

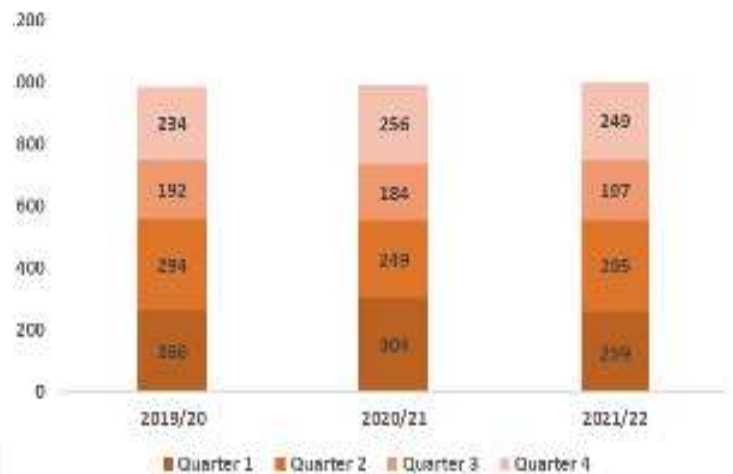
Anti-Social Behaviour Report Year End 2021/22

Cases

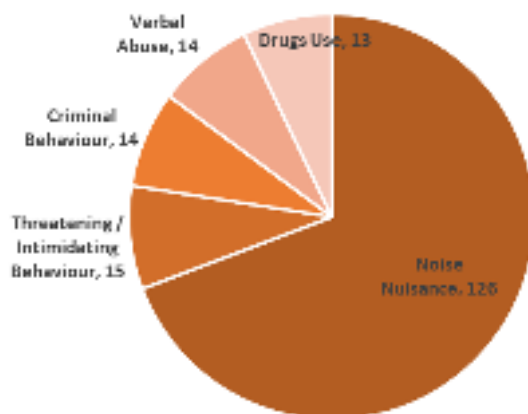
Number ASB cases opened during Qtr.4



Number of new ASB cases opened during the previous 4 Qtrs. in years 2019-2022



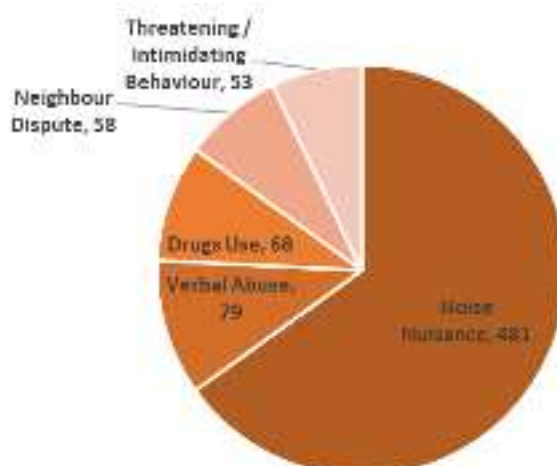
Top five reasons for reporting ASB during quarter four by Case type



A total of 249 new ASB cases were opened during quarter four, giving a total of 1,000 during 2021/22 and continues to be comparable to previous years. Of the 249 cases opened in quarter four, 51% were for noise nuisance. The top 5 reasons for reporting ASB during the quarter are shown in the pie chart opposite, other case types included animal / pet noise, neighbour disputes, verbal abuse and criminal behaviour.

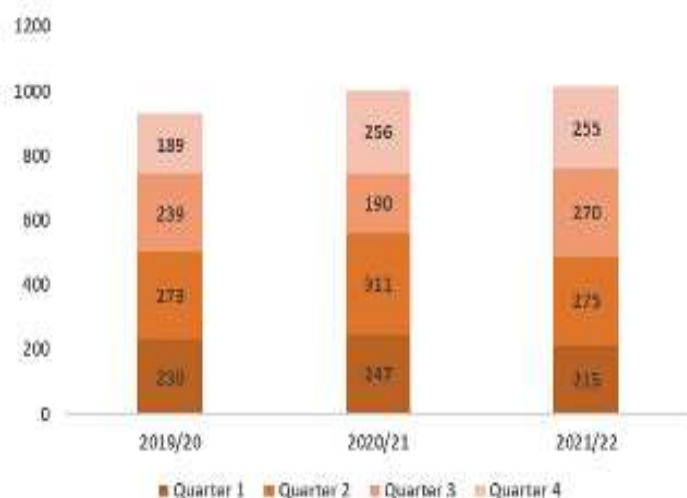
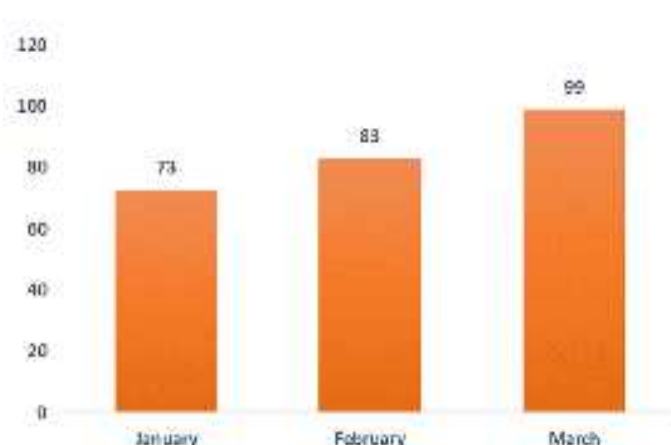
As expected, noise nuisance is the highest case type to be reported throughout the year. We always expect to see noise nuisance as the highest case type in any month and / or quarter. Derby Homes ASB team continues to work very closely in partnership with the Council's Environmental Services Team through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

Top five reasons for reporting ASB during 2021/22



Number of closed resolved cases during Qtr.4

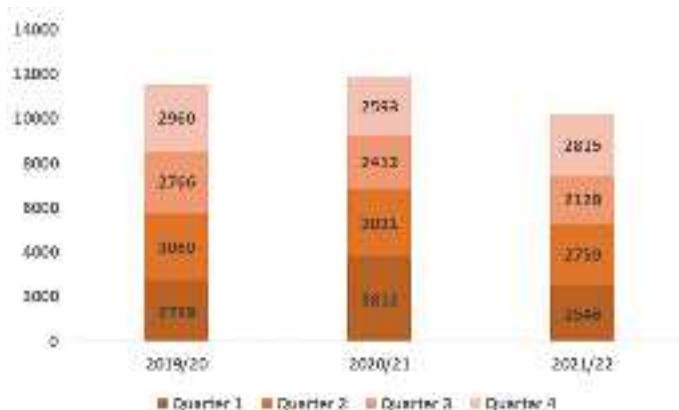
Number of closed resolved ASB cases during the previous Qtrs. in years 2019 - 2022



There were 255 closed resolved cases this quarter, and 1,015 in total during 2021/22. 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 2021/22.

Number of contacts made to complainants Qtr. 4

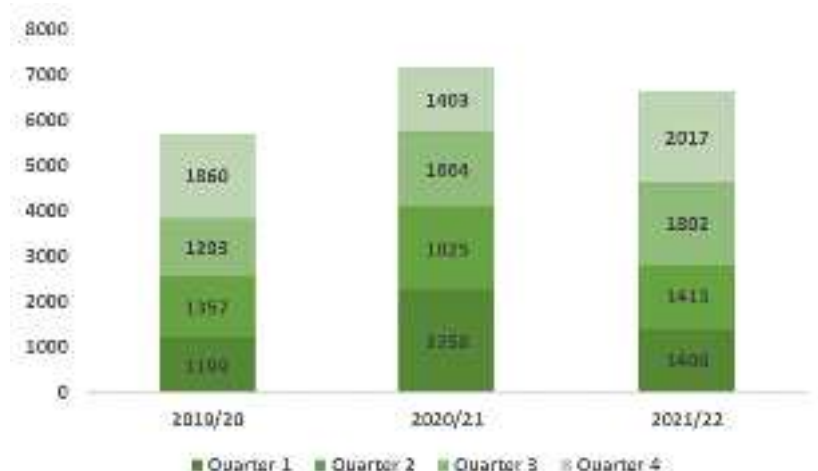
Number of contacts made to complainants during the previous Qtrs. in years 2019 - 2022



A total of 2,815 contacts were made to complainants during quarter four, bringing the total number of contacts for this financial year to 10,248. 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 four there were 2,017 non-legal actions taken and 2 enforcement actions taken, (6,641 in total during 2021/22) (17 in total during 2021/22). 2,135 of the total non-legal actions were for contacts with police and E-CINS referrals. This is a fairly typical output in a year however each year is different as each case is different.

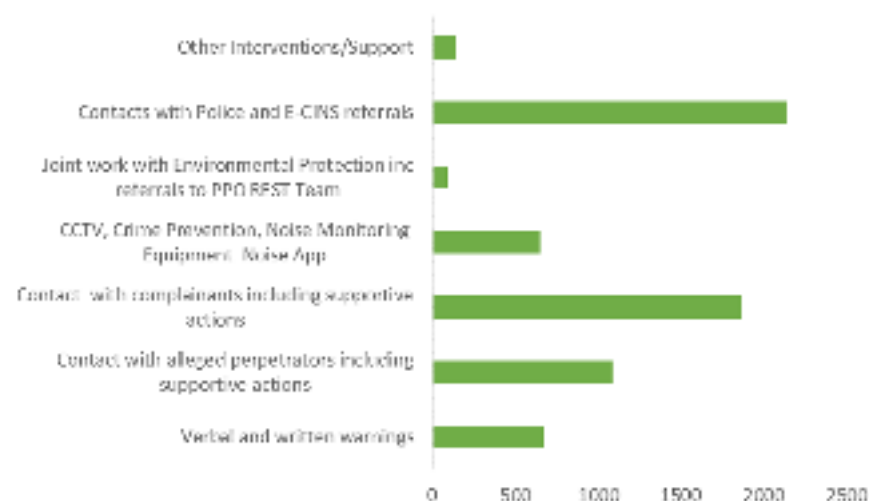
Non-legal actions included various contacts and interactions with the police and referrals to other agencies as well as low level interventions by Derby Homes. Other actions included contacts with Adult Social Care, Mental Health and Safeguarding, referrals to Victim Support and CPWS and CPNS Abatement notices. We had high levels of engagement and general contacts with alleged perpetrators and complainants, including various supporting actions.

Legal actions centered around the service of Notices of Seeking Possession, Civil Injunctions, Court order and evictions during the financial year.

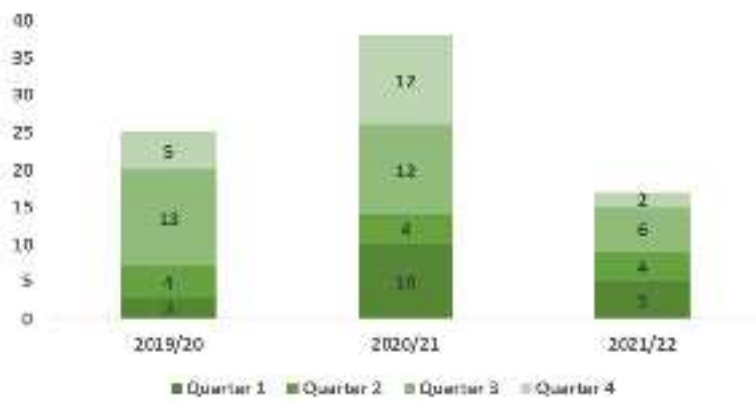
Non-legal actions taken – Qtr.4



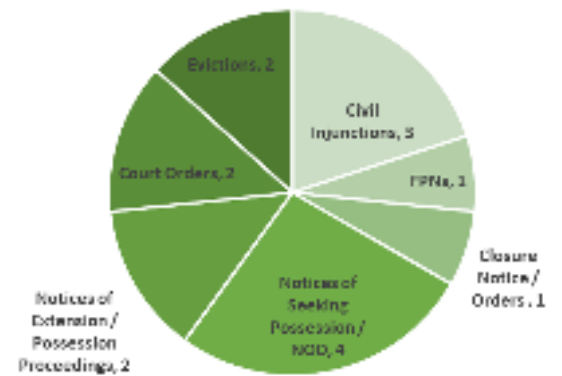
Non-legal actions taken – 2021/22



Number of enforcement actions taken during 2021/22

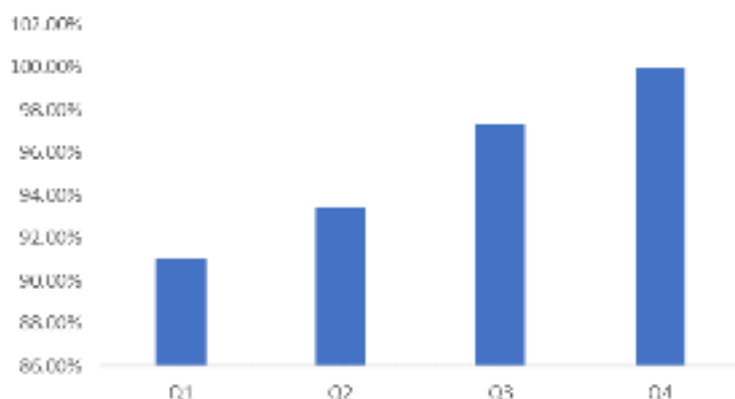


Breakdown of enforcement actions taken during 2021/22



ASB Satisfaction

Percentage satisfied with the way ASB case was handled per quarter during 2021/22

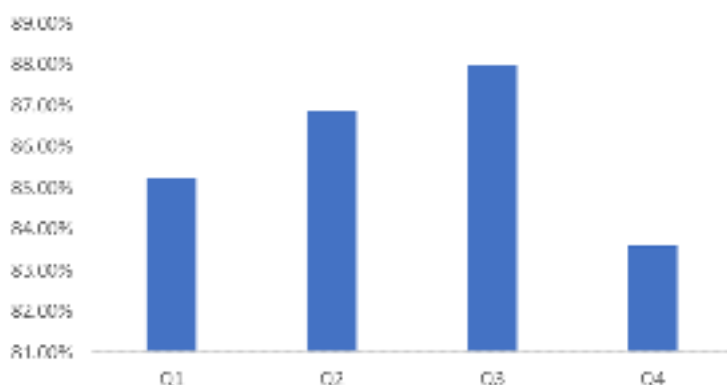


Satisfaction with the way ASB case was handled annual trend

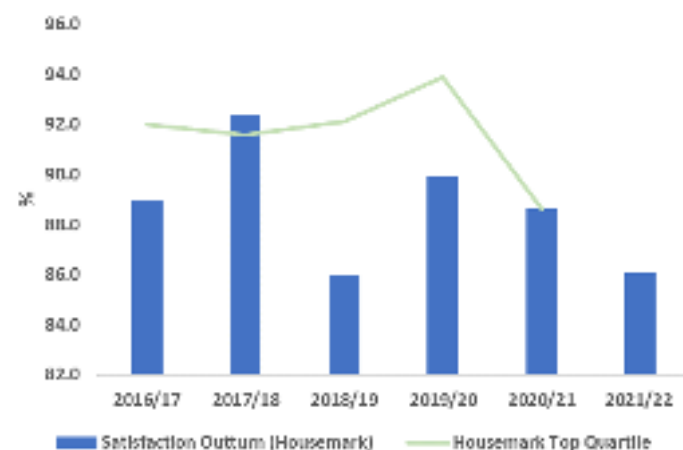


100% of respondents were satisfied with the way that their case was handled during quarter four giving an overall satisfaction figure of 96% during 2021/22. Satisfaction levels continue to remain high and have been maintained throughout the pandemic and despite the altered working arrangements and higher than average number of cases.

Percentage satisfied with the way ASB case outcome per quarter during 2021/22



Percentage satisfied with the way ASB case outcome annual trend



84% of respondents were satisfied with the outcome of their ASB case during quarter four giving an overall satisfaction figure of 86%. Satisfaction levels overall on both these two key measures remains consistently good.

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