



Inspecting policing
in the public interest

Anti-social behaviour inspection report

**Greater Manchester Police
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 Greater Manchester; 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 Greater Manchester Police is performing in these key areas.

Findings for Greater Manchester Police

Overview

There is a medium level of ASB recorded by police in Greater Manchester (in comparison with the rest of England and Wales).

HMIC found that Greater Manchester Police has made good progress since 2010. Tackling ASB is clearly identified as a priority for the force, with strong support from the chief officer team, a comprehensive strategy and a detailed plan for improvement. Patrol officers are better equipped to consistently assess the risk to victims and ensure that those who are identified as being most at risk of harm from ASB are able to get the support they need.

IT systems do not automatically flag up if a call is from someone previously categorised as a repeat or vulnerable victim, and the force needs to improve how it prioritises incidents of ASB and subsequently responds to them. However, the results of a survey of 400 ASB victims in Greater Manchester shows that the force is in line with the national average for the percentage of complainants who were satisfied with the way the police dealt with their ASB incident.

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

Not all calls to Greater Manchester Police are recorded in a way that allows repeat victims to be automatically identified at the point of report. However, IT systems do highlight if the caller has been previously identified as a vulnerable person. We also found that the control room does not always pass on relevant history about a victim or incident to staff responding to the call.

During the inspection, HMIC reviewed 100 calls from the public to Greater Manchester Police about ASB. We found that the call handler asked questions to establish if the caller was a repeat victim on 39 occasions and only verbally checked if the caller was a vulnerable victim 30 times.

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

The force regularly uses IT systems to identify ASB trends and hotspots. This information is used in a number of meetings to monitor and manage ASB incidents and ensure that extra patrols are directed to the right areas.

While neighbourhood police officers and police community support officers (PCSOs) are well briefed in relation to ASB issues in their local area, the knowledge and understanding of ASB by those in other roles, (and particularly those who respond to more urgent incidents) needs to be improved. We also found that control room staff (who decide where officers should be sent and when) are not routinely briefed at the start of their shift on ASB problems, which means they might not recognise calls relating to new hotspots or repeat victims.

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

The force regularly gathers and uses information and intelligence to identify ASB problems so that it can direct the right patrols to these areas. Information across the whole of Greater Manchester is also collected from other agencies (such as local authorities) as well as the force intelligence systems, which puts the force in a good position to identify if a caller is a repeat or vulnerable victim even if they have not contacted the police about the problem before.

Police and partner agency information about victims and locations is regularly analysed in each local division to decide where best to allocate resources to tackle local ASB problems. A daily meeting is also held to ensure those victims who are most at risk receive the support they require.

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

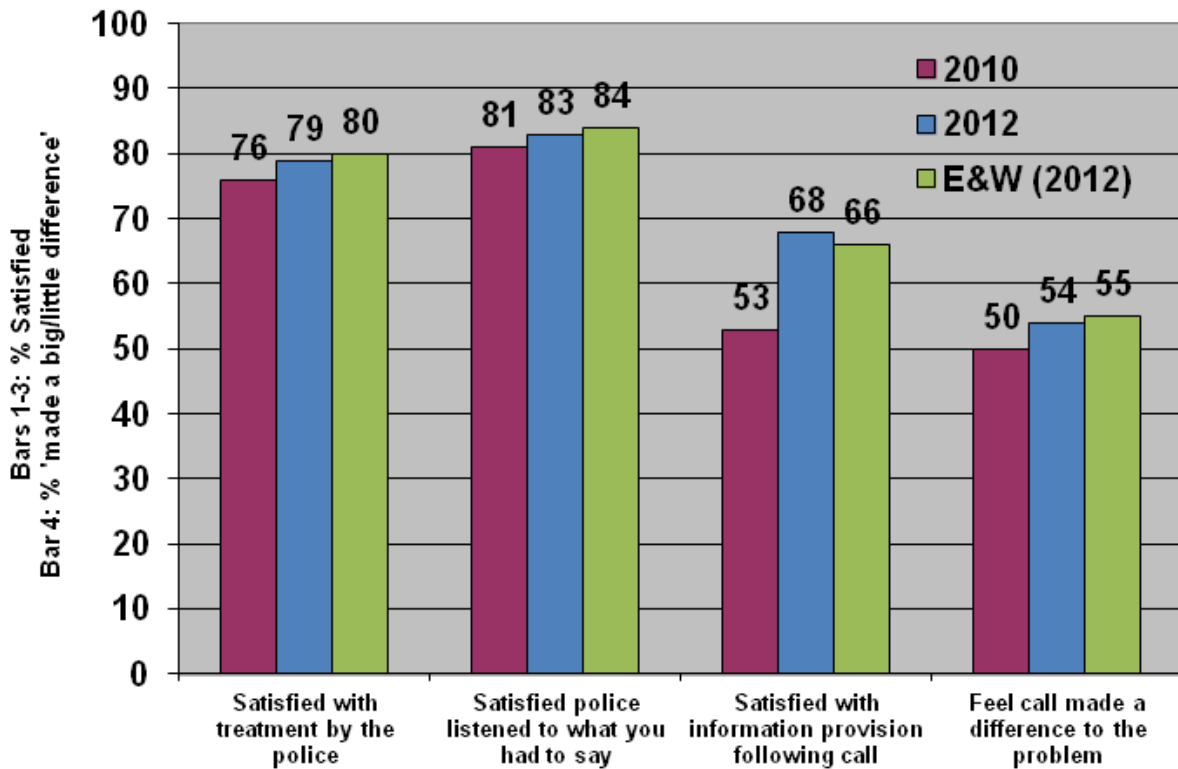
Neighbourhood staff are equipped and resourced to tackle ASB, and are seen as committed and effective in their role. There is a high regard for PCSOs. At neighbourhood level, most staff are aware of the range of options available to tackle ASB. However, it was evident that refresher training is needed to ensure that all staff within the new neighbourhood structure are sufficiently updated.

The force is committed to running an ASB operation within a neighbourhood in each area each week, to address and resolve their most difficult issue. It also runs larger ASB operations with other agencies across the whole of Greater Manchester at times when it knows there will be an increase in ASB, such as during school holidays and at Halloween.

Results of a survey of ASB victims

We surveyed 400 people who reported ASB to Greater Manchester Police during 2011. 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



These results show that the force is performing broadly in line with the national average in these areas, and that the percentage of respondents who were satisfied with the information provided by the force after their call has significantly increased since we last asked about this (in 2010). This is a good result for the force.

