

Committee(s): Police - Performance and Resource Management Sub Committee	Date(s): 25 th May 2012	Item no. 5
Subject: HMIC Anti-Social Behaviour Inspection	Public	
Report of: Commissioner of Police POL 29/12	For Information	
<p style="text-align: center;"><u>Summary</u></p> <p>In January 2012, HMIC came into Force to conduct an 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 acknowledged that there is a comparatively low volume of ASB incidents in the City of London and that as such, it is not Force priority.</p> <p>Positive feedback included: Good leadership and strategic direction; good quality of service by Wards Officers; enhanced IT to identify repeat and vulnerable victims.</p> <p>A number of areas for improvement have also been identified including, improving performance assessment and measurement for ASB; improving follow up contact and victim care; improving training for Command and Control Staff; improved detailed analysis of ASB incidents and links to recorded crime.</p> <p>The HMIC Detailed Force Feedback (DFF) has been received in Force and has been reviewed by relevant staff. The Assistant Commissioner has lead on developing an improvement plan to address the areas for improvement.</p> <p>The improvement plan is being monitored quarterly at the Force's Performance Management Group (PMG) which is attended by the Lead Member for Performance Management.</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 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 are being carried forward for inclusion in the revised improvement plan for the 2012 inspection.

Current Position

3. HMIC acknowledged in the Detailed Force Feedback (DFF) on the 2012 inspection that there are comparatively low numbers of ASB incidents occurring within the City of London and that it is not a force priority.
4. The inspection focused on two specific areas, these were:
 - Does the force understand its ASB issues and have leadership, governance, policy and compliance checking to support this work?
 - To manage both short and long term ASB, does the force have effective systems and processes in place to deal with reporting, response and follow up contact with complainants?
5. Positive feedback was received in relation to a number of aspects including:
 - Good leadership /strategic direction
 - Good quality of service delivery by neighbourhood officers in relation to ASB
 - Policies and Standard Operating Procedures are available 24/7 on the force intranet

- There is now a process in place to assess and record different levels of ASB
- ASB incidents feature in the relevant intelligence meetings and are included in the Force's intelligence products
- Information Technology has been enhanced to increase likelihood of identifying repeat and vulnerable victims at first report
- Frequent initial contact with complainants and attendance at each reported incident
- Ward officers displayed a sound knowledge of the various ASB definitions.
- There are well established partnership arrangements (SCP etc), which meet regularly and collaborate effectively and share information
- The overall victim experience appears to be very good

Areas for Improvement

6. A number of areas for improvement were identified which can be categorised as follows:
 - Improvement needed in performance assessment and measuring how well CoLP is responding to ASB
 - Increased intelligence analysis required to identify links between ASB incidents and recorded crime and improvement needed in coding the closure of incidents correctly
 - Improve ASB training and awareness for Command and Control Staff
 - Improve supervision into low level incidents and in the risk assessment process for all levels of incidents
 - Improve consistency in care plans for victims and improve on follow up contact

Corporate and Strategic Implications

7. The Chief Inspector Wards, Chief Inspector Command and Control and staff within Strategy, Performance and Review conducted a review of the Detailed Force Feedback (DFF). A meeting was chaired by the Assistant Commissioner on Friday 2nd March 2012 to go through the DFF and an improvement plan has been developed to address the areas for improvement identified. The plan was considered at the Force's Performance Management Group (PMG) meeting in March 2012, and approved.

8. The improvement plan will be monitored at local Uniformed Policing senior management meetings and a quarterly update will be provided to the Force PMG meeting, to which the Lead Member for Performance is invited. Further update reports can be provided to your Sub Committee as required.

Conclusion

9. The HMIC detailed Force Feedback report is predominantly positive detailing areas of progress since the last inspection. However, areas of improvement have been identified and as stated, an improvement plan has been developed to address these.

Background Papers:

Pol 56/10

Contact:

Chief Superintendent Andrew Mellor

Uniform Policing Directorate

020 7601 2101

Andrew.mellor@cityoflondon.pnn.police.uk