



West Mercia Police has made some progress in how it tackles anti-social behaviour, and uses consistent and reliable processes to identify and support repeat and vulnerable callers.

In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review to find out how the police can best tackle anti-social behaviour (ASB). The national findings were published alongside individual reports that outlined how successfully each force was dealing with the problem.

The results of a follow-up inspection published today found that West Mercia Police has made some progress since 2010 in the way it understands and deals with ASB problems. It has made it clear that tackling ASB is everyone's priority, and this is well understood by staff. A chief officer is the force lead for local policing (including ASB) and the joint force lead moving forward into the strategic alliance with Warwickshire Police. Local policing teams are knowledgeable about their area, passionate about what they do and committed to providing a high quality service to their communities. We found good examples of operational teams across the force working well together.

The force works well with local partners (such as councils and housing associations) in tackling ASB. It has invested in training, and uses consistent and reliable processes to identify and support repeat and vulnerable callers (including risk assessments carried out when a caller first contacts the police). This ensures that those most at risk of harm from ASB can receive the extra support they need. However, more could be done to understand how ASB performance could be monitored at a force level. ASB is well managed at a local level, with plans in place to tackle specific problems and risks. These are supported by analysis and multi-agency intervention through the partnership 'ASB support hubs' and tasking and co-ordinating processes (which ensure the right resource is allocated to tackle particular problems).

HM Inspector of Constabulary for the Western Region, Dru Sharpling, said:

"Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that West Mercia Police has made some progress in how it tackles the problem, and that victim satisfaction is broadly in line with the national figures for England and Wales. The force should be commended for this – especially as it comes against the backdrop of significant budget cuts across the Service.

"However, there is no room for complacency. In particular, West Mercia Police could do more to understand how ASB performance could be monitored at a force level. This progress is therefore only the first step in delivering a much better service to victims."

The full report for West Mercia Police, along with the national thematic review 'A Step in the Right Direction', can be found at www.hmic.gov.uk

Notes to editors

1. The full thematic report 'A Step in the Right Direction' and supporting material can be found at www.hmic.gov.uk
2. The review 'Stop the Rot' published in September 2010 and the accompanying force reports can be found at www.hmic.gov.uk
3. For further information, or to request an interview, HMIC's press office can be contacted during office hours from 8:30am – 5:30pm Monday – Friday on 0203 513 0600.
4. Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and rigorously examines the effectiveness of police forces and authorities to tackle crime and terrorism, improve criminal justice and raise confidence. HMIC inspects and regulates all 43 police forces in England and Wales together with other major policing bodies such as the Serious Organised Crime Agency, the Police Service of Northern Ireland and the British Transport Police and HMRC.
5. HMIC's out-of-hours press office line for urgent media enquiries is 07836 217 729.