



Inspecting policing
in the public interest

Anti-social behaviour inspection report

**Leicestershire 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 Leicestershire; 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 Leicestershire Police is performing in these key areas.

Findings for Leicestershire Police

Overview

There is a relatively low level of ASB recorded by police in Leicestershire 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. Our survey of ASB victims in Leicestershire shows that they have generally high levels of satisfaction with the service they receive from the police; and the proportion of those who report that they are satisfied with the information they were provided with after they called has increased significantly, and is now above the England and Wales average.

The force has introduced a new IT system to help the police and local councils work together to manage long-term ASB issues. It has also invested in a new command and control system, which is designed to help it more easily identify repeat and vulnerable victims. Despite this, Leicestershire Police is still unable to consistently identify repeat and vulnerable victims when they call. This means some of these victims may not be getting the extra support they need.

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

In 2011, the force invested in a new command and control system, which makes it easier to identify repeat and vulnerable victims of ASB. Additional checks should also be made on the force's other IT systems: but this does not always happen, particularly at busy times.

Call takers are also expected to ask questions to establish if they are talking to a repeat or vulnerable victim. However, when HMIC reviewed 107 calls from people reporting ASB incidents to the force, the call taker did not ask about previous ASB in about a third of calls. Questions to establish if the caller may be vulnerable were not asked in two thirds of calls. We did find that the call taker generally dealt with the victim in a professional manner.

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

Frontline officers receive a face-to-face briefing, and where this is not possible, they self-brief. In most cases, this works well, and response and neighbourhood policing teams generally have a good understanding of the nature and location of issues in their area.

ASB information is also included in briefing material for local investigators. Although this information is not accessed consistently, some local investigators are very well informed about ASB in their area (this is particularly the case for those who share offices with neighbourhood policing teams).

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

The force and its partners now use the same system to manage long-term ASB problems, and this has improved how they share information about particular problems. Analysts also gather information from a range of partners and analyse this 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?

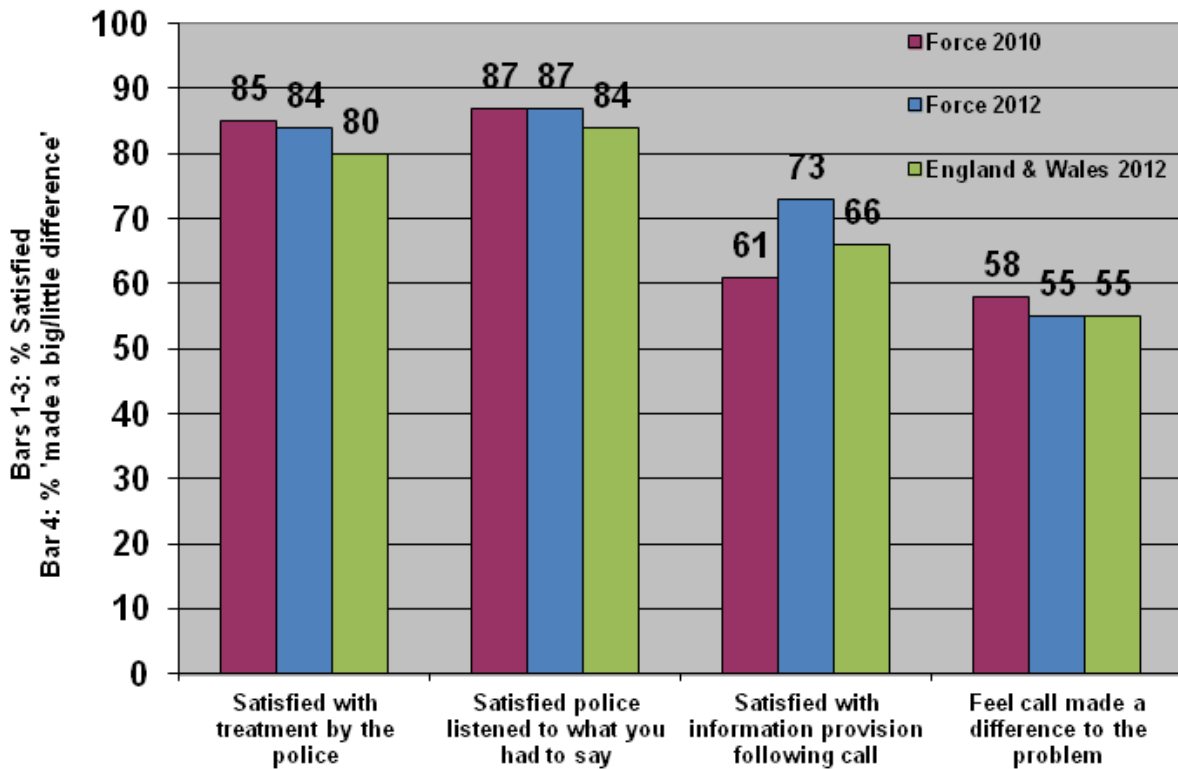
Neighbourhood policing teams feel valued for the work they do, and the force makes good use of technology to ensure that they are as visible as possible in their area. It has made a significant investment in training staff to better recognise and understand vulnerability, including among ASB victims.

A new system has been introduced for the police and local partners to manage long-term ASB problems. In those parts of the force where this system is most established, it is being used effectively to address these issues.

Results of a survey of ASB victims

We surveyed 200 people who reported ASB to Leicestershire 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



Victims' satisfaction with the information provided following their call has increased since 2010, and is above the national average. This is a statistically significant increase and a good result for the force.

