


PCC and CC Force Inspection response record

Version Dec 2024

Force	Staffordshire
Police and Crime Commissioner	Ben Adams
Chief Constable	Chris Noble
Title of inspection	The policing response to antisocial behaviour: PEEL spotlight report
Published Date	10 th October 2024
Inspectorate	 <p>HMICFRS Making communities safer</p>
Summary of inspection	<p>This report focuses on the police response to antisocial behaviour. It also highlights examples of positive practice and joint working between the police and other organisations to address antisocial behaviour.</p> <p>HMICFRS found that most forces need to improve how they identify, record and respond to antisocial behaviour, and how they protect vulnerable people.</p>
Grade	
Recommendations	<p>Recommendation 1: By 31 March 2025, forces should review their processes for recording antisocial behaviour to make sure all antisocial behaviour and associated crime are recorded correctly.</p> <p>Recommendation 2: By 30 September 2025, forces should make sure personnel are appropriately trained to identify and record antisocial behaviour and associated crime when they are first reported.</p> <p>Recommendation 3: By 31 March 2025, forces should:</p> <ul style="list-style-type: none"> • review their risk assessment processes for antisocial behaviour cases to make sure that risks are properly assessed from initial contact to case closure; and • make sure completed risk assessments are retained in line with management of police information guidelines. <p>Recommendation 4: By 31 December 2024, forces should:</p> <ul style="list-style-type: none"> • make sure all antisocial behaviour problem-solving plans fully specify the problem, contain sufficient detail, are effectively supervised; and • evaluate all antisocial behaviour problem-solving plans for an outcome in line with National Police Chiefs’ Council Neighbourhood Policing Outcome and Performance Guidelines. <p>Recommendation 8</p> <p>By 30 September 2025, forces should give all neighbourhood policing teams antisocial behaviour training that makes best use of the College of Policing’s antisocial behaviour guidance and resources</p>

Police, Fire and Crime Commissioner's initial response

Overall rates of ASB in Staffordshire are now significantly lower than they were before the pandemic, and are fractionally lower than those seen across the West Midlands region but in line with national levels. I recognise that, as with crime overall, ASB tends to disproportionately affect our most deprived and disadvantaged communities, which tend to be overly affected by neighbour disputes, while our town and city centres are more subject to rowdy and inconsiderate behaviour.

However, there is more to do and I welcome this report from HMICFRS and the recognition of the impact that ASB has on communities and the importance of tackling it. My recently published Police and Crime Plan 2024-2028 highlights that ASB is amongst the top community concerns according to our local surveys and there are a number of commitments I have made to tackling it in partnership with other organisations.

These include the force and other Community Safety partners working to develop and implement sound strategies to prevent ASB in their area, providing funding to support local problem solving and encouraging more people to play a part in tackling ASB and improving safety in their community through volunteering, community representation and scrutiny and assurance work. Awareness and application of the powers available to tackle ASB has also been a local priority with investment made in multi-agency training and communications campaigns.

Although Staffordshire was not one of the forces included in this inspection, the report highlights a number of themes that we recognise locally and are being addressed. These include the quality of incident recording, the identification of vulnerability in ASB cases, data sharing with partners, particularly local authorities and housing providers, analytical processes, problem solving and evaluation.

Chief Constable's response

Although the force was not one of the forces inspected for this particular thematic inspection, Staffordshire Police has welcomed the HMICFRS' recommendations from the Spotlight report on ASB. This will enable us to focus even more on improving the current work being delivered to our communities.

The force was recently graded GOOD for *Preventing and deterring crime and antisocial behaviour, and reducing vulnerability* by HMICFRS during this year's PEEL inspection (report published in September 2024).

The force was recognised for its significant improvement to its approach to problem-solving. It provides effective training to its neighbourhood policing teams, including both officers and PCSOs, in how to carry out problem-solving using the SARA model. HMICFRS found good evidence of the force using its problem-solving approach and its increased access to data to tackle crime and antisocial behaviour.

The HMICFRS recommendations have been transferred to the force action plan system and the actions will be progressed by the force thematic leads for ASB. Progress of the work towards delivering the recommendations will be monitored at the Local Policing Improvement Board, chaired by an Assistant Chief Constable. Final sign off of the completed work will be tabled to the Inspection and Audit Board, chaired by the Deputy Chief Constable.

Recommendation 1: *forces should review their processes for recording antisocial behaviour to make sure all antisocial behaviour and associated crime are recorded correctly.*

The Crime Data Integrity (CDI) Team has been undertaking an audit of all incidents initially opened as ASB to look at the extent to which reports of crimes are being misclassified. Progress is regularly monitored and improvement has been noticed. A daily real-time review of 'ASB: Personal' classifications by the CDI Team is considered as the next phase.

Recommendation 2: *forces should make sure personnel are appropriately trained to identify and record antisocial behaviour and associated crime when they are first reported.*

All new call-handling recruits receive an input on crime and ASB recording from the Force Control Room (FCR). The FCR has also given two refresher inputs to the established call-taking staff, which have incorporated the differences between ASB and crime.

Recommendation 3: *forces should:*

- *review their risk assessment processes for antisocial behaviour cases to make sure that risks are properly assessed from initial contact to case closure; and*
- *make sure completed risk assessments are retained in line with management of police information guidelines.*

Every ASB incident has a THRIVE assessment, (Threat, Harm, Risk, Investigation, Vulnerability and Engagement). All staff receive THRIVE and Vulnerability training and will identify enhance vulnerability through a VAF assessment (this determines the appropriate grading and response), along with the Incident Ownership Policy with FCC retaining ownership for the first 24 hours, if un-resourced before transfer to the Local Policing Team. THRIVE risk assessments are recorded on the force command and control system, STORM, which has a 10-year retention in line with current policies.

Additionally, the force ASB lead is looking to implement a risk assessment embedded into Niche (the force content management system) to ensure risks are appropriately managed through local governance.

Recommendation 4: *forces should:*

- *make sure all antisocial behaviour problem-solving plans fully specify the problem, contain sufficient detail, are effectively supervised; and*
- *evaluate all antisocial behaviour problem-solving plans for an outcome in line with National Police Chiefs' Council Neighbourhood Policing Outcome and Performance Guidelines.*

The force adheres to and has implemented the NPCC guidelines on introducing POP to Staffordshire Police. This includes; technology to identify problems, all problems identified, captured and ran utilising SARA, an evaluation of "what works" and importantly what hasn't worked and sharing of good practices across the force.

Recommendation 8: *forces should give all neighbourhood policing teams antisocial behaviour training that makes best use of the College of Policing's antisocial behaviour guidance and resources*

The force has an ongoing training programme for not only Neighbourhood officers and PCSO's but also community safety partnerships and housing partners. The training consists of 4 modules and promotes collaboration with partners. This was funded through safer streets and government hot spot funding. Through the force problem solving approach neighbourhood policing training has been delivered that encompassed ASB and problem-solving. This has been delivered to all neighbourhood PCs and PCSOs.

Police, Fire and Crime Commissioner's overall comments

Recommendation 1: *forces should review their processes for recording antisocial behaviour to make sure all antisocial behaviour and associated crime are recorded correctly.*

I am satisfied with the actions undertaken by the Force in relation to recommendation 1 and 2 and pleased to see improvement, that in turn will help to provide more accurate recording of ASB and associated crime. ASB is a priority for us Staffordshire, we look forward to updates on how these actions will deliver positive outcomes. Having accurate ASB data and ability to break down of types and categories is essential for the work my office is involved in, ensuring that the police and partner agencies provide effective responses to ASB issues.

Recommendation 2: *forces should make sure personnel are appropriately trained to identify and record antisocial behaviour and associated crime when they are first reported.*

The input for new call-handling recruits is welcomed along with refresher inputs for the established staff.

Recommendation 3: *forces should:*

- *review their risk assessment processes for antisocial behaviour cases to make sure that risks are properly assessed from initial contact to case closure; and*
- *make sure completed risk assessments are retained in line with management of police information guidelines.*

Actions in relation to recommendation 3 sound very thorough and reassuring in dealing with vulnerable people reporting ASB, to give vulnerable people appropriate responses within the timescales based on the grading. The successful reductions of repeat victims we have seen recently in Staffordshire, may be attributed to the effective response to vulnerable victims described here. I will be recommending that my office, with the assistance of police and community safety partners (where joint case work is taking place), conduct monitoring and assessments to verify this. A recommendation would also be for CSP members to quality assure their Risk Assessments, to ensure they also robust and complement the police THRIVE assessment.

My office also Commission's the Harmony ASB and Harmony Service through Victim Support. For victims of ASB this service offers advice and help including emotional and practical support, information, support and advocacy on provision such as the ASB Case Reviews and victims code, as well as a mediation service. This service is a great example of good practice, delivering support and many positive outcomes for the local community safety partnership.

Recommendation 4: *forces should:*

- *make sure all antisocial behaviour problem-solving plans fully specify the problem, contain sufficient detail, are effectively supervised; and*
- *evaluate all antisocial behaviour problem-solving plans for an outcome in line with National Police Chiefs' Council Neighbourhood Policing Outcome and Performance Guidelines.*

Responses outlined in Recommendation 4 are pleasing and would endorse all of the NPCC guidelines using POP and all associated approaches such as SARA and "what works". The force lead on and facilitate a County wide partnership ASB Working Group. This has been an effective forum for sharing good practice between the force and partners, as well as facilitating useful problem-solving discussions.

I will be recommending that the problem-solving methodologies are embedded in multi-agency partnerships working and approaches and that all CSP members receive training where appropriate.



Recommendation 8: *forces should give all neighbourhood policing teams antisocial behaviour training that makes best use of the College of Policing's antisocial behaviour guidance and resources.*

As described above the Commissioner's Office has commissioned 4 ASB courses, Triaging and Assessing Reports of ASB, Effective Case Management Principles and ASB Toolkit and ASB Injunction. These are being delivered cross 9 of the Local Authority/LPT areas for up to 30 participants from a mixture of agencies dealing with ASB to encourage multi-agency partnership working. The training will be audited and quality assured for outcomes such improved partnerships working and increased use of the ASB Tools and Powers. This informs recommendations for future training for CSP's.