



Inspecting policing
in the public interest



Anti-social Behaviour Inspection Report

Surrey Police

The area covered by Surrey Police experiences relatively lower levels of both anti-social behaviour (ASB) and 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 Surrey Police is performing in these areas.

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

Safer neighbourhood teams across the force receive regular and detailed ASB briefings. In some areas, CID and response officers are briefed in the same way, and are closely involved in tackling crime arising from ASB incidents. However, in other areas of Surrey, the involvement of CID and response staff is less consistent. The force has recognised that this is an issue and has plans to bring safer neighbourhood teams, response and CID officers together to provide an improved service to victims.

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

The force monitors how well it is doing in tackling ASB at regular meetings by studying reports on ASB incidents. The focus is mainly on the number and location of these incidents, rather than on repeat and vulnerable victims. A monthly report is produced on the top 20 most frequent ASB callers for each safer neighbourhood team. An assessment of victims is included to help identify the specific needs of individual victims of ASB. Analysis of ASB information designed to give teams an understanding of the patterns and trends of ASB, is sometimes limited.

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, such as anti-social behaviour orders and the use of dispersal powers. Across the force, staff work well with partners to address the underlying causes of local ASB issues, and develop plans to tackle the problems. The force has established neighbourhood policing structures, and neighbourhood priorities are effectively managed and monitored, including those relating to ASB. Good records are kept of plans to tackle particular ASB issues, and in most cases these are regularly and routinely reviewed by neighbourhood staff.

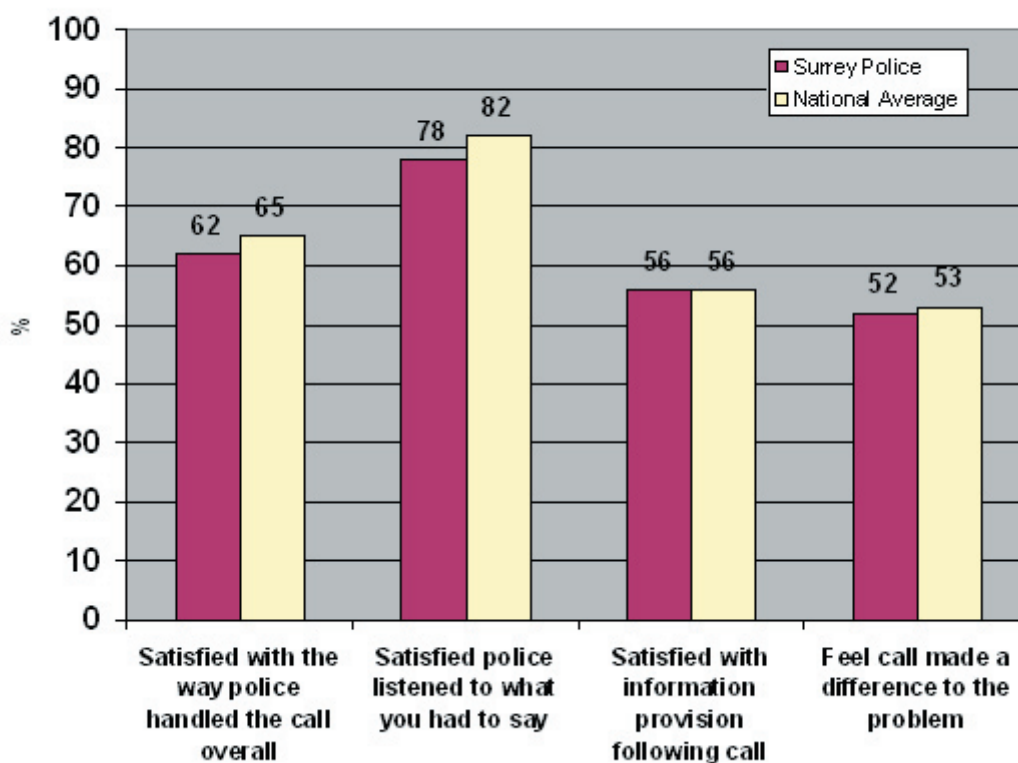
Is ASB a priority for the force?

ASB is a force priority in the local policing plan. The level of police resources devoted to tackling ASB matches the force's commitment to treat ASB as a priority. However, some improvement could be made in the way in which the force gathers and analyses information and intelligence on ASB. This would help the force to provide an even more effective response to issues of local concern.

Results of the victim satisfaction survey

We surveyed 101 people who reported ASB in Surrey 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. Other survey results showed that the proportion of those surveyed in Surrey who felt that ASB was a big problem in their area was far lower than the national average. This is a good result for the force.

