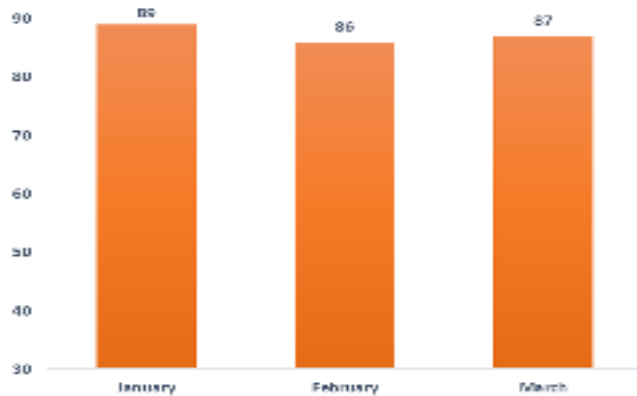


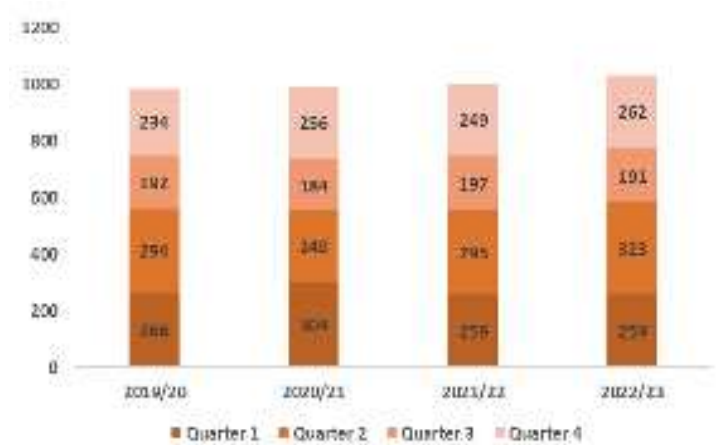
Anti-Social Behaviour Report Quarter Four 2022/23 (Appendix 1)

Cases

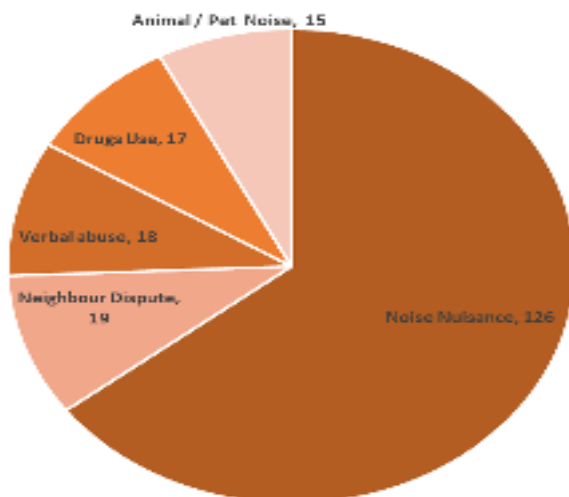
Number ASB cases opened during Qtr.4



Number of new ASB cases opened during the previous 4 Qtrs. in years 2019/20-2022/23



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



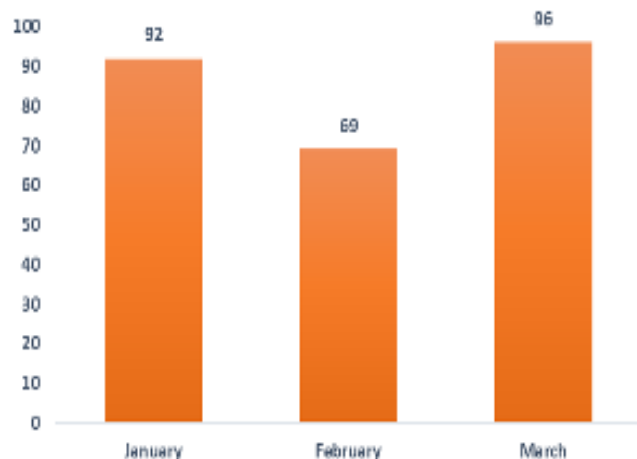
A total of **262** new ASB cases were opened during quarter four, which is an increase of **13 (5%)** from the same quarter in 2021/22. The top 5 reasons for reporting ASB during the quarter are shown in the pie chart opposite, other case types included criminal behaviour, threatening/intimidating behaviour, communal area misuse and nuisance youths.

Number of noise nuisance cases

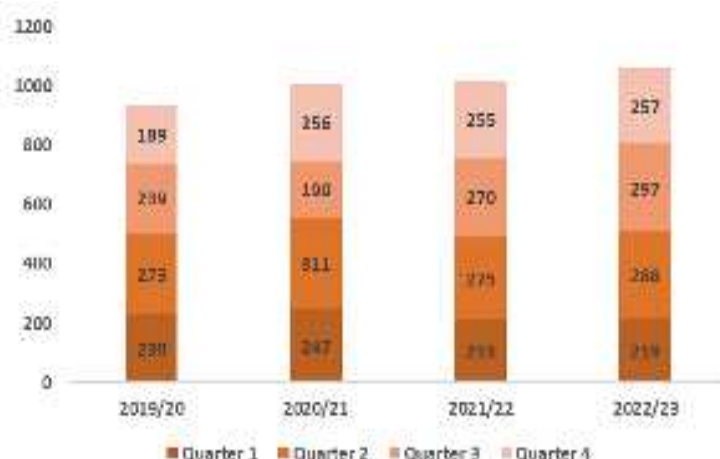


As expected, noise nuisance continues to be the highest case type to be reported. We always expect to see noise nuisance as the highest case type in any month and/or quarter. Derby Homes ASB team continues to work very closely in partnership with the Council's Environmental Services Team through our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

Number of closed resolved cases during Qtr.4

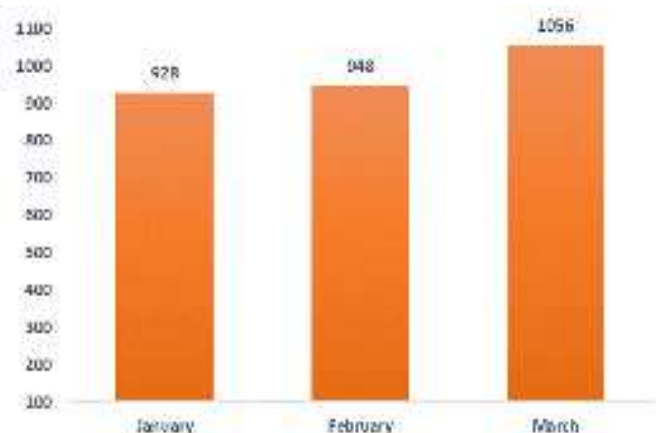


Number of closed resolved ASB cases during the previous Qtrs. in years 2019/20 – 2022/23

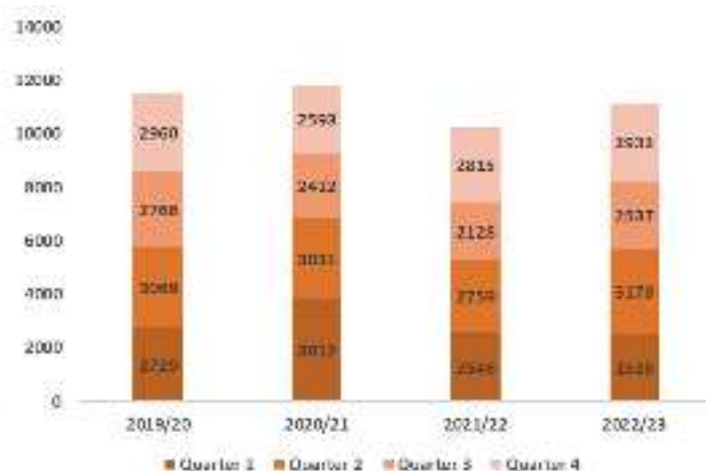


There were **257** closed resolved cases during quarter 4 compared to **255** in the same period in 2020/21. Unresolved cases are where we have had to close a case, because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no cases closed unresolved during quarter 4.

Number of contacts made to complainants Qtr. 4



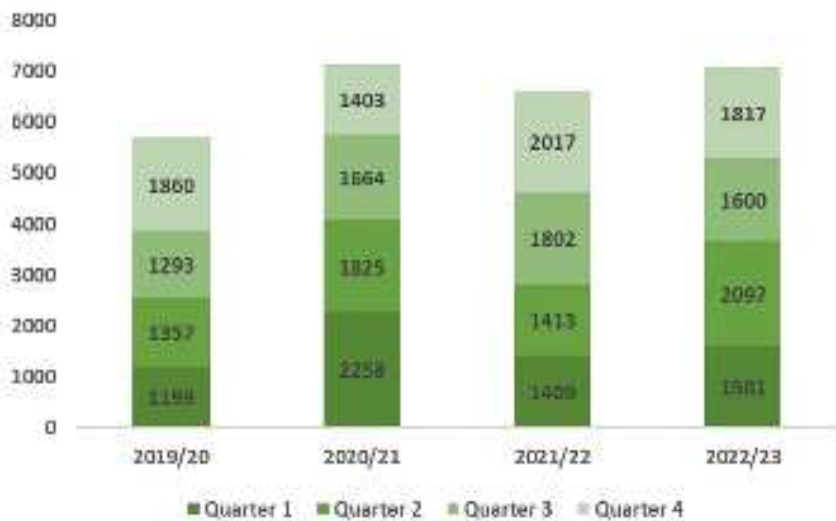
Number of contacts made to complainants during the previous Qtrs. in years 2019/20 – 2022/23



A total of **2,932** contacts were made to complainants during quarter 4. 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. 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

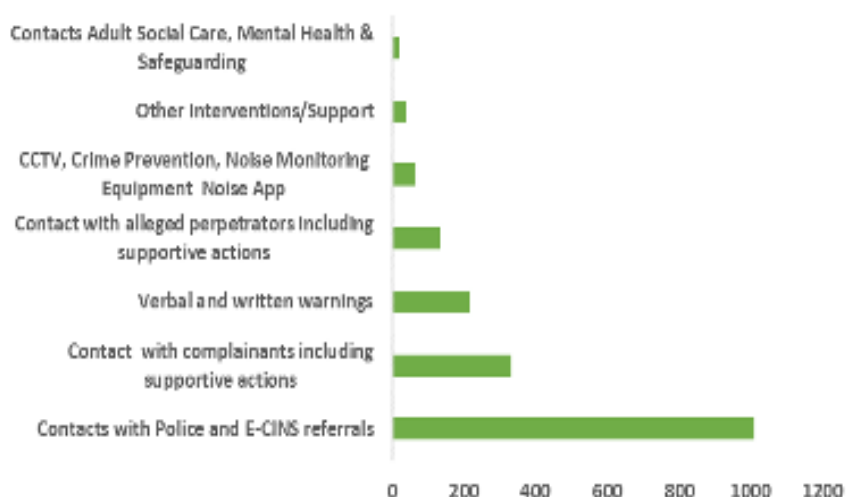


During quarter 4 there were **1,817** non-legal actions taken and **5** enforcement actions taken. **1,011** of the total non-legal actions were for contacts with police and E-CINS referrals.

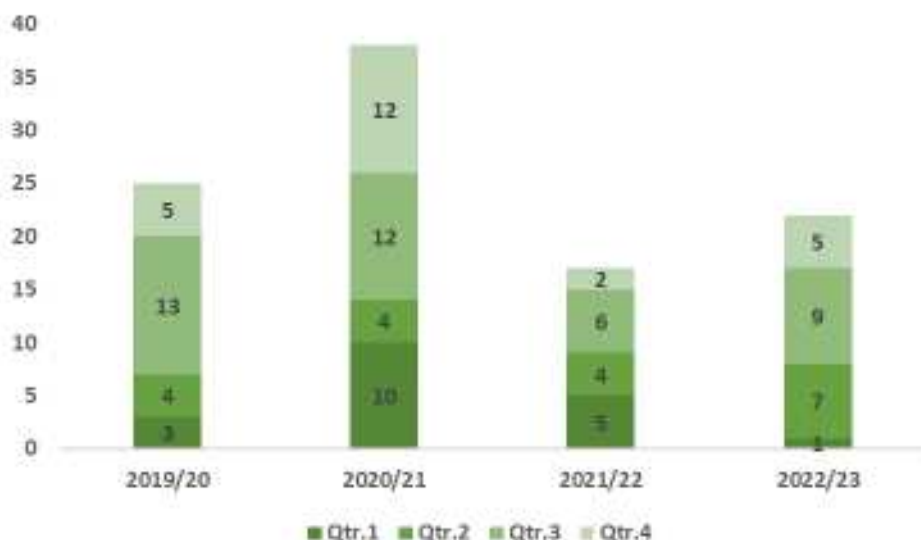
Non-legal actions included various contacts and interactions with the police and referrals to other agencies, as well as low level interventions by Derby Homes. Other actions included contacts with Adult Social Care, Mental Health, and Safeguarding. We had high levels of engagement and general contacts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

Legal actions centered around the service of Notices of Extension/Possession proceedings during quarter 4.

Non-legal actions taken – Qtr.4

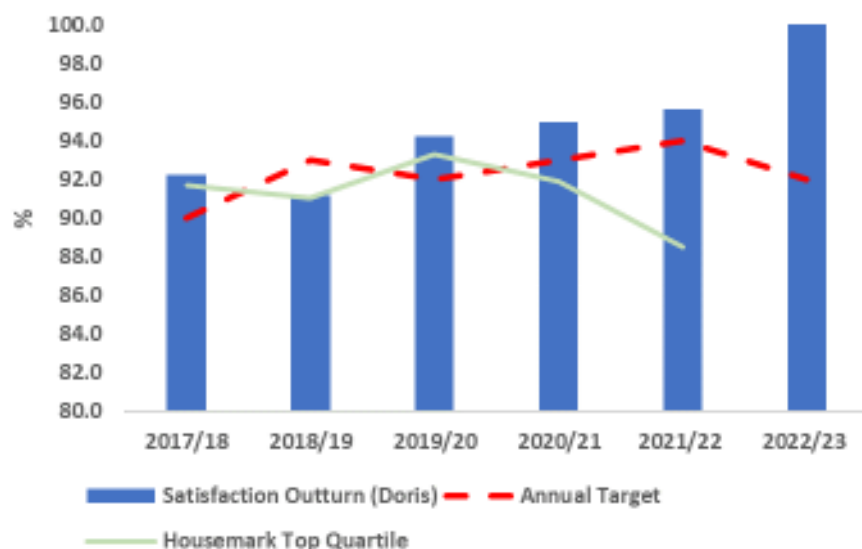


Number of enforcement actions taken during the previous Qtrs. in years 2019/20 – 2022/23



ASB Satisfaction

Satisfaction with the way ASB case was handled annual trend



96% of respondents were satisfied with the way that their case was handled during quarter 4 which is a **1%** increase on the 2021/22 outturn figure.

Percentage satisfied with the way ASB case outcome annual trend



93% of respondents were satisfied with the outcome of their ASB case during quarter 3 which is a **7%** increase compared to the 2021/22 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.