

The Metropolitan Police Service has made some progress in how it tackles anti-social behaviour, but must ensure it records ASB in a consistent way

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 some progress has been made by the Metropolitan Police Service since 2010:

- There is a renewed drive from senior officers to improve the police response to ASB.
- More information is available to the public about what the force is doing to address ASB.
- Staff in the police boroughs have established good relationships at all levels with partner organisations, and have a better understanding of what ASB-related information these partners hold.
- Investigators and officers responding to emergencies are provided with more information about ASB to help them contribute towards putting in place plans to tackle particular problems.
- IT improvements have made it easier for telephone operators to identify if a caller is vulnerable or subject to repeated incidents of ASB.
- A number of plans to improve how the force tackles ASB are either drawn up or being prepared.
- Some boroughs have introduced dedicated ASB specialists, who are effective at coordinating the activities of neighbourhood officers.

However, the force could do more to improve how some staff deal with the public, and to ensure that they obtain relevant information at the earliest opportunity from people reporting ASB. The force does not currently record all ASB in a consistent manner and supervisors do not always check the activities of their staff.

HMIC is also concerned that some neighbourhood and public contact staff are not clear about ASB definitions, particularly around repeat and vulnerable victims. This means that some callers who are most at risk of harm from ASB may not be identified and so will not get the extra support they need.

HM Inspector of Constabulary for the National Team, Stephen Otter, said:

“Anti-social behaviour is a blight that can wreck lives and communities. Our review shows that the Metropolitan Police Service has made some progress in how it tackles the problem, but victim satisfaction is significantly below the national figures for England and Wales.

“There is therefore absolutely no room for complacency. In particular, the Metropolitan Police should ensure ASB is recorded consistently, improve how some staff interact with the public, and to make sure that they obtain relevant information at

the earliest opportunity from people reporting ASB. The progress made is therefore only the first step in delivering a much better service to victims.”

The full report for the Metropolitan Police Service, along with the national thematic review ‘A Step in the Right Direction’, can be found at 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
2. The review ‘Stop the Rot’ published in September 2010 and the accompanying force reports can be found at 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.