



Inspecting policing
in the public interest

Crime inspection 2014

Hampshire Constabulary

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How effective is the force at cutting crime?

Overall summary

HMIC found that Hampshire Constabulary has a good track record in cutting crime. There is a strong emphasis on reducing crime and anti-social behaviour and preventing offending. The area has seen some large reductions in crime and rates have fallen faster here than across England and Wales over the past four years.

There is a continued focus on putting victims at the centre of policing. There is clear leadership within the force for the drive to place victims and witnesses at the heart of policing and the wider criminal justice system.

HMIC found that investigations are generally carried out to a satisfactory standard, although there is some room for improvement in ensuring a consistent quality through better supervision so that opportunities to gather the best evidence are not missed and victim's needs are consistently met.

The force works well with local partners to provide a joined-up response to tackling and reducing anti-social behaviour.

This year, HMIC undertook an inspection into the crime data integrity of all 43 police forces, to determine the extent to which police-recorded crime information can be trusted at a national level. HMIC has serious concerns about Hampshire Constabulary's approach to crime recording, which is not as accurate as it should be. Individual force reports are available at <http://www.justiceinspectorates.gov.uk/hmic/>.

How effective is the force at reducing crime and preventing offending?

Good

There is a strong emphasis in Hampshire Constabulary on reducing crime and anti-social behaviour and preventing offending.

Hampshire and the Isle of Wight have seen some large reductions in crime and rates have fallen faster here than across England and Wales over the past four years. However, HMIC has serious and material concerns about the accuracy of the force's crime recording practices

There is a continued focus on putting victims at the centre of policing. There is clear leadership within the force for the drive to place victims and witnesses at the heart of policing and the wider criminal justice system.

How effective is the force at investigating offending?

Good

Hampshire Constabulary has clear policies and procedures to consistently identify vulnerable and repeat victims of crime and anti-social behaviour. The need to reduce the risk to victims and make them safer is understood by all staff. There is real emphasis at all levels that this is the priority when responding to calls for assistance.

The force has skilled specialist teams investigating the most serious crimes and providing enhanced support to high risk and vulnerable victims. The force also works well in partnership to prevent reoffending through the management of those criminals causing the most harm to the public.

How effective is the force at tackling anti-social behaviour?

Good

The force has in place methods to identify repeat victims to disrupt, reduce and prevent anti-social behaviour and prioritise vulnerable victims.

The force has strong partnerships focused on anti-social behaviour and works closely with these partners to accurately identify risks and priorities, and prevent the escalation of anti-social behaviour.

There is an inconsistent approach to gathering and analysing data and intelligence about anti-social behaviour.

How effective is the force at reducing crime and preventing offending?

Good

How effective is the force at investigating offending?

Good

HMIC found that investigations are generally carried out to a satisfactory standard, although there is some room for improvement in ensuring a consistent quality through better supervision so that opportunities to gather the best evidence are not missed and victim's needs are consistently met.

Integrated offender management arrangements are well-established and effective with arrangements in place to prioritise offenders and reduce re-offending.

How effective is the force at tackling anti-social behaviour?

Good

Introduction

This inspection looks at how effective police forces are at cutting crime. The public expects the police to reduce, prevent and investigate crime, bring suspects to justice and, in conjunction with other services and agencies, care for victims. To assess each force's effectiveness, we looked at three specific areas:

- How effective is the force at reducing crime and preventing offending?
- How effective is the force at investigating offending?
- How effective is the force at tackling anti-social behaviour?

Methodology

During our inspection we analysed data and documents from forces, and conducted in-force inspections. We interviewed the senior officers responsible for crime, neighbourhood policing and victim care in each force. We held focus groups with frontline police officers, investigators and police staff, and observed their activities first hand. We also reviewed 20 crime investigations in each force and interviewed heads of partner organisations such as local authorities. We focused on anti-social behaviour and the offences of: burglary dwelling; serious sexual offences; and violence with injury on this inspection. We chose to focus on these offences because they cover the areas of acquisitive and violent crime and the protection of vulnerable people. This has allowed us to make an assessment of how well the force treated the victim throughout the investigation – examining in particular how well officers gathered evidence and how well they were supervised.

Victims are at the heart of this inspection. Victims are entitled to a service from the police; this includes regular information about their case, an opportunity to provide an impact statement where relevant and to be consulted on potential criminal justice outcomes. When the police provide this service to victims, it increases victim satisfaction and builds trust and confidence in the police.

As part of this inspection, we considered how well forces deal with domestic abuse, alongside other offence types. HMIC published a report in March 2014 on how well forces tackled domestic abuse and provided support to victims. As a result of that inspection all forces were asked to provide an action plan setting out how they were improving services to victims of domestic abuse and we have reviewed the action plans developed by forces. The action plans have not informed the judgments made in these reports.

The crime inspection provides HMIC with the first opportunity to test whether the force's approach to improving how it tackles domestic abuse is beginning to have an effect and this forms part of our overall assessment of the force.

How effective is the force at reducing crime and preventing offending?

HMIC looked at the how the leadership of the force deploys its resources to reduce the volume of crimes being committed, maximise the quality of victim contact, and ensure that the force focuses on community priorities while mitigating national threats.

We looked at how the force prevents crime, how it uses police tactics such as stop and search powers to prevent and detect crime and reduce offending. We also looked at how the police work with other agencies such as social services to reduce crime.

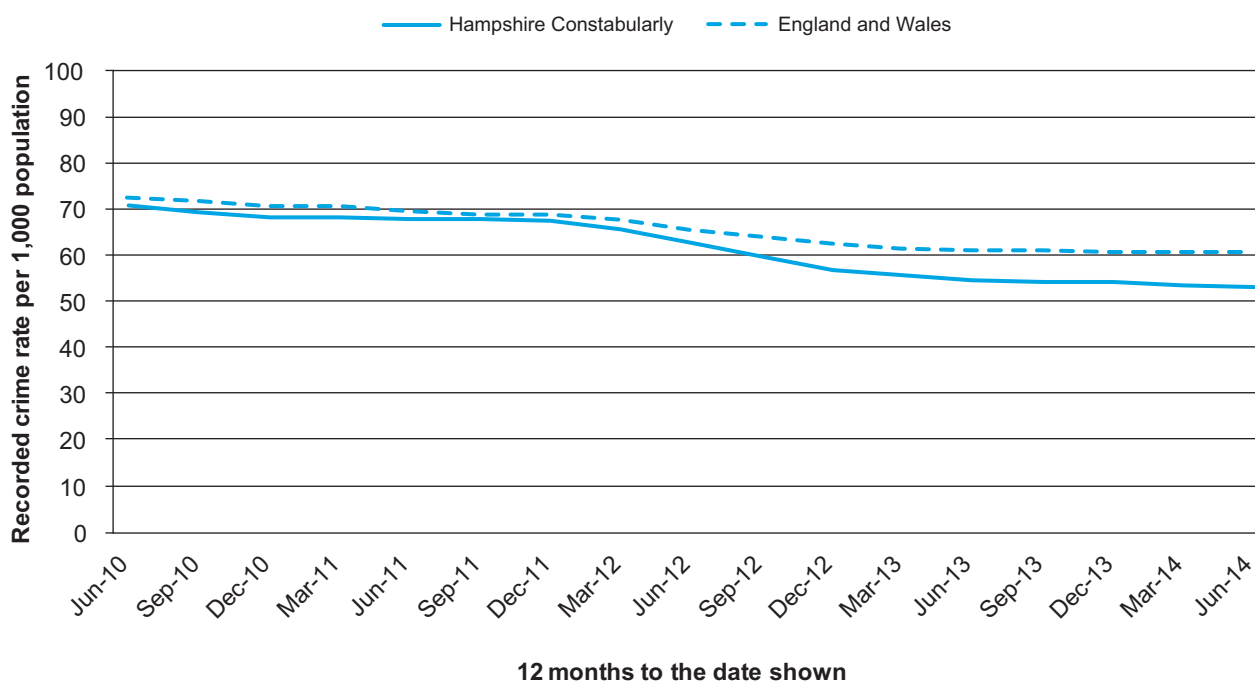
Crime

In 2010 the Home Secretary set a clear priority for the police service to cut crime. When compared with the 12 months to June 2010, recorded crime (excluding fraud) in the 12 months to June 2014 reduced by 25 percent in Hampshire compared with a reduction of 16 percent across all forces in England and Wales.

Over this period, victim-based crime (i.e., crimes where there is a direct victim such as an individual, a group, or an organisation) decreased by 26 percent in Hampshire, compared with a reduction of 16 percent across England and Wales.

During the 12 months prior to the end of June 2014, recorded crime (excluding fraud) in Hampshire reduced by 3 percent, compared with a 1 percent reduction across England and Wales.

Figure: Recorded crime rate (per 1,000 population) between June 2010 and June 2014.



By looking at how many recorded crimes and incidents of anti-social behaviour occur per 1,000 population, we get an indication of how safe it is for the public in that police area. The table below shows crime and anti-social behaviour rates in Hampshire (per 1,000 population) compared with the rest of England and Wales.

12 months to June 2014	Hampshire Constabulary rate (per 1,000 population)	England and Wales total rate (per 1,000 population)
Crime excluding fraud	53.2	60.7
Victim-based crime	46.4	53.9
Sexual offences	1.0	1.2
Violence with injury	5.2	5.9
Burglary in a dwelling*	4.8	8.9
Anti-social behaviour incidents*	31.2	36.8

***Note that anti-social behaviour data is for the 12 months to March 2014 and the rate for burglary in a dwelling is the rate per 1,000 households, not population.**

We have chosen these types of crime to give an indication of offending levels in the force area. We are not judging the effectiveness of the force on recorded crime rates only. For information on the frequency of other kinds of crimes in your area, go to www.justiceinspectrates.gov.uk/hmic/crime-and-policing-comparator.

Hampshire’s detection rate (for crimes excluding fraud) for the 12 months to the end of March 2014 was 28 percent, which was higher than the 26 percent for England and Wales.

The new crime outcomes framework was introduced in April 2014. It replaces a previous framework for recording how the police finalise investigations through what was known as ‘sanction detections’ (e.g. charges and/or summons). The new crime outcomes framework is designed to support police officers to use their professional judgment to ensure a just and timely outcome which reflects the harm to the victim, the seriousness of the offending behaviour, the impact on the community, and which deters future offending. Data on the full range of outcomes achieved as a result of investigations (not just detections but also, for example, community resolutions such as mediation known as restorative justice) will be available from July 2015 and used in future HMIC inspections.

Meeting the needs of the community

The police and crime plan from the police and crime commissioner and the chief constable set clear directions for Hampshire Constabulary. There is a strong emphasis on the prevention of crime and anti-social behaviour and the reduction of re-offending. The police and crime commissioner has made an overarching commitment to continue to cut crime and protect the public and is prioritising improvements to frontline policing by ensuring high quality investigative policing, resolving crimes, and holding people to account. The constabulary is changing the way it delivers policing so that it can both respond to the continuing financial austerity and better deliver these priorities and is about to put in place new ways of working. This includes having a new structure where one chief superintendent has responsibility for community policing and prevention across the force.

The force recognises the importance of identifying and responding to those victims who may be more susceptible to the harm caused by crime and anti-social behaviour. It has put support mechanisms in place for a range of vulnerable victims. For those victims of serious sexual offences, Operation Amberstone and the safeguarding team offer specialist assistance and referral to partner agencies where appropriate. Elderly victims of distraction burglaries get an enhanced service to support them after the crime through Operation Liberal, a joint enterprise with the British Red Cross.

Constructive partnership working continues to focus on reducing crime and anti-social behaviour in Hampshire. Partners and Communities Together (PACT) and business crime reduction partnerships are examples of the force's neighbourhood teams, partners and communities agreeing local priorities together. The force works effectively through well-managed offender management programmes with the probation service and other principal partners working together to identify the most serious criminals causing the most harm to their communities to reduce their risk of reoffending.

Quality of victim contact

A continued focus on victims is clear throughout the force and this is recognised and valued by partners. There is clear leadership within the force for the drive to place victims and witnesses at the heart of policing and the wider criminal justice system. Senior officers lead groups that oversee, review and direct the work to improve public confidence and levels of victim satisfaction. There is an extensive programme to ensure that the Code of Practice for Victims of Crime is built in to its systems and all policing activity. The force's involvement in a mapping of the victim's journey event in November 2013 provided a good foundation for subsequent activity. There is a dedicated victims and witnesses team who not only ensure that staff comply with the principles of the Code of Practice for Victims of Crime, but monitor victim confidence in the force. An inspector and sergeant report to a victim and witness delivery board as well as the victim and witness strategic board.

The force recognises the importance of ensuring that victims are kept updated throughout the investigation. Supervisors are required to contact up to six victims each month to check that they are satisfied with the service and have received proper communication about their case. There is also evidence of the victim support service providing victim feedback to the force on a monthly basis. The force, in conjunction with the police and crime commissioner's engagement team, is planning to carry out surveys of minority ethnic communities in Hampshire and Isle of Wight to review their needs and expectations.

An important measure of the impact of changes to service delivery for the public is how satisfied victims are with the overall service they receive when they seek police assistance. In the 12 months to the end of June 2014, Hampshire Constabulary had a victim satisfaction rate of 87.0 percent (± 0.9 percent) which is higher than the satisfaction rate in England and Wales of 85.0 percent (± 0.2 percent). Its current rate is higher than the 84.0 percent (± 0.9 percent) recorded for Hampshire in the previous year.

Use of police tactics

Hampshire Constabulary uses a variety of tactics and works with partners to prevent and reduce offending. There is an established way to manage and prioritise activity and resources via a daily tasking and coordinating meeting. However during interviews and visits to police stations it was evident that these processes are not always as effective as they could be. We found that these daily meetings sometimes lack current intelligence, specific tasking and actions. The force has had to make significant cuts due to austerity, and the impact has included a reduction in its analytical capacity. The force plans to reinvest the resources saved by reducing the number of data researchers to increase its analytical capacity, but currently this reduction has resulted in limited access to intelligence products and analysis. The force change programme has reviewed the daily management process and improvements are being introduced.

The force uses different tactics to reduce re-offending. It has trialled the use of domestic violence protection orders and staff use them positively and with appropriate application. There is limited use of other alternative disruptive tactics such as violent offender orders, gang orders and serious crime prevention orders. However, there is evidence of referrals to the troubled families unit being used as a tactical option with the intention of diverting youths away from gang crime. Stop and search powers are used appropriately to prevent and detect crimes such as robbery and anti-social behaviour at a local level.

HMIC found that the investigation and management of organised crime groups (OCGs) is limited in its effectiveness. The understanding of OCGs is developing with better mapping, but we found that neighbourhood teams were not as aware or as involved in helping to tackle OCGs operating in their area as they could be. While the force is targeting drug-related violence through Operation Fortress, there is little evidence that OCG disruption plans are being used comprehensively.

Progress in emerging areas such as cyber-crime lacks momentum due to limited knowledge and training. Because of limited capacity, in some cases there are long waiting times before getting the results of forensic computer analysis, which is critical to bringing cyber-criminals swiftly and effectively to justice. The force is exploring how it can improve capacity through partnerships with local universities and with private companies.

Partnership working and information sharing

Hampshire Constabulary is committed to preventing crime and reducing offending through partnership working. Partners commented on the impetus and support neighbourhood police teams bring to local initiatives such as the troubled families programme, anti-social behaviour panels and PACTS. Some partners are concerned about the effect of the structural changes that Hampshire Constabulary is undergoing and whether this might limit its capacity to work as effectively with partners in the future.

The force area covers 15 separate local authorities which adds complexity to working with partners. The different working practices and processes across Hampshire and the Isle of Wight have the potential to affect the management of risk and identification of vulnerability. This requires increased strategic oversight. To counter this, the force district commanders provide leadership, in close liaison with the managers of local community safety partnerships, to drive forward partnership activity through the various tactical level partnership groups, but there is a need for the force to maintain its strategic and tactical commitment as it changes the policing model in order to maintain its effectiveness.

The development of information sharing policies, and the use of safety net, has improved the sharing of information with partner agencies. Safety net is a joint database to assist in problem solving that is used to support information sharing between partners and the force. There were good examples of safety net being used to manage problems by police and partner agencies, for example, in supporting joint work such as the early help hub, troubled families and anti-social behaviour panel cases. However, it is not exploited or used consistently across all areas in the force.

A further example of effective and constructive partnership working is in the area of tackling serious sexual offences. The force has established a senior officer-led group to focus on better understanding the issues and working with partners to share information, analyse trends and develop better services to victims. The group includes the sexual assault referral centre manager, the forensic lead and other voluntary sector partners. Recent campaigns generated by this group have included encouraging victims to report crimes.

Domestic abuse

In March 2014 HMIC published the results of its inspection of 43 forces on the effectiveness of the police approach to domestic violence, with a focus on outcomes for victims and whether risks to victims are adequately managed, this included clear recommendations for each force about improvements it should make. As a result of this inspection all forces were required to produce and publish an action plan setting out the steps they were taking to improve the services to victims of domestic abuse. This plan should demonstrate that HMIC recommendations are being addressed and also explain how:

- the leadership will ensure the changes necessary and hold the right people to account;
- the police response when a victim first contacts them (by a 999 call or by visiting a police station) and when they first attend the scene of the incident is improved;
- the force will ensure there is a high quality investigation of all domestic abuse crime;
- victims will be properly supported and offenders properly managed; and
- the training and learning provided to officers ensures they can give the best available response to the victim.

HMIC has made an initial consideration of the action plan submitted by Hampshire Constabulary. We found the plan outlines activity which is in line with the agreed national priorities for forces outlined above. The action plan gives details of the activity the force is doing in some but not all of these areas. There is no clear direct reference to the specific HMIC recommendations for the constabulary, but the information contained within it supports most activity required from those HMIC recommendations.

The crime inspection provided us with our first opportunity to test whether changes in the force's approach to domestic abuse were beginning to have a positive effect.

During the inspection, HMIC found that tackling domestic abuse was a priority for the force and the police and crime commissioner. Staff demonstrated a good level of commitment and awareness, although there was found to be some inconsistency in the level of service for incidents assessed as standard risk. The force's relationship with partners was found to be good, with the multi-agency risk assessment conference (MARAC) process regarded as working well. Evidence was found that tackling domestic abuse and supporting victims remains a priority for the force. The dedicated safeguarding unit continues to focus primarily on domestic abuse victims and undertakes responsibility for victim care and links with appropriate partner agencies. The inspection found that the use of powers such as a domestic violence protection notice was ingrained into the culture of the force. The case file review confirms that the force maintains its ethos of safeguarding vulnerable victims through routine risk assessments.

Recommendations

- Within three months, Hampshire Constabulary should review the resourcing and process for prioritising the examination of computer equipment seized as part of criminal investigations. By March 2015 the force should commence the implementation of a plan to improve the prioritisation and timeliness of these examinations.
- Within three months Hampshire Constabulary should ensure that there is clarity in relation to the investigation and management of organised crime groups and that relevant staff, especially those within neighbourhood teams, are made aware of their roles and responsibilities in relation to disruption.

Summary



Good

- There is a strong emphasis in Hampshire Constabulary on reducing crime and anti-social behaviour, and preventing offending.
- Hampshire and the Isle of Wight have seen some large reductions in crime and rates have fallen faster here than across England and Wales over the past four years. However, HMIC has serious and material concerns about the accuracy of the force's crime recording practices.
- There is a continued focus on putting victims at the centre of policing. There is clear leadership within the force for the drive to place victims and witnesses at the heart of policing and the wider criminal justice system.

How effective is the force at investigating offending?

HMIC looked at the range of police tactics and powers used by the force to investigate offending, including how investigations are conducted, whether persistent offenders are diverted from crime and how people vulnerable to repeat crime are supported. We looked at how the force learns from experience in order to improve professionalism in operational practice and leadership.

Vulnerability, risk and victims

Hampshire Constabulary has clear policies and procedures to consistently identify vulnerable and repeat victims of crime and anti-social behaviour. A community focus team (now incorporated into the new resolution centre) works alongside call-handlers to support them and provide background information and advice on how to respond to an incident by identifying the risks for repeat and vulnerable callers. However we did find that not all frontline staff have a consistent understanding of what constitutes a repeat victim or how the level of service to them could be enhanced.

The need to reduce the risk to victims and make them safer is understood by all staff. There is real emphasis at all levels that this is the priority when responding to calls for assistance. The force has a specialist safeguarding team who support high risk and vulnerable victims, mainly of domestic abuse, but also victims of other incidents even when a crime has not been established. The safeguarding team provides an enhanced service and access to various safeguarding measures such as door braces, panic alarms, mobile phones and referrals to refuges.

The Operation Amberstone team provides specialist interview skills, officers trained to deal with sexual offences and good partnership working to support victims of sexual offences. Specially trained investigation officers support the work of the sexual assault referral centre based in Portsmouth. The geography of the force area poses a challenge in providing one single centre for the whole area, particularly for residents of the Isle of Wight, but the force and partners have taken steps to ensure victims receive appropriate support.

As part of this inspection we carried out a review of a sample of recent investigation files and found that there was a generally good focus on the victim's needs. Victims are routinely referred to partner agencies for additional support where appropriate. Special measures to make court appearances less intimidating to vulnerable victims are also used such as the opportunity to give their evidence from behind a screen or via a video link. However we found some inconsistency in their use and in addition there was little evidence that victim personal statements were being routinely completed. The force is aware of these areas for improvement through its own monitoring and has plans to provide training and improve compliance with these requirements.

Investigation

Hampshire Constabulary has a comprehensive range of clear procedures that direct how it will attend, record and investigate crimes. There are also a number of policies that explain to staff what types of offences will be investigated by specialist resources such as the major crime investigation team and those who investigate child abuse allegations. The force responds well to major and serious crime. The force has specialist teams with accredited detectives who investigate such crimes, and is generally able to get additional specialist support from regional staff when required.

We found that generally officers understood the need to provide an effective response quickly when crimes are reported, both to minimise the risk to victims and to ensure that the best evidence can be gathered to solve the crime and bring the offender to justice – known as the golden hour principles. However, our review of investigation files revealed that there is some inconsistency in the quality of supervision of volume crimes such as burglary and assaults. While it was clear that supervisors had given direction in the cases reviewed, the quality of the investigation showed that not all necessary action was consistently taken and this was not followed up during subsequent supervisory checks. For example, the officers' statements lacked evidence that could have better supported the investigation, such as descriptions of the scene, the demeanour of those involved and witnesses present. Officers told us that there are some limitations in the ability of the force's crime recording systems to support the supervision of high quality investigations. This means that the force cannot be confident that all investigations are consistently carried out to the quality required.

Tackling repeat and prolific offenders

The force recognises that preventing reoffending requires a joined-up approach from all partners locally. This integrated offender management approach¹ (IOM) brings together police and probation and other principal partners such as drug and alcohol teams, department of work and pensions, and housing providers. These arrangements are well-established in Hampshire and the Isle of Wight, with effective structures in place to prioritise offenders. The force continues to invest in dedicated IOM staff and the level of commitment to local IOM schemes has been maintained with jointly staffed partnership teams continuing to work from the same locations focusing on the most prolific offenders.

¹ There is no standard national definition of who should be considered for Integrated Offender Management arrangements. Hampshire Constabulary and its partners decide who needs to be managed under these arrangements using its own scoring system.

Learning from experience

It is important that the police learn from what works and ensure that good practice is shared widely so that the most effective outcomes can be achieved from policing. The force has recognised that internal learning and development is an area for improvement and has recently introduced operational improvement panels to ensure that action is taken to learn the lessons from serious case reviews. It is intended that this will be supported by an operational learning team that will have responsibility for evaluating and implementing police practice. The force has an extensive programme of work being prepared to reinforce the Code of Practice for Victims of Crime, in particular for resolution centre and call management staff. In addition, bespoke training is planned for frontline officers about their perceptions of victims and their subsequent treatment of them.

Recommendations

- Immediately, Hampshire Constabulary should take steps to ensure there is clarity amongst relevant staff on the identification and assessment of repeat victims of crime and anti-social behaviour.
- Within three months Hampshire Constabulary should develop and commence the implementation of an action plan to improve the quality of victim service and contact which will ensure that:
 - (a) investigating officers and police staff are aware of the standards required within the Code of Practice for Victims of Crime, especially in relation to the use of victim personal statements and special measures, and have the professional skills and knowledge to fulfil their duties;
 - (b) supervisors know what is expected of them in driving up standards;
 - (c) there is appropriate monitoring and oversight of the quality and timeliness of victim service and contact; and
 - (d) feedback from victims is used to improve the service provided.
- Within three months Hampshire Constabulary should develop and commence the implementation of an action plan to improve the quality of investigations which will ensure that:
 - (a) investigating officers and police staff are aware of the standard required and have the professional skills and expertise to fulfil their duties;
 - (b) supervisors know what is expected of them in driving up standards and follow up on directions given; and
 - (c) there is appropriate monitoring and oversight of investigative quality and timeliness.

Summary



Good

- Hampshire Constabulary has clear policies and procedures to identify consistently vulnerable and repeat victims of crime and anti-social behaviour. The need to reduce the risk to victims and make them safer is understood by all staff. There is real emphasis at all levels that this is the priority when responding to calls for assistance.
- The force has skilled specialist teams investigating the most serious crimes and providing enhanced support to high risk and vulnerable victims. The force also works well in partnership to prevent reoffending through the management of those criminals causing the most harm to the public.
- HMIC found that investigations are generally carried out to a satisfactory standard, although there is some room for improvement in ensuring a consistent quality through better supervision so that opportunities to gather the best evidence are not missed and victim's needs are consistently met.
- Integrated offender management arrangements are well-established and effective with arrangements in place to prioritise offenders and reduce re-offending.

How effective is the force at tackling anti-social behaviour?

HMIC looked at how the force prevents and tackles anti-social behaviour, in particular the way victims are treated. We looked at the quality and consistency of victim contact across the force and whether victims of anti-social behaviour were dealt with in a comparable way to victims of other crimes.

Community contact and victim care

Hampshire's drive to put victims and witnesses at the heart of operational activity continues to produce evidence of good processes, systems and local engagement in the identification and support of anti-social behaviour victims. HMIC found, however, that some frontline staff lack understanding of what constituted a repeat victim for anti-social behaviour. Nevertheless, HMIC found that repeat victims are generally identified at first point of contact and in particular where a caller is assessed as vulnerable, they are receiving a good response. However, there is sometimes a delay in the call-handler passing information about repeat and vulnerable victims to officers who are responding to calls for assistance. Neighbourhood teams continue to support anti-social behaviour victims with comprehensive action plans developed for medium and high-risk victims.

The force has good communication with the public and partners. Work to engage with communities via social media is developing. Neighbourhood officers have regular PACT meetings where they set local priorities with partner agencies and the community. A recent example was joint working to tackle begging in Southampton that had been raised by the local community at a recent PACT meeting. There is also an effective business crime reduction partnership which feeds in issues from the Southampton business community. The force has worked with partners and the voluntary sector to carry out a survey of issues affecting rural communities.

The force has confirmed that its ongoing operational change programme has included the implementation of a resolution centre. The resolution centre has responsibility for running a triage system through which vulnerable anti-social behaviour victims are risk assessed and highlighted via safety net profiles which triggers joint action by partners and neighbourhood teams. The force's commitment in providing good quality and consistent care for anti-social behaviour victims is valued by partners.

Partnership working

Tackling anti-social behaviour remains a priority for the force.

There is evidence of engagement at the neighbourhood level through local anti-social behaviour panels bringing together police and local partners to work together to reduce anti-social behaviour, particularly that which affects the most vulnerable people. As well as identifying crime and anti-social behaviour hotspots, the panels target repeat victims and offenders. There is a daily review of anti-social behaviour incidents in each neighbourhood team to identify trends and act quickly to prevent escalation. The force is also involved in the anti-social behaviour multi-agency risk assessment conferences which include representatives from local authorities, youth offending teams, probation, the voluntary sector and social housing. This forum is regarded as highly victim-focused with a clear process for categorisation and escalation where necessary. Local partnership initiatives include a Fareham-based scheme called 'Access all areas' as well as police and crime commissioner-funded arrangements in Waterlooville called Divert.

There is some evidence of data sharing amongst partners in their attempt to tackle anti-social behaviour escalation e.g. troubled families with links to anti-social behaviour activity are flagged on the force's call management system (ALTARIS) as well as on safety net, triggering intervention through the troubled families governance structures. The force has recognised that data-sharing across this area of business requires further improvement. Despite this, there is inconsistency in the gathering and analysis of data and intelligence regarding other aspects of anti-social behaviour.

Improving services to the public

In the 12 months to March 2014, Hampshire Constabulary recorded 60,072 incidents of anti-social behaviour. This is a reduction of 23 percent against the previous 12 months.

The force, in collaboration with the local criminal justice board, undertook an exercise in November 2013 to identify the support and information provided to victims of crimes throughout their journey in the criminal justice system. The exercise generated 46 recommendations, which are being co-ordinated with the office of the police and crime commissioner (OPCC). The force is working with the OPCC engagement team with the intention of surveying minority ethnic communities in Hampshire to review their needs and expectations. This area of work had not commenced at the time of the inspection. The force has adopted a positive approach to restorative interventions, with out-of-court disposals promoted where appropriate.

Recommendations

- Within three months Hampshire Constabulary should review how it gathers and analyses anti-social behaviour intelligence and how this is then shared with staff and partners to help them effectively tackle anti-social behaviour.

Summary

Good

- The force has in place a method to identify repeat victims to disrupt, reduce and prevent anti-social behaviour and prioritise vulnerable victims.
- The force has strong partnerships focused on anti-social behaviour and works closely with these partners to accurately identify risks and priorities, and prevent the escalation of anti-social behaviour.
- There is an inconsistent approach to gathering and analysing data and intelligence about anti-social behaviour.

What each judgment means

HMIC uses four categories for making judgments, two are positive and two are negative. The categories are:

- outstanding;
- good;
- requires improvement; and
- inadequate.

Judgment is made against how well the force cuts crime. In applying the categories HMIC considers whether:

- the way the force is cutting crime and reducing offending is good, or exceeds this standard sufficiently to be judged as outstanding;
- the force requires improvement in the way it cuts crime, and/or there are some weaknesses; or
- the force's effectiveness at cutting crime is inadequate because it is significantly lower than is expected.