

Committee(s): Police	Date(s): 11 th July 2012
Subject: HMIC report ‘A Step in the Right Direction’	Public
Report of: Commissioner of Police POL 46/12	For Information
<p style="text-align: center;"><u>Summary</u></p> <p>In January 2012, HMIC conducted a re- inspection of the Force’s arrangements for dealing with Anti-Social Behaviour. This was a further to an earlier inspection conducted in 2010. The outcome of this earlier inspection was reported to your Committee in October 2010 (Pol 56/10 refers).</p> <p>The HMIC Detailed Force Feedback (DFF) from the re-inspection in January 2012 was reported to your Performance and Resource Management Sub-Committee in May 2012, together with the resulting improvement plan (Pol 29/12 refers).</p> <p>On 21st June 2012 HMIC released their final report ‘A Step in the Right Direction’ which considers the progress made from the 2010 ASB Inspection.</p> <p>The HMIC report is predominantly positive and highlights that the City of London Police continues to provide a good service tackling anti-social behaviour and victim satisfaction remains above average for England and Wales. The report identifies two specific areas for improvement which are:</p> <ul style="list-style-type: none"> • More could be done to tell the public what the police are doing to tackle ASB, and how well this is going. • The force should ensure that all control room staff adopt a consistent approach to the identification of repeat and vulnerable victims, and conduct adequate risk assessments when people first contact the police. This will help ensure that those callers who are most at risk of harm from ASB get the extra support they need <p>These have been added to the existing improvement plan.</p> <p>Recommendations</p> <p>It is recommended that Members note the contents of this report.</p>	

Main Report

Background

1. Her Majesty's Inspectorate of Constabulary (HMIC) undertook an re-inspection of Anti-Social Behaviour (ASB) for the City of London Police in January 2012. This was a further to an earlier inspection conducted in 2010. The outcome of this earlier inspection was reported to your Committee in October 2010 (Pol 56/10 refers). The fieldwork for the 2012 inspections was undertaken over a period of three days and HMIC also undertook a document review prior to coming into the Force for the fieldwork stage. An improvement plan was developed after the inspection in 2010 and has been monitored at a monthly ASB improvement meeting chaired by the Head of Territorial Policing.
2. The majority of areas for improvement from the Inspection in 2010 have been delivered and any outstanding areas have been carried forward for inclusion in the revised improvement plan for the 2012 inspection. This improvement plan was presented to your Performance and Resource Management Sub Committee in May 2012 (Pol 29/12 refers).

Current Position

3. On 21st June 2012 HMIC released their report 'A Step in the Right Direction' which considers the progress made since the original 2010 inspection.
4. The force has received the report together with the force's individual report, the Ipsos MORI national report and the force's Ipsos MORI report.
5. HMIC notes the following:
 - City of London Police continues to provide a good service in tackling ASB.
 - Senior officers are well informed about ASB and ensure that appropriate action is taken to tackle it.
 - The force also has regular and effective meetings with partners, to discuss ASB and share information, and has introduced a written plan to ensure improvements in how it tackles the issue are on track.
 - The force is improving the way it records incidents by introducing a dedicated ASB IT system, together with a new practice which sees all reports entered onto an electronic incident management system. This means the force has a better understanding of what ASB is occurring in the City, and can manage cases more effectively.

- The force has introduced a dedicated ASB officer to coordinate record keeping, conduct risk assessments and manage low-risk incidents.

Areas for Improvement

6. Two specific areas for improvement are identified:
 - More could be done to tell the public what the police are doing to tackle ASB, and how well this is going.
 - The force should ensure that all control room staff adopt a consistent approach to the identification of repeat and vulnerable victims, and conduct adequate risk assessments when people first contact the police. This will help ensure that those callers who are most at risk of harm from ASB get the extra support they need.

Conclusion

7. The HMIC report ‘A Step in the Right Direction’ is predominantly positive and highlights that the City of London Police continues to provide a good service tackling anti-social behaviour. HMIC Steve Otter notes that: “Our review shows that City of London Police continues to provide a good service tackling anti-social behaviour, and victim satisfaction is above the national figure for England and Wales in several important areas. The force should be commended for this – especially as it comes against the backdrop of significant budget cuts across the Service.
8. Two specific areas of improvement have been identified and will be added to the current improvement plan, which was scrutinised by your Performance and Resource Management Sub-Committee in May 2012.

Background Papers:

Pol 56/10

Pol 29/12

Contact:

Superintendent Norma Collicott

Community Engagement, Uniform Policing Directorate

020 7601 2401

Norma.Collicott@cityoflondon.pnn.police.uk