

Response from the Police & Crime Commissioner of Devon and Cornwall to [The policing response to antisocial behaviour](#)

Antisocial behaviour is a blight on our society and remains one of my main areas of focus in my new Police and Crime Plan. The inspectorate's PEEL spotlight report is clear that whilst many forces understand that antisocial behaviour is a priority for their communities and are working hard, using a problem-solving approaches, to tackle it, this was often undermined by inadequate IT systems, a lack of analytical expertise, a lack of training, poor recording methods and limited evaluation of outcomes.

In Devon and Cornwall crime recording remains an area for improvement as identified by HMICFRS in their most recent PEEL inspection, and this includes crimes linked to antisocial behaviour. As such this has been a focus for the force and internal audits are seeing some improvements.

Meanwhile I am continuing to work with the force to tackle antisocial behaviour in the locations that communities feel it most, following a successful bid for Home Office funding to deliver hotspot patrols in 13 towns and cities across Devon and Cornwall.

The report makes five recommendations to police forces and chief constables and an update of the work planned and already undertaken by Devon and Cornwall Police is outlined below.

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.

Action planned/taken: Devon and Cornwall Police has reviewed its processes for recording antisocial behaviour and considers that it is fit for purpose and enables all antisocial behaviour and associated crimes to be recorded correctly.

This process includes recording and categorisation under the National Standard for Incident Recording (NSIR), use of an advice document for control room staff, deployment decisions based on a deployment of Police Community Support Officers (PCSOs) procedure, use of the Home Office Counting Rules (HOCR) including 'flagging' as antisocial behaviour, recording of actions taken on the force's crime recording system (if circumstances do not amount to a crime but is an ongoing

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.

problem), and the use of guidance templates and supervisor reviews to ensure that the right action is taken.

Action planned/taken: The force are one of the 10 forces who are piloting a National Professionalising Neighbourhood programme which includes training to all neighbourhood staff/officers around antisocial behaviour on recording, investigating and putting in appropriate support to victims. This is due to be completed in March 2025 with a full roll out commencing April 2025.

Previous training was also provided in 2022, funded via my office, to all neighbourhood staff and local partners.

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.

Action planned/taken: All calls, including those relating to antisocial behaviour are risk assessed using the THRIVE methodology which assesses Threat, Harm, Risk, Investigation, Vulnerability, Engagement. Any further risk assessments are undertaken by the allocated officer. Ongoing developments and risks associated are captured by the investigation plan and supervisor review templates.

An audit and check of the initial risk assessment is also undertaken in the control room and local neighbourhood officers review all closed logs to ensure any identifying antisocial behaviour incidents have been recorded accurately and local issues have not been missed.

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.

Action planned/taken: All problem-solving plans clearly identify the problem to be solved and are based on OSARA (objective, scanning, analysis, response and assessment) problem-solving methodology. These plans contain sufficient detail and can be easily accessed by all neighbourhood teams via an online portal and are effectively supervised at a fortnightly local meeting.

The specialist problem solving team take the following actions:

- Scrutinise problem solving plans and grade these according to national best practice scoring metrics. Following this, feedback and guidance is provided to local officers and staff
- Continually evaluate plans and draw out good problem-solving examples. In order for learning to be shared force wide, these are then added to force systems via the intranet.

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.

Action planned/taken: Antisocial behaviour training was given to local neighbourhood teams and partnerships throughout 2022.

Antisocial behaviour best practice problem solving is regularly communicated via the force's intranet and specialist problem solvers who act as tactical advisors to local teams.

An annual Continual Professional Development (CPD) conference aimed at neighbourhood resource highlights national best practice around antisocial behaviour and is supported by further training.

The Professionalising Neighbourhood pilot puts the force in a strong position in delivering the College of Policing's antisocial behaviour guidance and resources.