



Inspecting policing  
in the public interest



## **Anti-social Behaviour Inspection Report**

**Norfolk Constabulary**

The area covered by Norfolk Constabulary experiences relatively lower levels of crime, per head of population, and lower levels of anti-social behaviour (ASB).

### **Our ASB review**

In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review of anti-social behaviour in England and Wales. This included asking victims about their experience of reporting ASB to the police, and inspecting the quality of the processes that forces use in tackling and responding to the problem.

Working with the Police Science Institute at Cardiff University, we then used these results to answer the question of how the police can best tackle ASB.

### **What works?**

Forces have the best chance to give victims a good service if they do three key things:

- Brief all relevant officers and staff (including neighbourhood policing teams, officers who respond to emergencies and CID officers) regularly and thoroughly about local ASB issues;
- Regularly gather and analyse data and information about ASB places, offenders and victims in their area, and use this information to allocate resources to tackle the problems; and
- Provide their neighbourhood policing teams with the right tools and resources to tackle ASB, and then monitor the plans the teams put in place to resolve local ASB issues.

This is how Norfolk Constabulary is performing in these areas.

### **Are all relevant officers and staff regularly and thoroughly briefed about local ASB issues?**

Safer neighbourhood teams are well briefed on ASB. However, CID and response teams are briefed separately, because their shifts start at different times. Although there is a computer system that lists ASB incidents and calls, not all staff have access to it. This can make it difficult for officers to refer to the most up-to-date ASB information when they are responding to calls, for instance to find out if any other ASB incidents have been reported at the address they are visiting. Local managers know that this is a problem and are working on a solution.

### **Is the force using ASB information to target its work in tackling ASB?**

The force monitors how well it is doing in tackling ASB at regular meetings by studying reports on ASB incidents and on repeat and vulnerable ASB victims. It allocates more police resources to solve particular ASB problems as needed; for example, it targets work to support repeat victims. However, some local policing areas are better than others at planning to meet the needs of vulnerable ASB victims.

### **Do neighbourhood policing teams have the right tools and resources to tackle ASB, and are the plans they put in place to resolve local ASB issues monitored?**

Safer neighbourhood teams use a wide range of approaches to tackle ASB, for instance anti-social behaviour orders and banning the drinking of alcohol in some ASB hotspots. The teams are effective in focusing their effort on the ASB problems that their communities have said are priorities. The plans put in place to resolve these issues are generally well supervised.

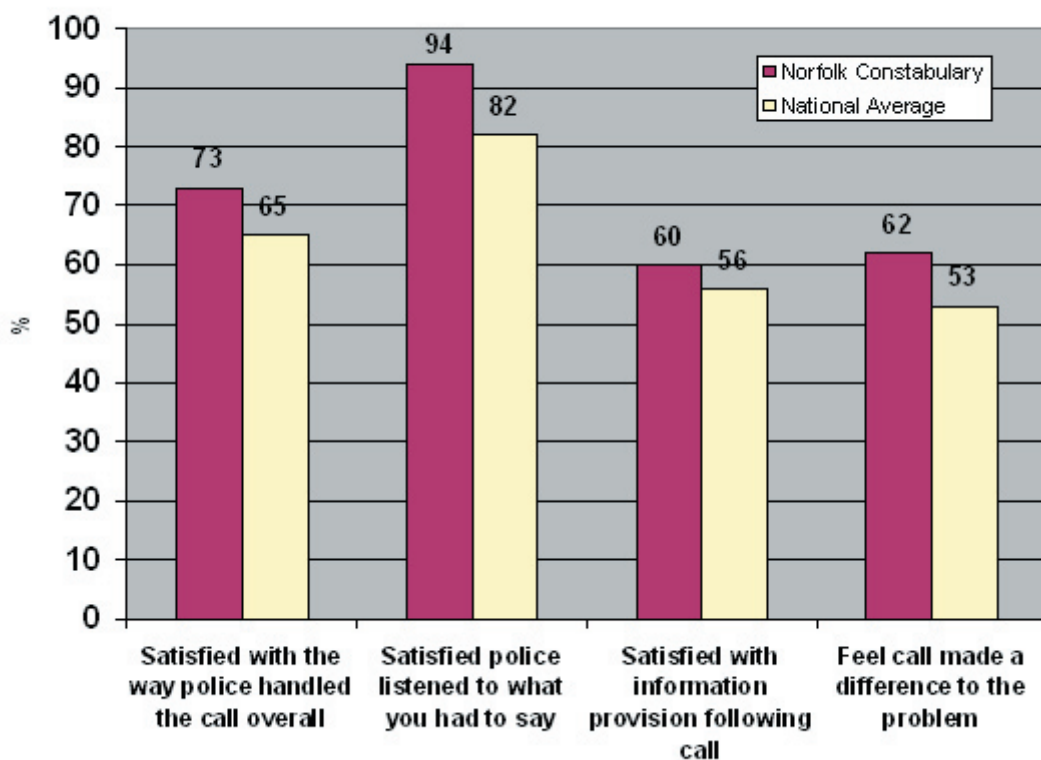
### Is ASB a priority for the force?

ASB is a force priority and features in the local policing plan. The level of police resources devoted to ASB matches the force's commitment to deal with ASB as a priority. The force ensures that information and intelligence on ASB is gathered, analysed and shared across the force. This is important as it enables the force to respond better to areas of local concern and to take steps to prevent ASB in the first place. There is a clear focus on vulnerable and repeat victims of ASB.

### Results of the victim satisfaction survey

We surveyed 103 people who reported ASB in Norfolk during September 2009. 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



From the results it can be seen that the force is doing very well in the areas considered in the survey. In particular, those surveyed in Norfolk were far more likely than the national average to agree that the police had listened to what they had to say. This is a good result for the force.

