

Surrey Police has made progress in how it tackles anti-social behaviour, but does not always identify repeat and vulnerable ASB victims when they first call the force.

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 Surrey Police has made progress since 2010 in the way ASB is understood and tackled. There is a clear focus on the needs of victims, from the moment they first contact the police. Neighbourhood police work in the same buildings as local councils, meaning that information is regularly shared, and ways of dealing with ASB are agreed which use resources from all teams. The force has invested in an IT system to share information with partners (such as local councils) in order to assess the risk ASB incidents pose, and to manage how ASB is being tackled.

However, the force does not consistently identify repeat and vulnerable victims when they first call, meaning there may sometimes be a delay in ensuring they receive the 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 Surrey Police has made progress in how it tackles the problem, and that victim satisfaction is higher than the average 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, Surrey Police should work to consistently identify repeat and vulnerable callers as soon as they contact the police. This will help ensure those victims most at risk of harm from ASB get the extra support they need.”

The full report for Surrey Police, 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.