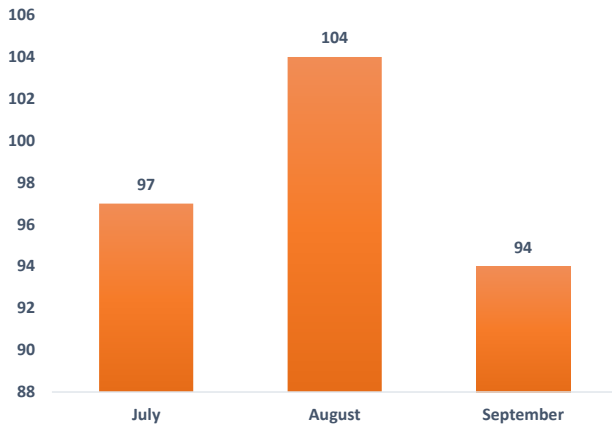


# Anti-Social Behaviour Report Quarter Two 2021/22

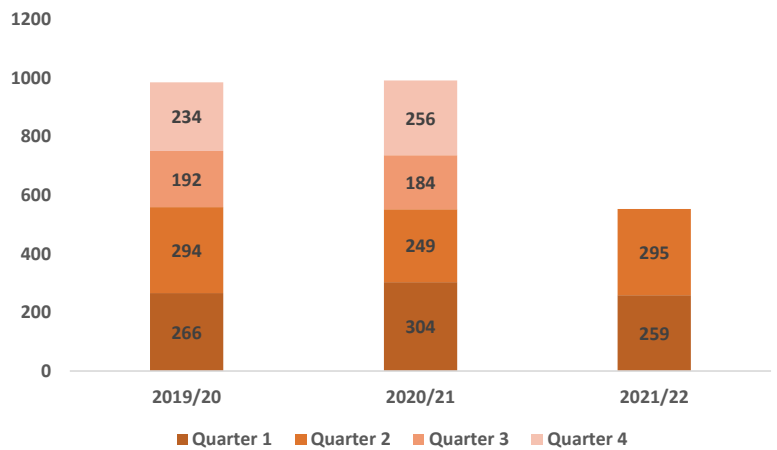
## Cases Data (July - Sept 2021)

## Previous Qtrs – Years

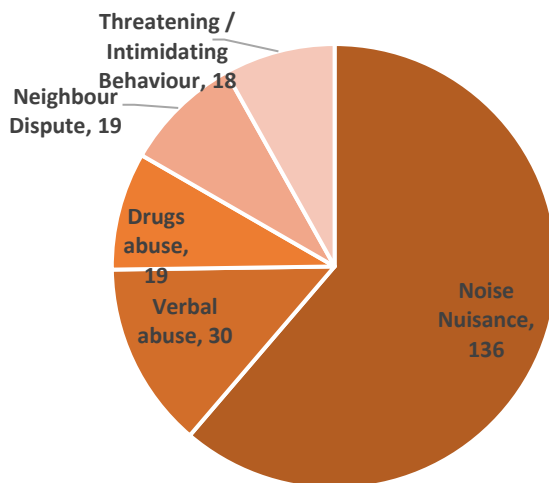
Number ASB cases opened during Qtr 2 by month



Number of new ASB cases opened during the whole Qtr

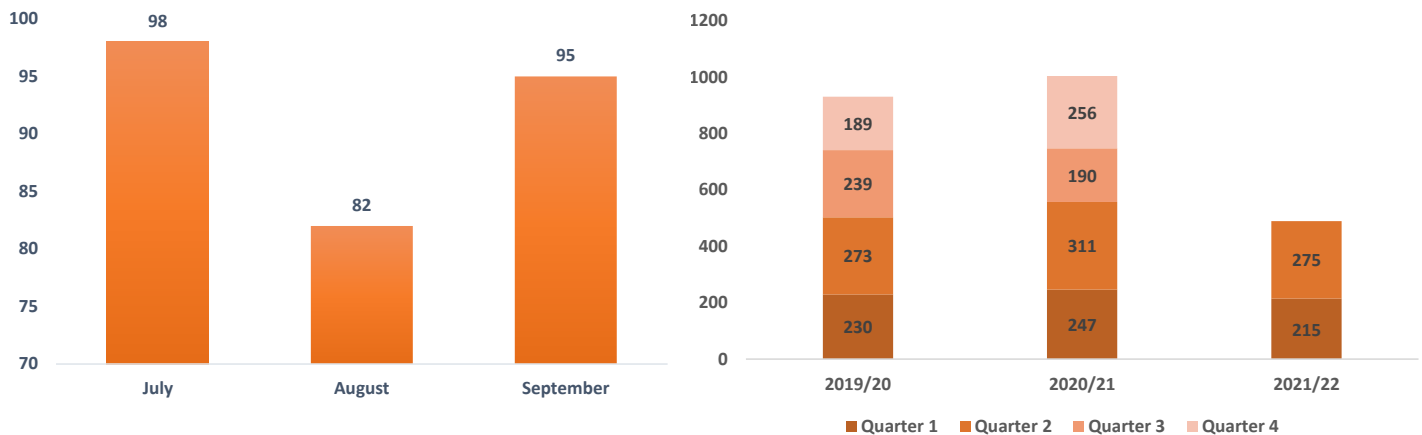


Highest number of cases opened during quarter two by Case type



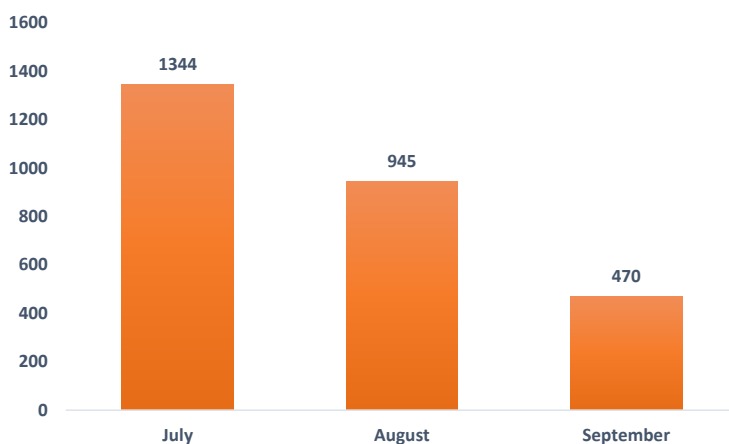
A total of 295 new ASB cases were opened during the quarter two period (554 cases opened to date during 2021/22) this continues to be comparable to previous years. Of the 295 cases opened in quarter two, 46% were for noise nuisance. We always expect to see noise nuisance as the highest case type in any 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. The top 5 reasons for reporting ASB are shown in the pie chart opposite, other case types included animal / pet noise, nuisance youths and criminal behaviour.

## Number of closed resolved cases during the Qtr 2 months Number of closed resolved ASB cases Qtr 2.



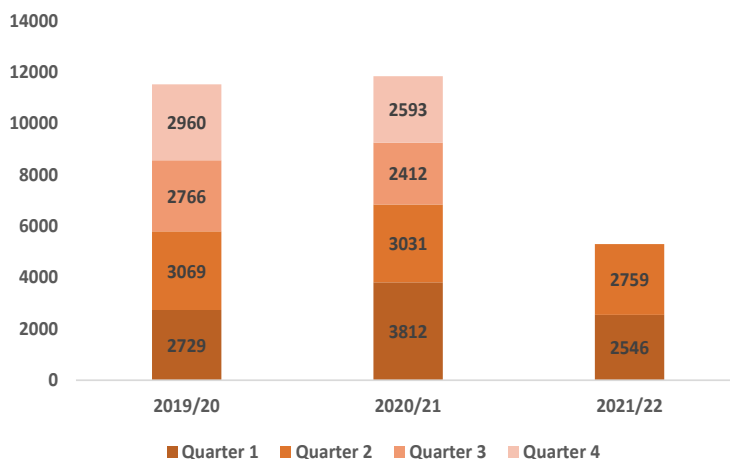
There were 275 closed resolved cases this quarter. Unresolved cases are where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no cases closed unresolved during quarter two.

## Number of contacts made to complainants during the months of Qtr. 2



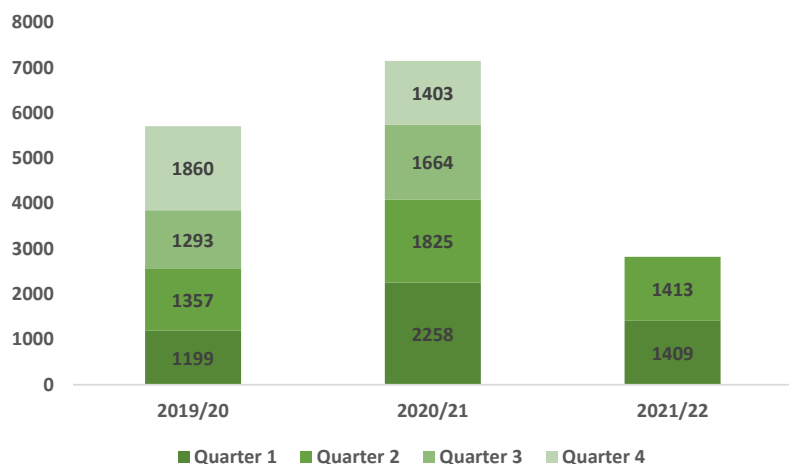
A total of 2,759 contacts were made to complainants during quarter two. Derby Homes has had a long-standing target for a minimum of monthly feedback to complainants of ASB. Whilst this remains in Derby Homes ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected, and that this must be agreed with the complainant in the action plan. The frequency and type of contact depends on several factors. Some cases may have only 1 contact in a month for example, but the severity of a case can dictate that many more contacts are needed if a complainant needs extra support for example. But we would expect the total number of contacts in a month to be very much higher than one per case and this has been shown consistently. In July for example a lot of contacts were made which indicates that multiple cases required lots of extra contacts for example. Over the last two quarters of this year 21/22 we have generated 5305 customer contacts.

## Number of contacts made to complainants during the quarter



## Interventions Data (July - Sept 2021)

### Number of non-legal actions taken

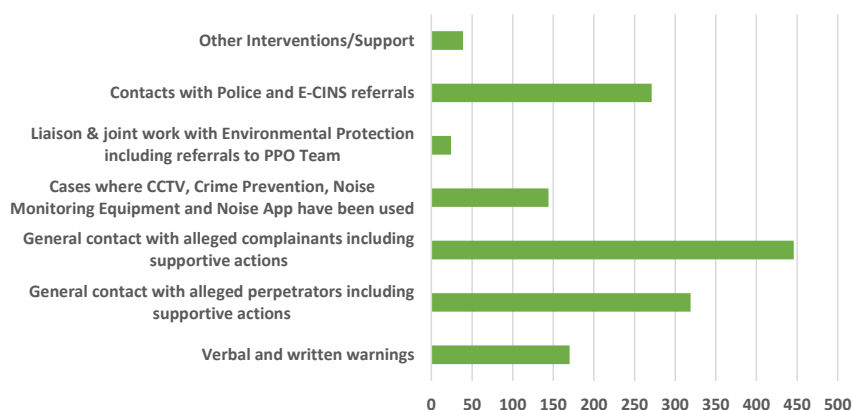


During quarter two there were 1,413 non-legal actions and 4 enforcement actions taken. This is a typical output in a quarter.

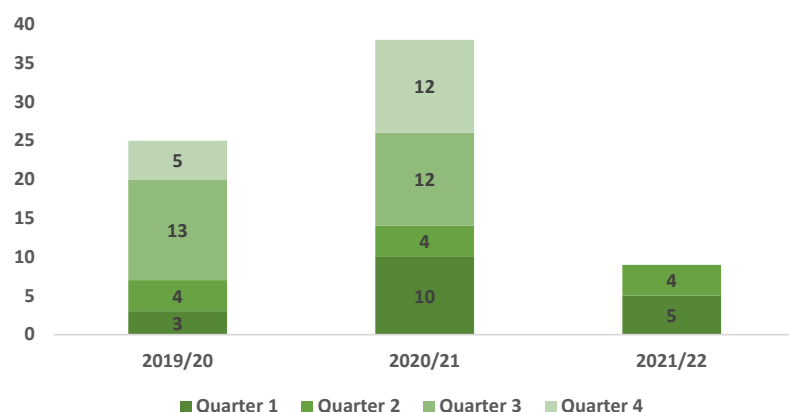
Most non-legal actions included contacts with the police and referrals to other agencies and verbal and written warnings. We had high levels of engagement and general contacts with alleged perpetrators and complainants. Other low level interventions including support were centered around - Community Protection Warnings and Notices and joint work with Environmental Services – Protection. Contacts made with Adult Social Care, Mental Health and Safeguarding, Referrals to Victim Support and liaison with other internal Derby Homes Support Services.

Legal actions centered around the service of Notices of Seeking Possession, 1 court order and an eviction for long standing and serious ASB.

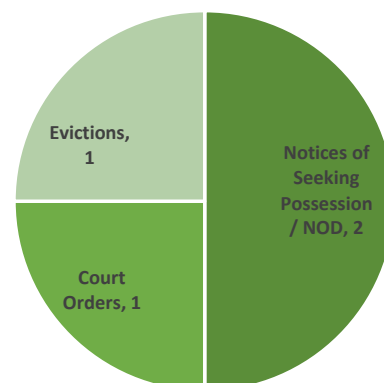
### Non-legal actions taken



### Number of enforcement actions taken

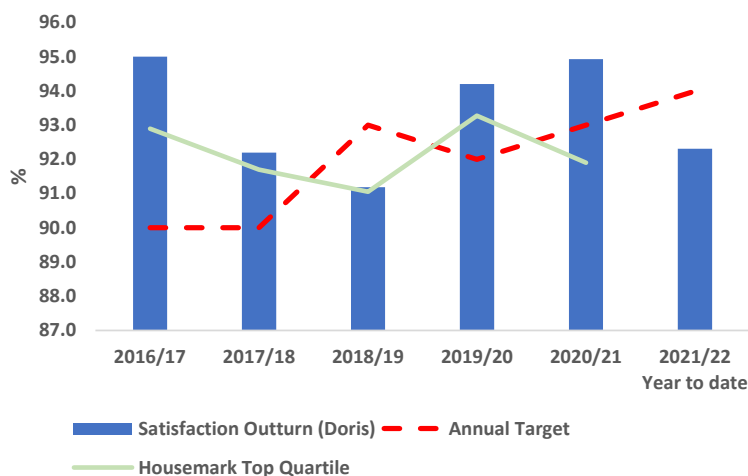


### Breakdown of enforcement actions taken



## ASB Satisfaction Data (July - Sept 2021)

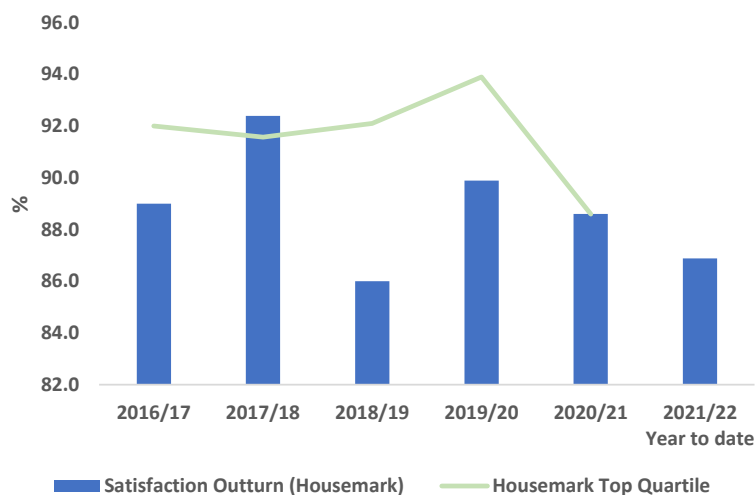
### Percentage satisfied with the way ASB case was handled



92% of respondents were satisfied with the way that their ASB case was handled at the end of quarter two. Satisfaction levels remain high and have been maintained throughout the pandemic and despite the altered working arrangements and higher than average number of cases.

NB: The 2020/21 Housemark Top Quartile has not yet been finalised and is subject to change.

### Percentage satisfied with the way ASB case outcome



87% of respondents were satisfied with the outcome of their ASB case at the end of quarter two. Satisfaction levels overall on both these two key measures remains consistently good.

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