



Inspecting policing
in the public interest

Anti-social behaviour inspection report

**Hampshire 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 Hampshire; 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 Hampshire Constabulary is performing in these key areas.

Findings for Hampshire Constabulary

Overview

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

HMIC found that the force has made progress since 2010 in the way it understands and tackles ASB problems in Hampshire. Our survey of ASB victims in Hampshire shows that they have generally high levels of satisfaction with the service they have received from the police.

The force has delivered additional training for safer neighbourhood teams to help them tackle ASB. It has invested in mobile data technology, providing all neighbourhood officers with hand-held devices to increase the amount of time they are out in the community rather than filling in forms in the station. The force is able to automatically identify some repeat ASB victims, and is developing a new computerised search facility to make this easier to do. However, it is still unable to consistently identify if a caller is vulnerable or has been subject to ASB before at the point when they first contact the police, particularly if the victim has not called the police before. This means some of victims may not be getting the extra support they need.

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

The force has a command and control system that automatically identifies some repeat ASB victims when they phone the police for assistance. Additional checks should also be made on the force's other IT systems and questions should be asked by control room staff to establish if the caller is vulnerable and needs extra support. We found that call takers do not always carry out these additional checks, particularly at busy times.

HMIC reviewed 110 calls from people reporting ASB incidents to the force and in about half of these calls, the call taker did not ask about previous incidents of ASB. Questions to establish if the caller may be vulnerable were rarely asked. However, we found that call takers dealt with victims in a professional manner.

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

Most frontline officers are expected to brief themselves on ASB issues by carrying out searches of the force computer databases. Safer neighbourhood teams have a good understanding of the nature and location of ASB issues in their area. Patrol officers and local investigators who share offices with safer neighbourhood teams are generally well informed about ASB issues, as they receive joint briefings on local ASB 'hot-spots' and offenders. However, this is not consistent across the force.

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

The force and its partners (for example, local councils) now use the same IT system to manage high risk as well as long-term ASB problems. This has significantly improved information sharing between police and partners (which is essential if ASB is to be tackled effectively). The force undertakes some limited analysis of information provided by a range of partners, which is then used to help local teams better understand the nature of ASB problems in their area. This information is used to help direct resources to where they are most needed.

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

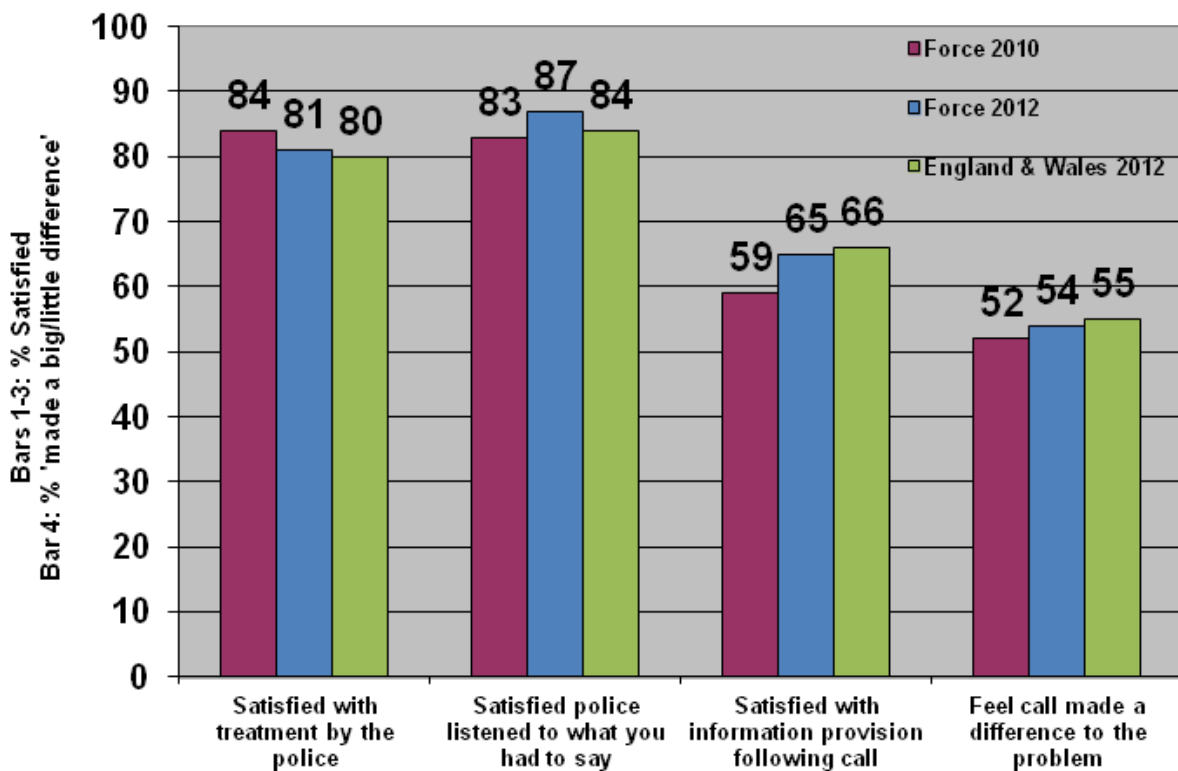
The force has made a significant investment by providing all neighbourhood staff with training in delivering effective neighbourhood policing. Tackling ASB is a significant part of this training. All staff have access to ASB reference material on the force intranet, which includes legislation, examples of good practice and guidance on tackling the problem. The force has made good use of mobile data technology to ensure that the safer neighbourhood teams are as visible as possible in the community.

High risk and long-term ASB problems are more effectively managed, thanks to the police and local partners using a shared computer system with all the key information in one place. The same system is also used to ensure that ASB victims are regularly updated on the action being taken as a result of their call.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Hampshire 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. The results show that overall, the force is performing broadly in line with the national average.

Experience of reporting ASB



Although the small sample size means that the changes are not statistically significant, the results suggest that the number of positive responses about the force has increased in three of these important areas.

