

***'The policing response to antisocial behaviour: PEEL spotlight report'***  
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**Avon & Somerset PCC response dated 5 December 2024**

Anti-social behaviour (ASB) causes distress to too many residents across our area. ASB is defined as behaviour that causes, or is likely to cause, harassment, alarm or distress to any person; or behaviour capable of causing nuisance or annoyance. ASB may also include criminal offences such as criminal damage and fly-tipping. There are many incidents where a crime has been committed in the context of wider ASB.

There are almost 72,000 ASB incidents recorded each year by Avon and Somerset Police. ASB can have a devastating impact on the lives of individuals and whole communities. It can make life difficult or scary on a daily basis. ASB should not be seen or treated in isolation. It is important to recognise the links between ASB and crime more widely and that ASB can escalate into more serious crimes as well.

I welcome the recommendations in this report. It should be noted that I have a legal duty to respond to inspection reports within eight weeks of their publication. However, the Constabulary have longer to address these recommendations. Under each recommendation I have set out the actions the Constabulary plan to take to take.

### 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.

#### Response – planned actions

- The Constabulary will review their website and online reporting forms to ensure question sets and recording details are in line with best practice and HMICFRS guidelines with diversion to appropriate crime recording if not ASB.
- The question sets used by call handlers will be reviewed to ensure they are in line with best practice and HMICFRS guidelines with diversion to appropriate question sets if a crime is identified.
- ASB volunteers to call back victims where the police have not attended. These will look for missed crimes and record as required.
- The Force Crime and Incident Registrar's team will regularly audit samples of ASB records to identify crimes within ASB cases to be able to correct this and provide feedback and learning to colleagues.

### 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.

#### Response – planned actions

- Leaders of call handling teams, enquiry offices and the Incident Assessment Unit are represented on the Constabulary ASB's strategic group and will ensure staff are trained to a sufficient level to identify crimes and ASB reports.
- Since the majority of ASB incidents are reported to call handling, the training will also be supported by the review of the question sets used (as mentioned above).

### 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.

#### Response – planned actions

- The Constabulary will review their current risk assessments used at first point of contact by the recommended date
- A specific risk assessment template will be used for victims of ASB and this will be recorded in the Records Management System (Niche). A process will be implemented to ensure cases are not closed without a completed risk assessment recorded in Niche.
- Ensuring the risk assessments are recorded in Niche will help manage retention in line with the management of police information guidelines.

#### 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 Guideline.

#### Response – planned actions

- The Constabulary are one of the pilot forces for the new national Neighbourhood Policing Programme (NPP) developed by the College of Policing. The Constabulary will be training their Neighbourhood Policing Teams accordingly, which includes a module on problem-solving plans (PSPs).
- The Constabulary's Evidence Based Policing Team (EBPT) have also developed training, guidance and Niche templates around PSPs, which includes how to create, review and finalise them.
- These resources will be promoted within the workforce and the EBPT also provide one-to-one sessions where officers can obtain advice and support.

#### 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.

#### Response – planned actions

- The NPP training which will be provided to Neighbourhood Policing Teams (mentioned above) also includes a module on ASB.
- All new neighbourhood staff will be trained in ASB tools and powers including related compliance activities.
- Existing staff will be given a knowledge refresh through a briefing package.

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