



**Leicestershire Police has made progress in how it tackles anti-social behaviour, but is not always able to identify repeat and vulnerable ASB victims as soon as they contact the police.**

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). The national findings were published alongside individual reports that outlined how successfully each force was dealing with the problem.

The results of a follow-up inspection published today found that Leicestershire Police has made progress since 2010 in the way it understands and tackles ASB. Our survey of ASB victims in Leicestershire shows that they have high levels of satisfaction with the service they receive from the police.

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.

HM Inspector of Constabulary for the Eastern Region, Zoe Billingham, said:

*“Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that Leicestershire Police has made progress in how it tackles the problem. Victim satisfaction is in line with (and in one case higher than) the national figures for England and Wales. The force should be commended for this – especially as it comes against the backdrop of significant budget cuts across the Service.*”

*“However, while the progress the force has made so far represents another step towards delivering a much better service to victims, there is no room for complacency. In particular, Leicestershire Police should ensure repeat and vulnerable callers are consistently identified when they first contact the police..”*

The full report for Leicestershire Police, along with the national thematic review 'A Step in the Right Direction', can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)

## Notes to editors

1. The full thematic report 'A Step in the Right Direction' and supporting material can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)
2. The review 'Stop the Rot' published in September 2010 and the accompanying force reports can be found at [www.hmic.gov.uk](http://www.hmic.gov.uk)
3. For further information, or to request an interview, HMIC's press office can be contacted during office hours from 8:30am – 5:30pm Monday – Friday on 0203 513 0600.
4. Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and rigorously examines the effectiveness of police forces and authorities to tackle crime and terrorism, improve criminal justice and raise confidence. HMIC inspects and regulates all 43 police forces in England and Wales together with other major policing bodies such as the Serious Organised Crime Agency, the Police Service of Northern Ireland and the British Transport Police and HMRC.
5. HMIC's out-of-hours press office line for urgent media enquiries is 07836 217 729.