



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

South Wales Police

South Wales 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 South Wales Police is performing in these areas.

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

Response officers and neighbourhood policing staff have a good understanding of local ASB hotspots, but CID generally did not engage with ASB briefings. However, HMIC found good practice at Cardiff Central, where response officers are responsible for helping to tackle priorities as identified by their local community, including ASB.

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

ASB features in force performance meetings, where the results of data and information analysis are used to identify hotspots; resources are then allocated to tackle these. Each local policing area can monitor its most frequent repeat callers to assist in solving problems and working with partners. However, reality testing found that there was not enough focus on vulnerable or repeat victims of ASB. The daily management meeting held at divisional level focused mainly on solving crime. Although every crime over the weekend was examined, there was only limited consideration of ASB issues, and no performance information on ASB was made available.

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?

The use of IT systems in South Wales Police to monitor the progress of plans to solve long-term ASB problems was patchy. A number of supervisors spoken to during the inspection could not log on to the relevant force system, as their passwords had expired. Some officers thought that the system to manage records would be used to track problems but no evidence could be found of specific examples where this had happened. It is clear that ASB problems are being solved in the force – in fact, some examples have been presented for national award recognition – but improvements could be made to monitoring systems.

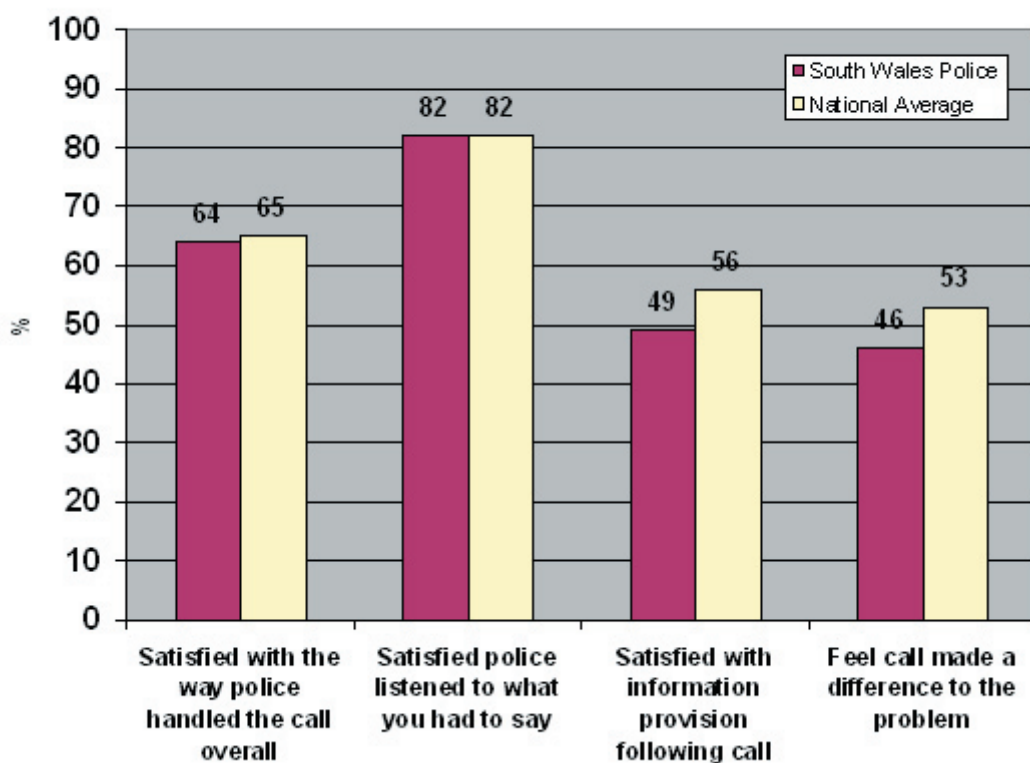
Is ASB a priority for the force?

ASB is a clearly stated force priority and features in the current policing plan and relevant force strategic documents. There is an emphasis on tackling ASB which has influenced working practices, particularly in-depth research of ASB incidents to ensure repeat victims are identified. The level of resources allocated to ASB, and the data and information analysed, demonstrates a clear commitment to tackling ASB.

Results of the victim satisfaction survey

We surveyed 102 people who reported ASB in South 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.

