



Inspecting policing
in the **public interest**

**Anti-social behaviour
inspection report**

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

Findings for Lancashire Constabulary

Overview

While there is a relatively high level of ASB reported to police in Lancashire (in comparison with the rest of England and Wales), HMIC found that the force has not only maintained its high standards in tackling the problem, but has exceeded them.

Tackling ASB is both a strategic and operational priority for the force, with strong support from the chief officer team.

Lancashire Constabulary has managed to involve more staff from across different policing functions to work together and they are held responsible and accountable for service delivery to ASB victims, and staff are working together to reduce the number of repeat ASB victims. The force has continued to improve and develop its work with partners and communities in tackling ASB issues. Keeping ASB victims informed and updated on progress is high on the agenda in the force.

The inspection found the process by which IT markers created to identify repeat callers (based on previous history from phone numbers, names or addresses) worked to a high standard, but an area which could potentially be improved was the process for reviewing or removing these markers when they are no longer required.

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

Lancashire Constabulary's IT system, STORM, identifies repeat and vulnerable victims at the point they contact the police, and automatically flags up any name, address or telephone number that matches an existing record. In addition, customer contact advisors are trained to assess vulnerability through questioning during the phone call. As part of this, they consider age, disability, significant impairment of intelligence and social functioning, whether they are a repeat victim, and any impact this has on their quality of life.

Improvements to SLEUTH (one of the force's IT systems) are planned with the introduction of hate, ASB and risk management (HARMAN), which will expand the capability to identify repeat and vulnerable victims and change linked IT systems automatically.

The chief officer lead for ASB holds quarterly performance meetings with the contact management department and this reinforces the importance the force places on supporting customer contact staff making judgements on vulnerability and risk for all calls.

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

Some progress has been made since 2010 in briefing CID officers about local ASB issues. Information on repeat and vulnerable victims is readily accessible to all staff on force IT systems, and is discussed at team briefings before patrols go out into the community.

Response, neighbourhood and CID officers all attend the daily tasking meetings (where decisions are made about what and where resources should be allocated), and the principles of daily tasking, monitoring, reviewing and recording actions are consistently applied across the force. Divisional commanders expect response and neighbourhood police team (NHPT) staff to be briefed every day on ASB hot spots, repeat and vulnerable victims. CID officers provide advice and support on particular ASB issues if risk factors are at a level where their skills can be effectively used.

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

At force level, a chapter on ASB is contained within the overall Force Strategic Assessment which draws upon information and data sources from partnership and academic literature to inform the analysis. This is replicated at divisional and neighbourhood level, with one partnership analyst per division working closely with police analysts to understand the data that partners have about ASB, to help them tackle the issues together. This includes the intelligence overview from the local intelligence officer, which is applied to ascertain what types of other contact the victim may have had with the police, with a focus on reducing repeat victims and maintaining a quality of service. This is carried out daily, fortnightly and on a monthly basis to inform the relevant tasking meetings, ensuring appropriate resources are directed to hotspot areas or individuals of concern.

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

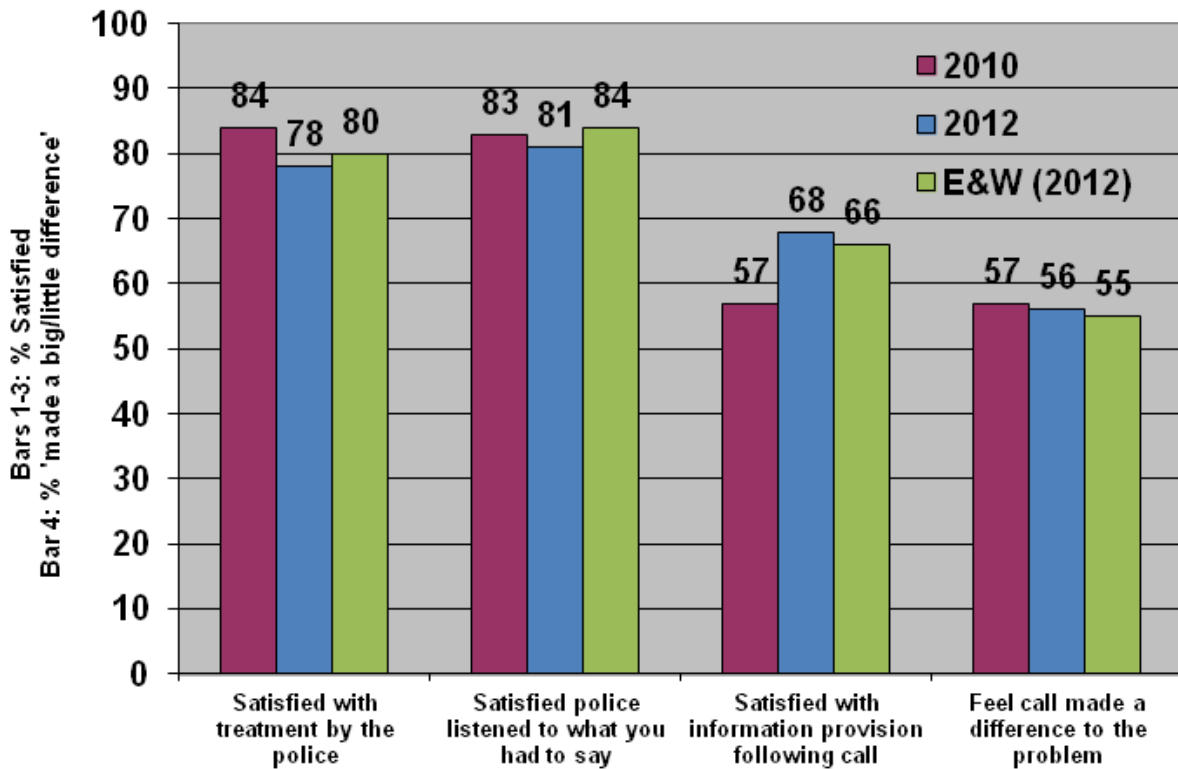
NHPTs have tactical and problem solving options to deal with ASB. A toolkit of police tactical options is available through the SHERLOCK IT system, and used regularly. Details of legislation are available to staff through the pipeline IT system. The ASB minimum standards document has been communicated to staff through training, force publications and the intranet. Progress against plans developed to tackle particular ASB problems are consistently tracked by supervisors through the victim management (VICMAN) and case management (CASEMAN) facilities within the SLEUTH IT system.

The ASB risk assessment process (ASBRAC) identifies victims of ASB and allows all relevant agencies to examine individual cases, share information and create unified action plans, with the core principles being the safety and wellbeing of victims. Between June 2010 and December 2011, 120 high risk cases were either resolved, or the level of harm was reduced to a point where there is no longer risk to the victim. The ASBRAC process has now been adopted across the force. NHPTs regularly work with partner agencies across the force, for example to tackle vandalism to buses, taxi licensing marshalls (reducing ASB in queues for taxis and towards taxi drivers) and door staff around the night time economies, school education and diversionary activity for youths in hotspot areas, street drinking and vagrancy. Community volunteers are also part of the resources used to tackle ASB.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Lancashire 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.

Experience of reporting ASB



These results show that the force is performing broadly in line with the national average in these areas. This is a positive result for the force.