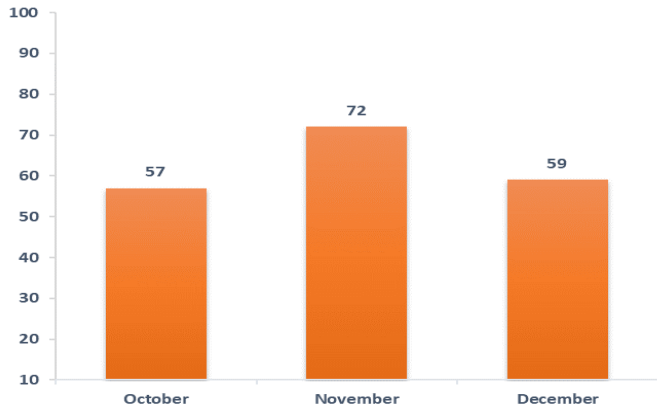


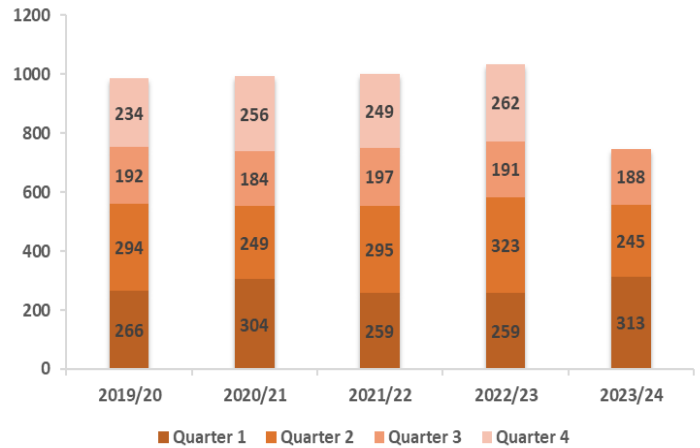
Anti-Social Behaviour Report Quarter Three 2023/24

Cases

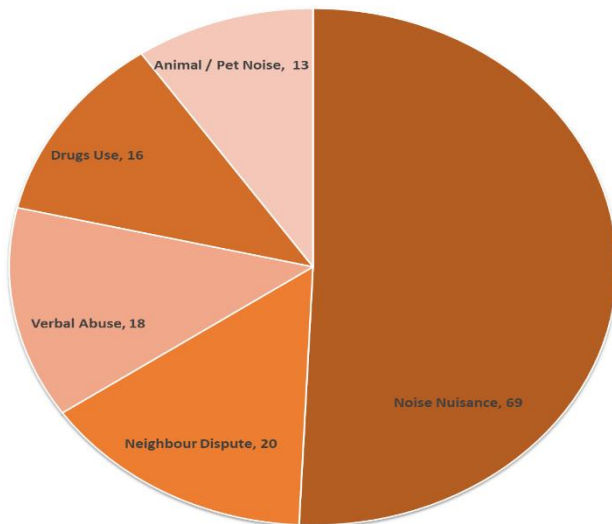
Number ASB cases opened during Qtr.3



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

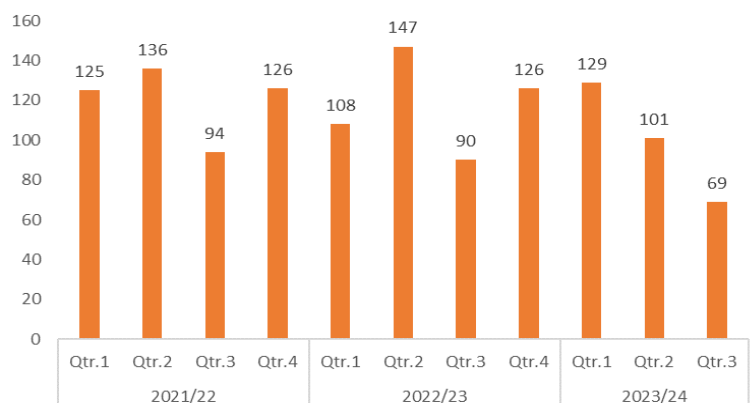


Top five reasons for reporting ASB during quarter three by Case type



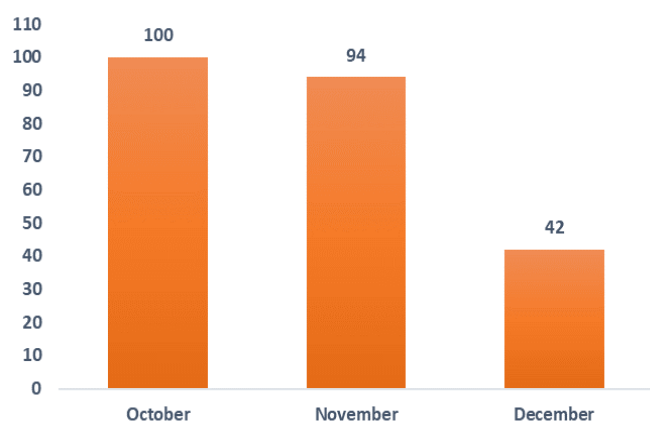
A total of **188** new ASB cases opened during quarter three, which is a reduction of **3 (2%)** from the same quarter in 2022/23. The top 5 reasons for reporting ASB during the quarter are shown in the pie chart opposite, other case types included criminal behaviour, threatening / intimidating behaviour, communal area misuse & nuisance youths.

Number of noise nuisance cases



As expected, 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 closed resolved cases during Qtr.3

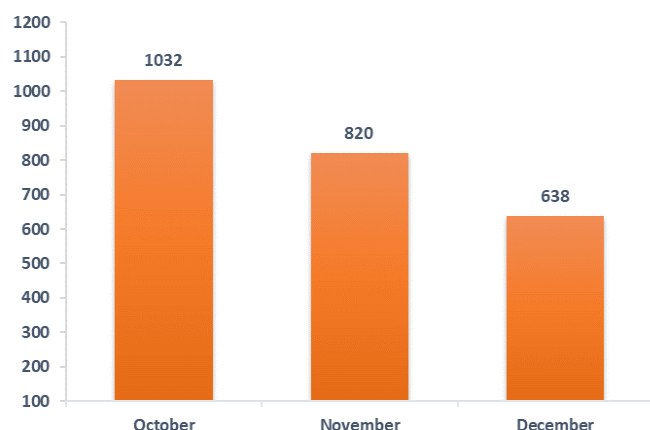


Number of closed resolved ASB cases during the previous Qtrs. in years 2019/20 – 2023/24

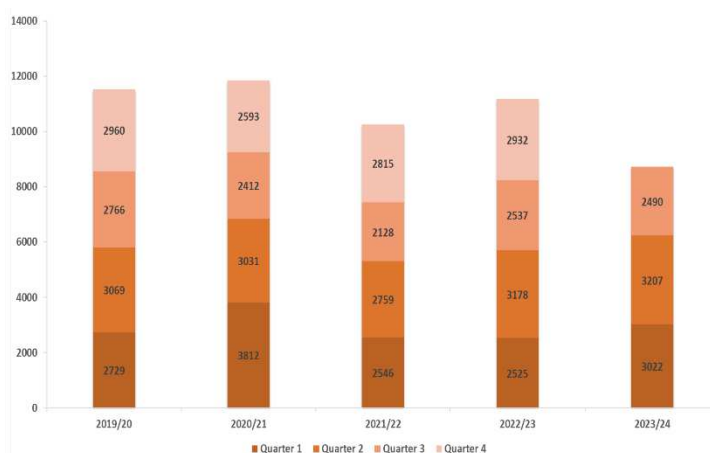


There were **236** closed resolved cases during quarter three compared to **297** in the same period in 2022/23. Unresolved cases are where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no cases closed unresolved during quarter three.

Number of contacts made to complainants Qtr. 3



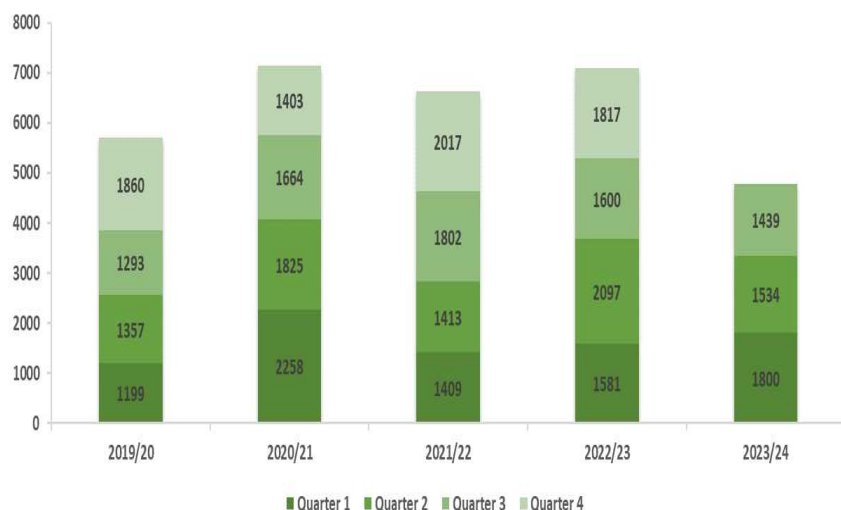
Number of contacts made to complainants during the previous Qtrs. in years 2019/20 – 2023/24



A total of **2,490** contacts made to complainants during quarter three. 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 a number of 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



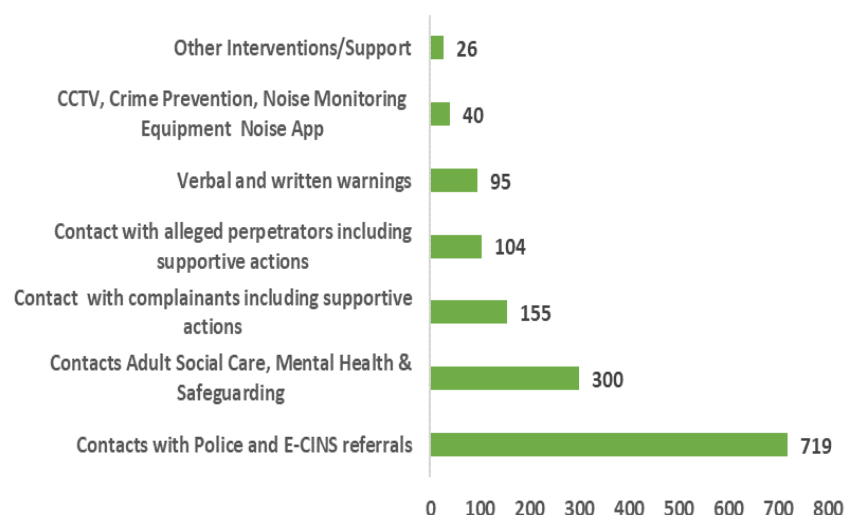
During quarter three there were **1,439** non-legal actions taken. These are as follows.

95 verbal & written warnings and **7** Community Protection Warnings were issued.

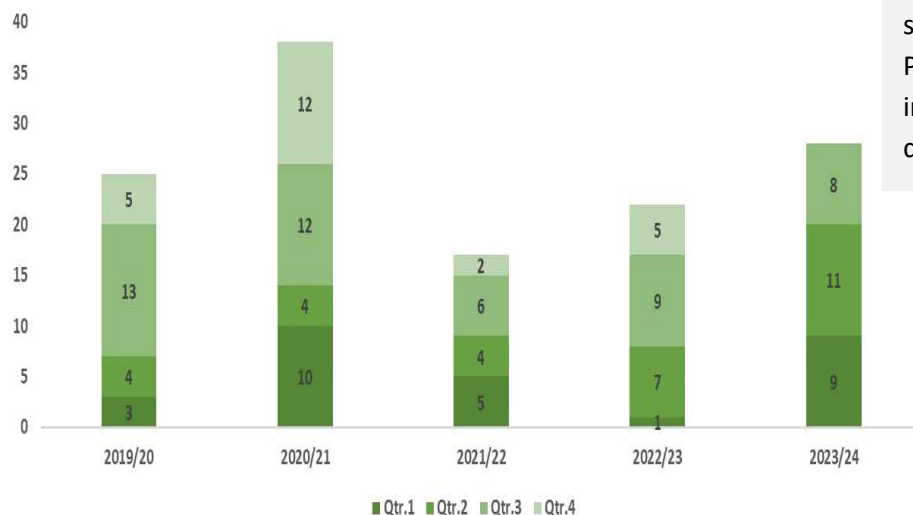
719 of the total non-legal actions were contacts made with police and E-CINS referrals, adult social care. Mental health & Safeguarding liaison accounted for **300** interactions.

Other Non-legal actions include contacts with regards to complex needs & tenancy sustainment, contacts with mediation services, as well as receiving other support referrals.

Non-legal actions taken – Qtr.3



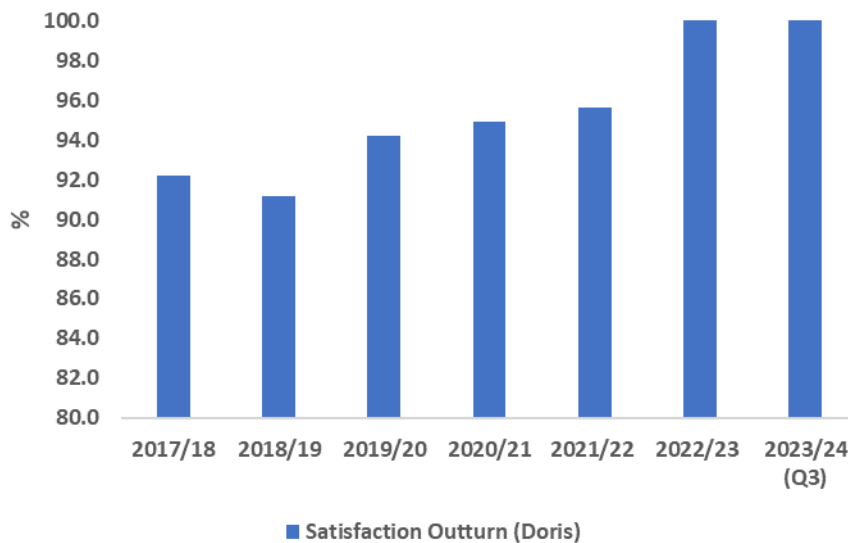
Number of enforcement actions taken during the previous Qtrs. in years 2019/20 – 2023/24



8 Legal actions centered around the serving of Notices of Seeking Possession, as well as evictions, civil injunctions, and court orders, during quarter three.

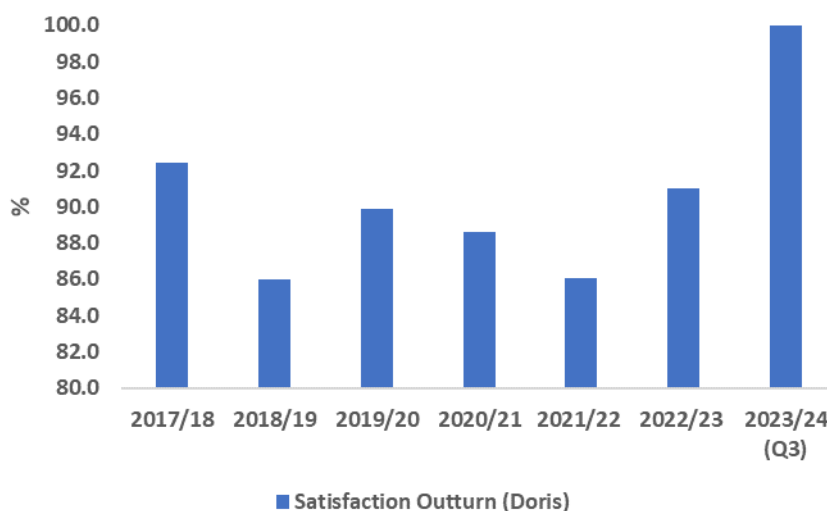
ASB Satisfaction Exit Surveys

Satisfaction with the way ASB case was handled annual trend.



100% of respondents were satisfied with the way that their case was handled during quarter three, an increase of **6%** from quarter two. This equated to 64 survey responses.

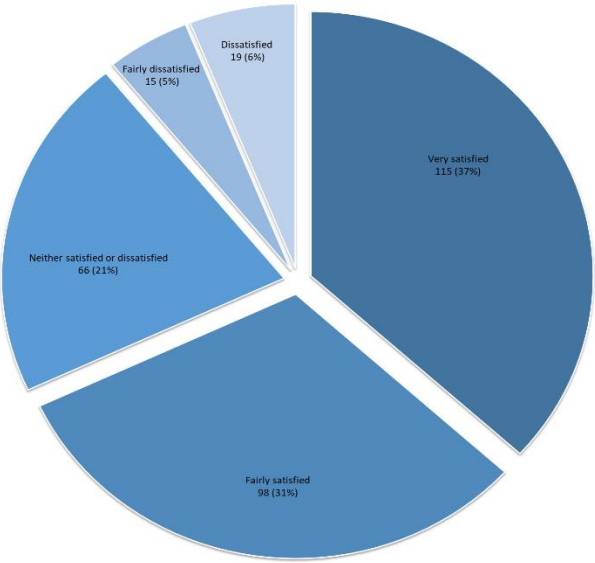
Percentage satisfied with the way ASB case outcome annual trend.



100% of respondents were satisfied with the outcome of their ASB case during quarter three which is a **3%** increase compared to quarter two. Satisfaction levels overall on both these two key measures remains consistently good. This equated to 64 survey responses. However, this is different to TSM measures which are displayed below.

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

TP12 Perception Survey - How satisfied or dissatisfied are you with Derby Homes and their approach to handling anti-social behaviour? This includes all cases, not just closed ones.



68% of respondents were either very satisfied or fairly satisfied with the way Derby Homes handled their anti-social behavioural case.