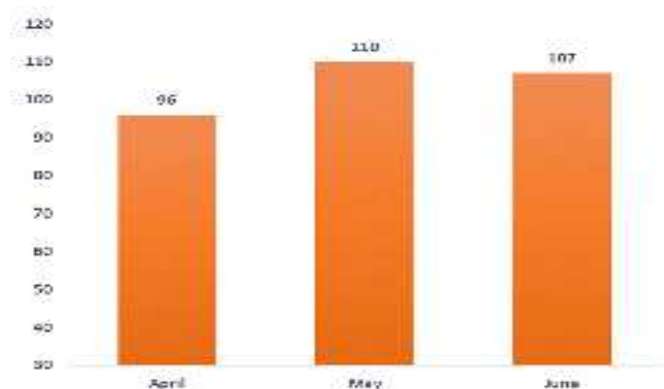


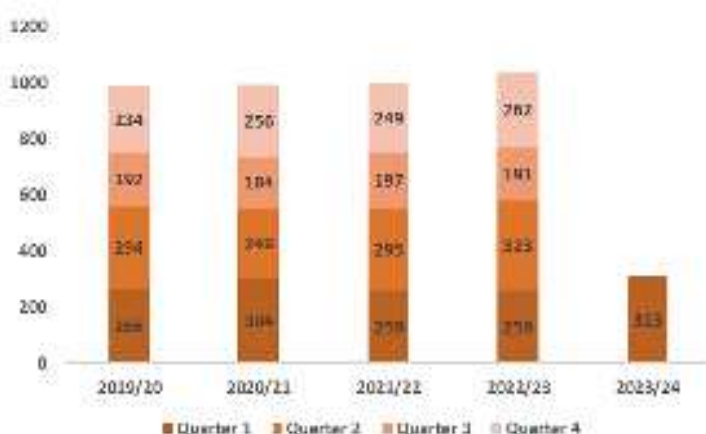
Anti-Social Behaviour Report Quarter One 2023/24 – Appendix 1

Cases

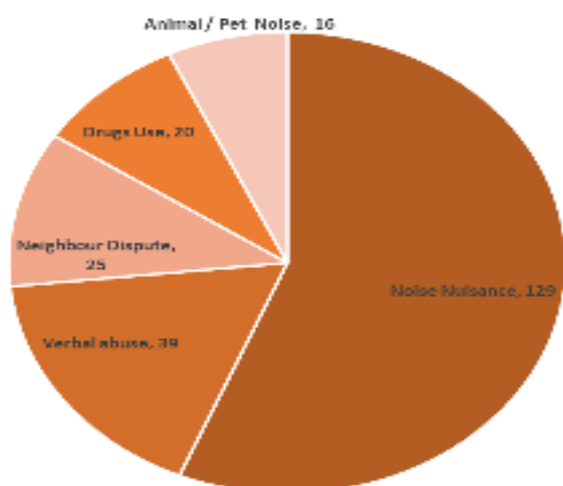
Number ASB cases opened during Qtr.1



Number of new ASB cases opened during the previous 4 Qtrs. in years 2019/20-2023/24.



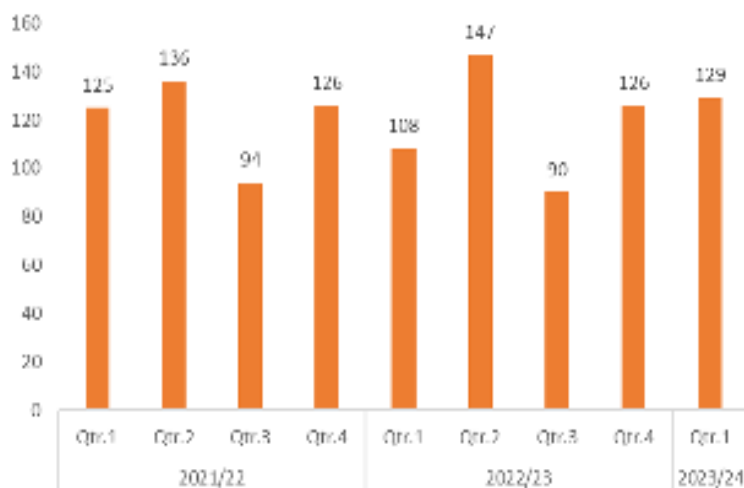
Top five reasons for reporting ASB during quarter one by Case type



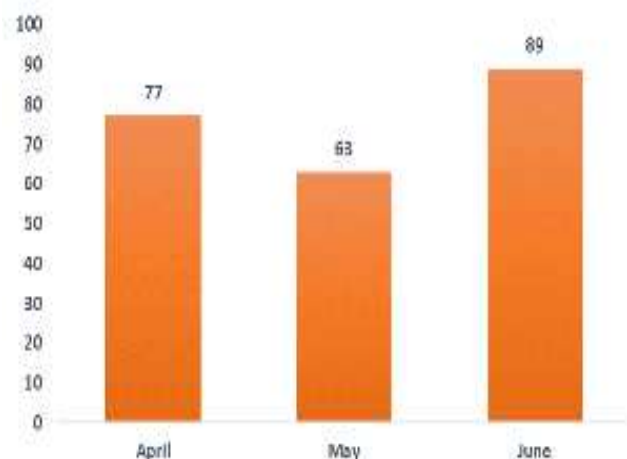
A total of **313** new ASB cases opened during quarter one, which is an increase of **54 (21%)** from the same quarter in 2022/23. The top 5 reasons for reporting ASB during the quarter are shown in the pie chart opposite, other case types included criminal behaviour, threatening / intimidating behaviour, communal area misuse & nuisance youths.

Noise nuisance continues to be the highest case type reported. We always expect to see noise nuisance as the highest case type in any month and / or quarter. Derby Homes ASB team continues to work very closely in partnership with the Council's Environmental Services Team through our Memorandum of Understanding. We are seeing an increase in referrals to Environmental Services year on year.

Number of noise nuisance cases



Number of closed resolved cases during Qtr.1

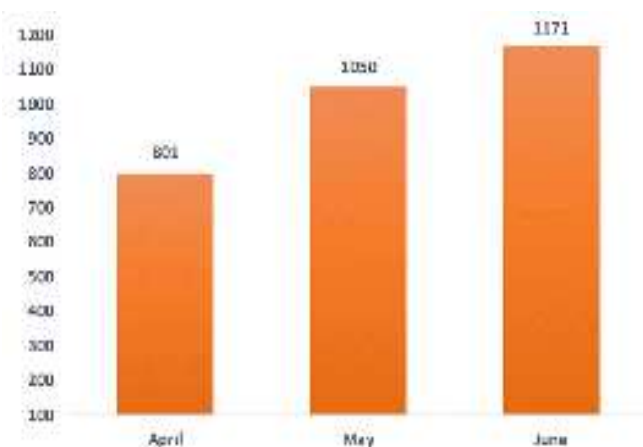


Number of closed resolved ASB cases during the previous Qtrs. in years 2019/20 – 2023/24

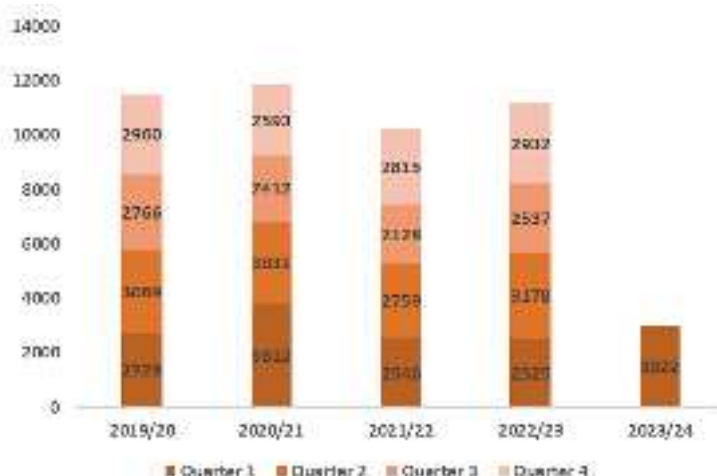


There were **229** closed resolved cases during quarter four compared to **219** in the same period in 2022/23. Unresolved cases are where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no cases closed unresolved during quarter one.

Number of contacts made to complainants Qtr. 1



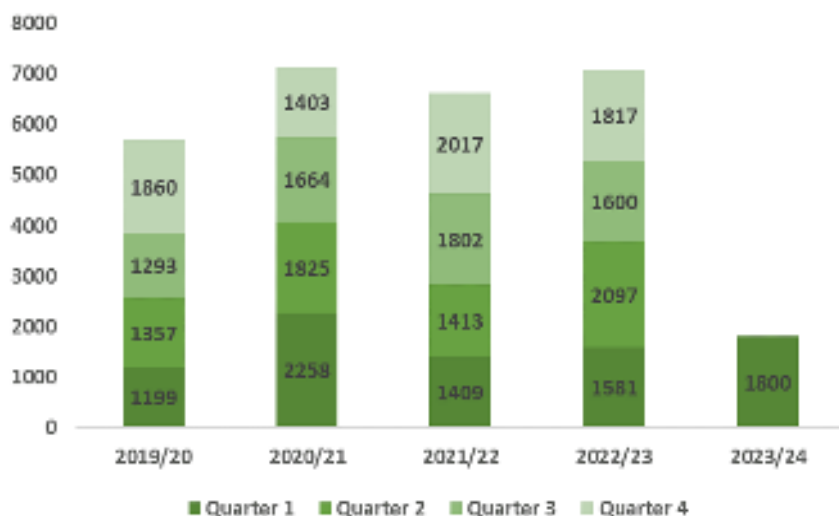
Number of contacts made to complainants during the previous Qtrs. in years 2019/20 – 2023/24



A total of **3,022** contacts to complainants during quarter one. Derby Homes has had a long-standing target for a minimum of monthly feedback to complainants of ASB. Whilst this remains in Derby Homes' ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected on those cases that require it. Also contact requirements must be agreed with the complainant in the action plan. The frequency and type of contact depends on several factors, but we would expect the total number of contacts in a month to be very much higher than one per case and this is shown consistently.

Interventions

Number of non-legal actions taken



During quarter one there were **1,800** non-legal actions taken. These are as follows.

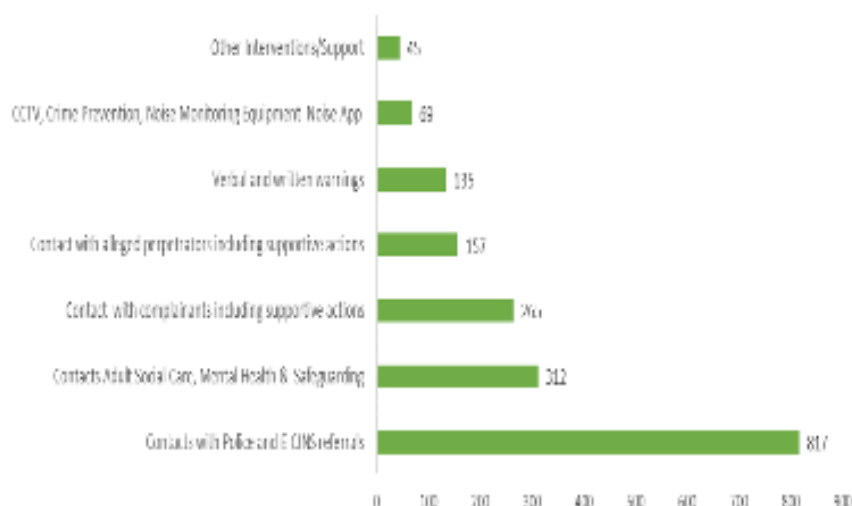
135 written warnings and **5** Community Protection Warnings were issued.

817 of the total non-legal actions were for contacts with police and E-CINS referrals, adult social care. Mental health & Safeguarding liaison accounted for **312** interactions.

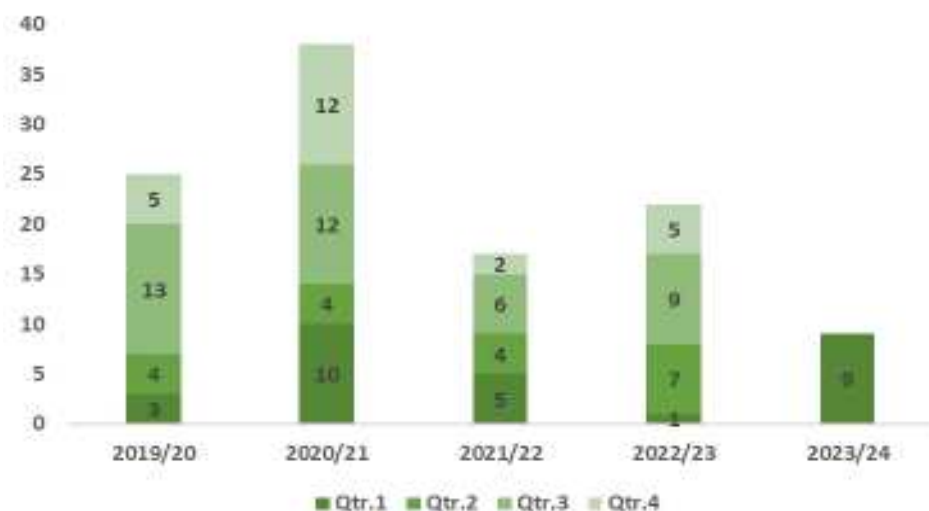
Other Non-legal actions included various contacts and interactions with the police and other referrals to other agencies as well as low level interventions by Derby Homes.

9 Legal actions centered around the serving of Notices of Seeking Possession, Civil Injunctions, as well as **2** Closure orders and a Court Undertaking, during quarter one.

Non-legal actions taken – Qtr.1

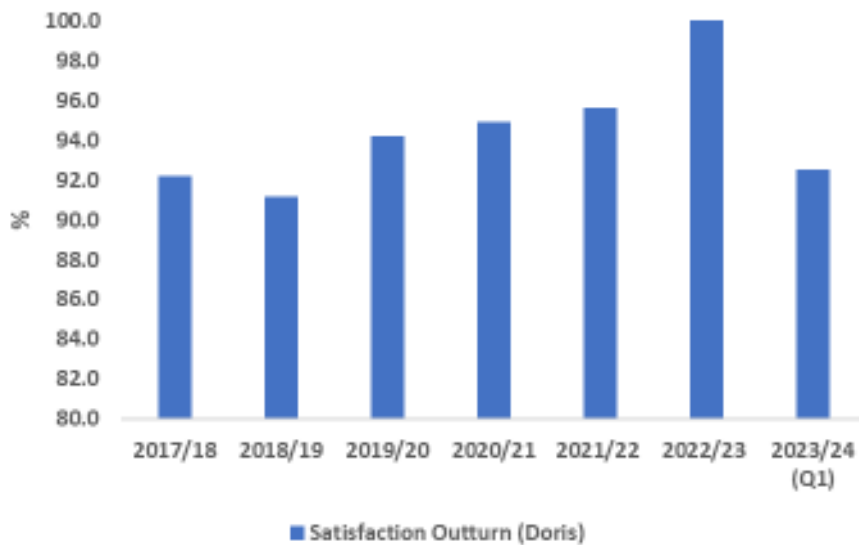


Number of enforcement actions taken during the previous Qtrs. in years 2019/20 – 2023/24



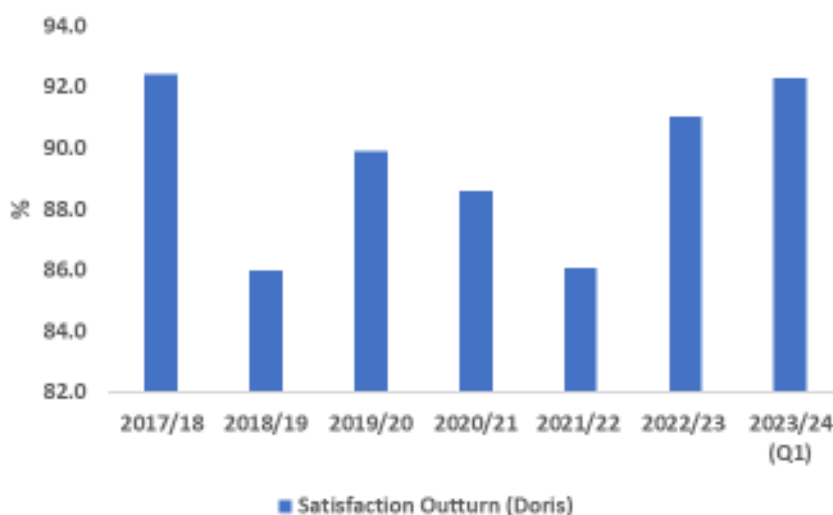
ASB Satisfaction

Satisfaction with the way ASB case was handled annual trend.



93% of respondents were satisfied with the way that their case was handled during quarter one which is a **3%** decrease on the 2022/23 outturn figure.

Percentage satisfied with the way ASB case outcome annual trend.



92% of respondents were satisfied with the outcome of their ASB case during quarter one which is a **1%** increase compared to the 2022/23 outturn figure. Satisfaction levels overall on both these two key measures remains consistently good.

The above charts show current and previous satisfaction outcomes and trends.