff on ASB problem areas is inconsistent. Good examples of integrated briefings were found in some parts of the force, but in other areas they were less effective due, in part, to the quality of the briefings and also to the limited attendance by CID or response teams.

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

The force holds regular meetings at which it monitors how well it is doing in tackling ASB by studying reports on ASB incidents. However, these meetings are not always as effective as they could be. Police resources are only rarely redirected to high priority ASB hotspots. The service provided to repeat or vulnerable ASB victims is not routinely considered, although safer neighbourhood team supervisors review all incidents of ASB every day. Where ASB priorities are identified, plans do not always identify the key actions required to tackle the problem.

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?

Safer neighbourhood teams use a wide range of methods to tackle ASB, and many have effective day-to-day contact with staff from local councils. Local ASB co-ordinators offer advice to neighbourhood staff on approaches to ASB, and also have good contact with partner organisations such as local authorities and housing associations. Through this they are able to gather and share information on effective ways to tackle ASB.

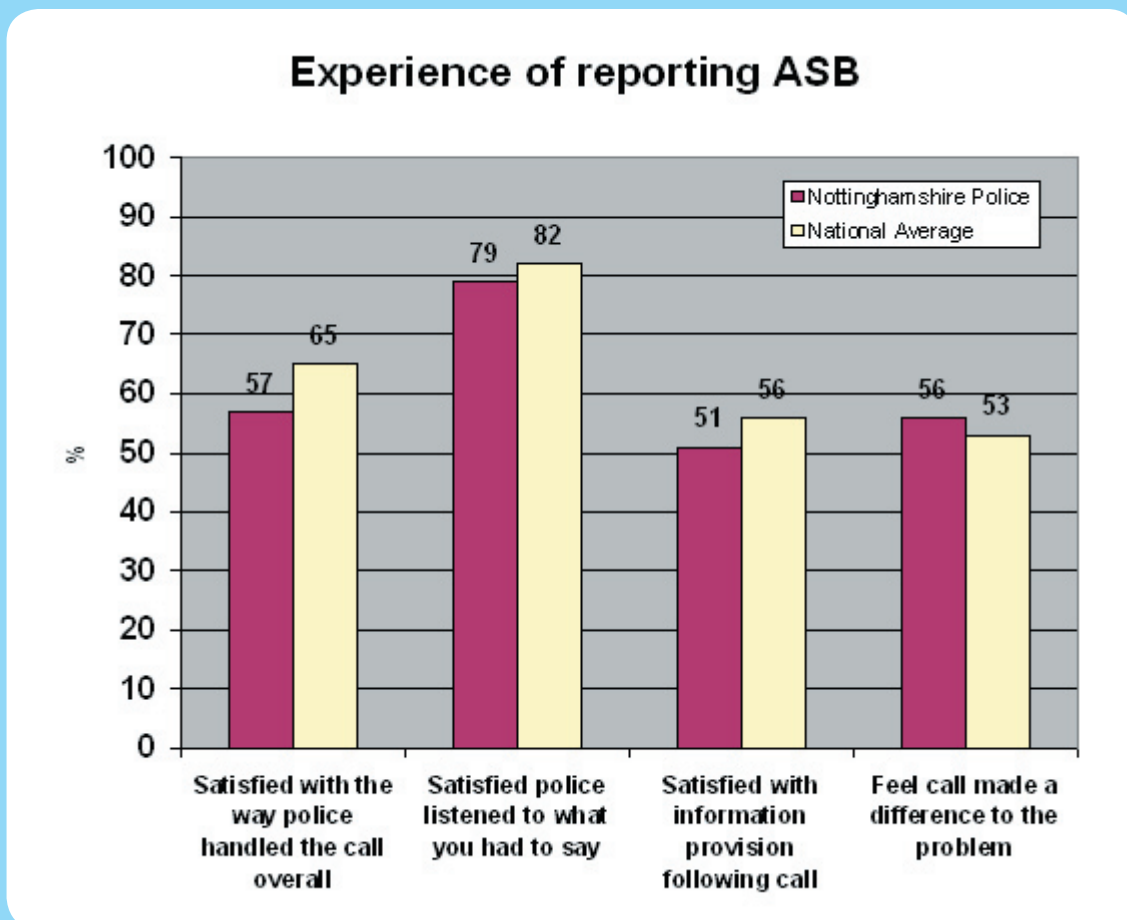
Regular meetings are held locally that bring together police and local councils to manage more difficult local ASB problems. Progress is monitored against an action plan. However, safer neighbourhood teams do not consistently work together with other agencies to address the root cause of specific ASB problems that have been agreed as neighbourhood priorities. This results in some problems taking longer to solve than they should. The force recognises that it needs to improve how it solves problems to bring it up to the standard found in higher performing forces. Steps are being taken within the force to address this.

Is ASB a priority for the force?

Tackling ASB is a priority for the force and features in the local policing plan.

Results of the victim satisfaction survey

We surveyed 116 people who reported ASB in Nottinghamshire 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.



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, although victim satisfaction with the way the police handled their call is an area for improvement.

