



NORTHUMBRIA PCC RESPONSE TO HMICFRS INSPECTIONS OF NORTHUMBRIA POLICE

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NORTHUMBRIA PCC RESPONSE TO HMICFRS

I welcome this report on the policing response to anti-social behaviour (ASB), which brings together findings from the police effectiveness, efficiency and legitimacy (PEEL) programme, force management statements and a request for promising practice from the College of Policing to all forces in England and Wales. It finds that police forces must do more to tackle ASB and understand its prevalence in their local communities.

Tackling ASB continues to be a key priority in Northumbria. My office has been successful in receiving additional funding from the Home Office to deliver initiatives to reduce ASB. This includes Project Shield, which was set up to bring partners together to maximise visible uniformed patrols in hotspot areas and ensure collaboration on longer-term problem solving to tackle the root causes of ASB and serious violence. Northumbria Police and partners have spent more than 14,338 extra hours patrolling ASB and serious violence hotspots across the force area this financial year, leading to weapons seized, ASB powers used, arrests made and positive engagement with the public. The project has been a massive success so far – between July and September this year, there has been an overall ASB reduction in hotspot areas of 19%.

The Chief Constable has provided me with a position statement in respect of Northumbria Police against the five recommendations from the report that are specifically for Chief Constables.

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.*

- The Force currently has a working group involving their ASB Lead, Head of Communications Department and Crime Registrar who are seeking to improve the crime recording accuracy in relation to ASB incidents that meet the crime threshold.
- Inputs have been undertaken with Neighbourhood Supervisors to ensure additional quality assurance to improve accuracy. The ASB lead is also working with the Niche implementation team to understand how processes and compliance can be automated in the new system or quality assurance measures introduced. Call taker scripts have been devised to assist with early identification of criminal offences when a caller rings to report ASB to shape the investigation from the outset.



- The Northumbria Strategic ASB Board, which is chaired by my office and includes the Police as key attendees, carries out the following work related to this recommendation:
 - Assesses learning outcomes of the ASB Case Review process in order to ensure consistency in recording ASB. Learning outcomes include issues identified at panel with Recording (*where cases have been mistyped or recorded differently by agencies involved*). The Strategic Board will continue to oversee learning outcomes from ASB Case Review panels to create consistency across the region.
 - The board has identified 3 key priorities, the second of which is 'Data Strategy'. As a result, they are overseeing a regionwide 'ASB Problem Profile', an interactive dashboard which will be used to assess all reported ASB across the partnerships. This will include data from Police, Northumberland Fire Service, Tyne and Wear Fire and Rescue Service, Local Authorities and Registered Social Landlords. Northumbria Police have a key role to play in this important piece of work and the dashboard will be used to assess ASB Hotspots and multi-agency, cross-border responses to hotspot areas. Initial work will be undertaken across the partnerships to look at consistency of recording ASB incidents.

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.*

- As per above, a working group is in place to improve crime recording quality and standards. This will initially consider process, IT opportunities and guidance to call takers. Once this has been reviewed training / additional guidance will be provided to staff who deal with ASB including Call Handlers, Neighbourhood Policing and Response Teams and the Telephone Investigation Unit (TIU).
- The Force Crime Registrar also conducts dip sampling of incidents to identify inaccuracies. Discussions are currently ongoing to consider further NPT Supervisor dip sampling to broaden the sample size. Front end crime recording is already undertaken within Force.

Recommendation 3 – *By 31 March 2025, 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.*

- All incidents reported are THRIVE assessed to determine the most appropriate response which can range from a Grade 1/2 deployment, NPT Schedule appointment or TIU appointment depending on any threat, harm, risk or vulnerability identified by the initial call taker.
- At present the Force has repeat victim criteria which generates actions for follow up by Neighbourhood Policing Teams and result in the creation of an HRN which officers use to assess and manage risk through effective problem solving, prevention advice and support referrals.
 - Two crimes committed against a victim within a three-month period, or;
 - Two crimes committed in a twelve-month period, one of those crimes being either a burglary, hate incident or personal ASB report.



- Repeat victims of ASB are identified by Neighbourhood Teams via the use of the Problem Solving Qlik App with professional judgement utilised to instigate additional activity. The Force ASB lead is working with the Niche implementation Team and provisional agreement has been reached that would enable all vulnerable ASB callers to be referred to NPT for follow up.

Recommendation 4 – *By 31 December 2024, 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 Problem-Solving portfolio is currently owned within Force by the Prevention Department. Quality assurance processes are in place that enable problem solving tactical advisors to review the plans and provide practical guidance to operational staff to enhance the quality of Problem-Oriented Policing (POP) plans. Prevention Department also play a quality assurance role.
- My office funded ASB training for all Neighbourhood staff (over 600 staff) between March and July 2024. Problem solving and POP plan quality was a key element of the input to upskill staff. In addition, Northumbria is a pilot force in the College of Policing Neighbourhood Policing Training with problem solving being a core module. As well as training Neighbourhood staff, the training also included partner agencies such as local authorities, commissioned support services and Registered Social Landlords, which helps promote consistency in dealing with ASB across the region and was also an opportunity for our partners to understand ASB and policing processes, including POP plans. The training was a success – the College of Policing expressing an interest in using our training and the following feedback from participants was obtained:
 - 96% attendees learned something new from the training
 - 94% felt more confident in using tools, tactics and powers outlined in the training
 - 81% understood the need for case management and record keeping
- The Force has introduced Qlik which enables staff access to a wide data set which helps to understand the nature and scale of the issue in the Scanning, Analysis and Evaluation phases of their problem-solving activity. Neighbourhood Sergeants review all POP plans as per the guidance timescales. Completed POP plans are scored within the Prevention Department with learning opportunities identified and shared.

Recommendation 8 – *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.*

- As mentioned above, all Neighbourhood staff received a comprehensive ASB training package between March and July 2024, as well as partner agencies including local authorities, commissioned support services and Registered Social Landlords. In addition, Neighbourhood staff will receive additional training via the College of Policing Neighbourhood Training with ASB being a core module.

I will monitor progress where further action is required to ensure that NP are compliant through my regular HMICFRS Scrutiny process.



Yours sincerely,

Susan Dungworth

Police and Crime Commissioner for Northumbria