

The Rt Hon Yvette Cooper MP
Home Secretary
Home Office
2 Marsham Street
London

Our ref:TP/AH03

25 November 2024

Dear Home Secretary

RE: PEEL spotlight report: The policing response to antisocial behaviour

Thank you for the opportunity to comment on this spotlight report on antisocial behaviour.

There were five recommendations which impacted on police forces. Suffolk Constabulary have provided an update on their progress regarding these recommendations which I attach and will publish on my website.

Suffolk Constabulary's approach to antisocial behaviour was rated 'Good' in the 2023-2025 PEEL report and improvements are routinely discussed and monitored as part of my Accountability and Performance Panel arrangements. This ensures that good practice is maintained and ASB remains a priority for the force, whilst recognising other responsible authorities also have obligations to help combat antisocial behaviour.

Yours sincerely



Tim Passmore, Police and Crime Commissioner for Suffolk



Response to HMICFRS' report: [The policing response to antisocial behaviour: PEEL Spotlight](#), October 2024

In October 2024, HMICFRS released this PEEL spotlight report which detailed the findings of its review into how the police respond to antisocial behaviour (ASB). The paper highlights examples of positive practice and joint working between the police and other organisations to address ASB. As a spotlight report, the report uses evidence from academic research and national guidance alongside findings from HMICFRS' PEEL programme, force management statements, a request for promising practice by the College of Policing and publicly available data.

In total, the report makes eight recommendations, of which five are for police forces. Suffolk Constabulary accepts these recommendations and the below sets out the constabulary's response to these.

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

Suffolk Constabulary has embedded a process of continual learning when managing ASB incidents. The constabulary's ASB policy was re-written in December 2022 with a focus on vulnerability and risk and was revised again in July 2023 with minor updates to keep it current.

One process that has been introduced over the last 24 months is the Single Online Home (SOH) constabulary website. This system recognises where a potential crime may be included within an ASB report and helps to categorise online reporting more appropriately. The Contact and Control Room (CCR) Digital Desk receives and reviews these reports and, based on the information contained, categorises ASB as priority, routine or for non-attendance. Where a crime is recognised, they will create an incident record using a crime opening code rather than ASB.

Further to this, it was recognised that the Risk Assessment process within the CCR did not mirror that of SOH and therefore a disparity in level of service for customers could result depending on their reporting method. A new set of questions was devised for call takers in order to standardise the level of service for all ASB reports. This set of questions is now embedded in the constabulary's incident recording system.

To ensure compliance with recording standards, an audit process of all ASB is continually undertaken. The ASB Team review all recorded ASB on the constabulary's incident and crime recording systems. Where crimes may have been missed at first contact or subsequent recording, the team goes back to the Officer in Charge to offer learning, advice and ensure that crimes are recorded correctly or negated. This is a continual process.

Annual audits by the force Crime Data Integrity unit also show compliance to be between 90-93%. ASB continues to be a priority and there is a planned process for ASB performance to be discussed at a strategic level through the Neighbourhood Policing Board (NHP).

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

During 2022/23, all County Policing Command (CPC) neighbourhood officers undertook classroom based ASB training, which focused on the vulnerability, risk and consequences of getting it wrong in relation to ASB. It also identified where improvements could be made in relation to crime recording or hidden crime within ASB reports.

In November 2023, the Suffolk Constabulary embarked on a learning process for all Central Call Answering (CCA) CCR staff. This included training on understanding the risks associated with ASB, vulnerability linked to ASB and the importance of understanding the cumulative effect of repeat incidents rather than incidents in isolation. The training also embedded new processes, including a new vulnerability and risk question set and new classifications for ASB of priority, routine and non-attendance. Additionally, the training was used as a platform to empower CCR staff to have the confidence to classify an incident as a crime, if they believed there was potential for a crime to have been committed (e.g. harassment, public order offences etc). A selection of CCR staff became ASB Champions, who can provide “in-house” support to their teams and advise when a crime incident should be recorded rather than ASB. Training continues to be delivered to all new starters within the CCR and CCA, as well as updated training for existing CCR staff through CPD.

Training is also continually delivered through the supervisors’ STRIPES course. This also focuses on vulnerability, risk and consequences, but also highlights the importance of supervisory oversight in recognising when a crime should be recorded alongside ASB.

Moving forward, the constabulary is in the process of designing ASB training for new student officers who enter the organisation on the Police Constable Entry Programme (PCEP) process.

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

Risk management for ASB calls now starts at the first point of contact or when received via an online submission.

Non-emergency calls are answered by the CCA, which are then classified into different categories and entered into a call queuing system for the CCR to pick up and deal with. Previously, only one ASB category existed; however, by understanding the potential impact of Personal ASB, the constabulary has added an additional category of “ASB Priority”. Calls placed into the ASB Priority category enter the queuing system as a higher priority than community based ASB. This ensures that the most vulnerable victims are prioritised.

All risk management processes within the CCR are recorded on the incident record. The harm and vulnerability question set is embedded in the system through call scripting and the THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) process is also recorded.

Once the incident is allocated to be dealt with, the Risk Assessment Matrix (RAM) is recorded on either the crime or incident record system (depending on the outcome). Both of these systems hold data in line with MoPI (Management of Police Information).

If a crime or non-crime record is created, a further risk assessment is completed by the officer’s supervisor and this is also stored on the crime recording system. Additionally, where an ASB incident is to be closed without a crime recording being completed there is now a closing question set to be completed by the call taker, which provides a safety net to ensure that all potential risk has been assessed.

A digital Risk Assessment Matrix (RAM) that can be completed by officers using their force issue mobile device is currently being developed.

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

Suffolk Constabulary has an officer dedicated to the role of Prevention and Problem Solving (PPS) PC. The main duties of this role include the routine review of all problem-solving plans (PSP). Where a plan is identified that does not meet a set standard, the PPS PC will contact the initial officer and ensure that the plan is reviewed and a suitable problem is recorded or, where necessary, advise that the nature of the issue does not meet the criteria for a PSP. Further to this, the ASB PC reviews 100% of recorded ASB and will advise officers of the requirement for and standards required should an ASB-related PSP need to be recorded.

Prior to a PSP being closed they are each subject to a supervisor's review. The supervisor is required to assess the plan and provide an outcome code in line with the NPCC (National Police Chiefs' Council) Neighbourhood and Policing Outcome and Performance Guidelines. Once this is completed, the PPS PC completes a final review before the plan is closed.

Prevention and Problem-Solving training is being developed and will be delivered to problem solving practitioners in the future.

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.

The response outlined under recommendation 2 highlights where Suffolk Constabulary has already undertaken a significant period of training and upskilling. This training will continue through CPD opportunities.

Additionally, the constabulary has a "Prevention Hub" on its intranet, which contains links to College of Policing's (CoP) advice and guidelines, the practice bank, What Works database and various other materials supplied by the CoP. Additionally, the constabulary uses other problem-solving and neighbourhood policing resources supplied by the Police CPI (Crime Prevention Initiative), National Business Crime Centre (NBCC), Knowledge Hub and ASU Centre for Problem Oriented Policing.