



Inspecting policing
in the **public interest**

Anti-social behaviour inspection report

**Derbyshire Constabulary
June 2012**

About this review

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). We committed to repeating this inspection in 2012 to check on progress. This report tells you what we found in Derbyshire; the 2010 review is available on the HMIC website (www.hmic.gov.uk).

What works in tackling ASB?

In 2010 HMIC found that forces have the best chance to give ASB victims a good service if they:

- **Identify if a caller is a vulnerable** (for instance, elderly or disabled) **or repeat victim** as soon as they call the police, so they can get extra support;
- **Brief all relevant officers and staff** regularly and thoroughly about local ASB issues;
- Regularly **gather and analyse data and information** about ASB places, offenders and victims, and allocate resources to tackle specific problems; and
- **Provide their neighbourhood policing teams with the right tools and resources** to tackle ASB.

This is how Derbyshire Constabulary is performing in these key areas.

Findings for Derbyshire Constabulary

Overview

There is a medium level of ASB recorded by police in Derbyshire in comparison with the rest of England and Wales.

HMIC found the force had made some progress since 2010 in the way it understands and tackles ASB problems. Our survey of ASB victims in Derbyshire shows levels of satisfaction that are broadly in line with the national average, and comparable to the 2010 results.

The priority given to ASB is clear, and the force and police authority are working hard to ensure that neighbourhood teams spend as much time as possible on their patch. The force works well with its partners (such as local councils and housing agencies). This will be further helped by a partnership computer system which is to be introduced to improve information sharing and the case management of ASB problems.

Dedicated officers are in place to ensure victims of ASB who are identified as most vulnerable receive the support they need. However, the force does not consistently identify callers who are most at risk of harm from ASB. The approach to the case management of more complex and deep-rooted ASB issues by safer neighbourhood teams is inconsistent, and their plans to deal with specific local problems are not supervised as well as they could be.

Are repeat and vulnerable victims effectively identified at the point of report?

The force IT system automatically identifies repeat callers from previous incidents that have occurred at the same location. However callers can be repeat victims without having previously telephoned the police. Call takers did not always question callers any further about any previous incidents, meaning that repeat victimisation could be missed. Operational staff and call takers were not clear about how the force defines a repeat victim.

The force telephone system automatically identifies callers who have contacted the force before and who were previously found to be vulnerable, for example through age or a disability. However, call-takers often failed to ask callers questions to establish any vulnerability, which could lead to the force failing to identify victims who might need extra support.

HMIC reviewed 100 calls about ASB and found that in three quarters of cases the call taker failed to ask questions to help establish if the caller may be vulnerable. In just under half of the calls, the call taker did not ask questions to establish if the caller was a repeat victim. However, the call takers generally dealt with the victim in a professional manner.

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

Neighbourhood policing teams are regularly briefed about ASB issues in their area. Local investigators and staff who respond to emergencies are also briefed about ASB, although less regularly. However, in some parts of the force, these teams attend joint briefings; while in other areas, investigators are allocated areas to patrol that include ASB hotspots.

Does the force regularly gather and analyse data and information about ASB?

A joint partnership research team carries out analysis using information from partners in Derbyshire. However not all partnership information is currently available, so this analysis may not fully capture all of the key ASB issues. To overcome this, a new computer system is being introduced which will improve information sharing between partners.

The force regularly analyses information about ASB to help make decisions about local priorities and to allow managers to decide how to best use the officers and staff available to them. However this analysis only focuses on the number of calls about ASB in particular areas, rather than focusing on victims and problem offenders.

Do neighbourhood policing teams have the right tools and resources to tackle ASB?

The role of the safer neighbourhood teams is seen as important by both chief officers and the police authority. Additional funding has recently been made available to allow the force to maintain the number of police community support officers (PCSOs) that it employs. A review of the role of PCSO has also been completed; this will better equip them to tackle local issues such as ASB. The force works hard to make sure staff spend as much time as possible on their neighbourhood.

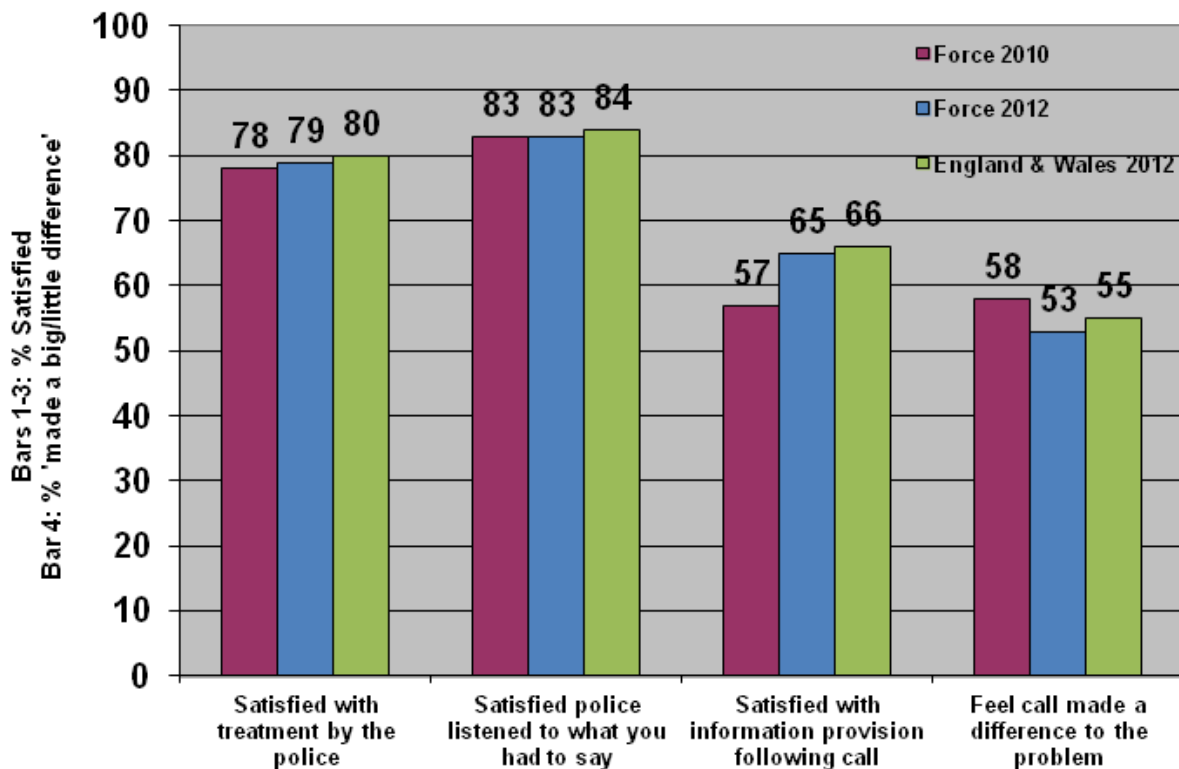
Staff have been trained to deal with ASB. The force intranet includes details of the full range of methods police can use to tackle ASB, however neighbourhood officers use of this as a source of information is inconsistent.

A computer system is available for managing longer term ASB cases, but not all areas of the force use it. As a result, supervision of these cases is inconsistent.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Derbyshire Constabulary during 2011. They were asked a range of questions about their perceptions of ASB generally and their experience in reporting ASB to the police. Overall, the results show that the force is performing broadly in line with the national average.

Experience of reporting ASB



The results show that there has been an increase in the proportion of positive responses in two of these important areas, but that the satisfaction victims have in terms of feeling that their call made a difference to the problem has fallen. However, because of the small sample size these changes are not statistically significant.

