

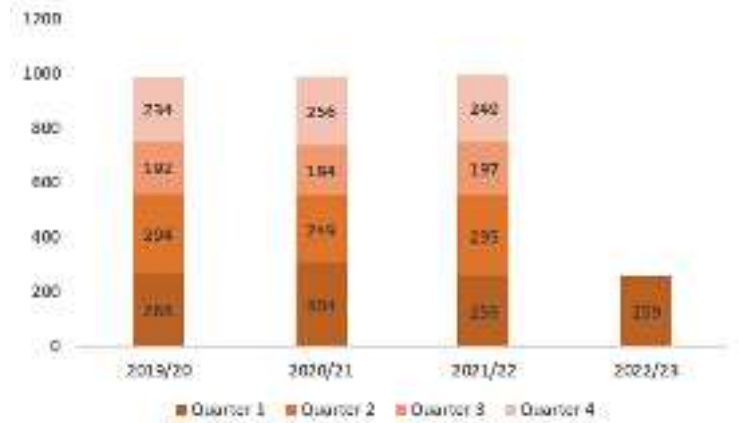
Anti-Social Behaviour Report Quarter One 2022/23

Cases

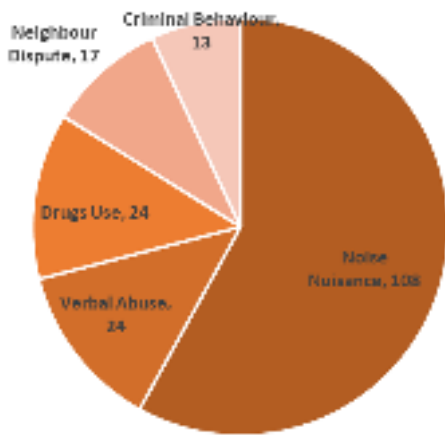
Number ASB cases opened during Qtr.1



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



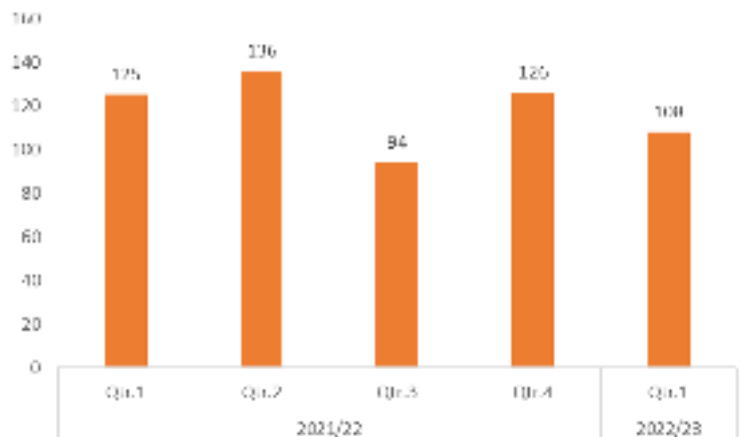
Top five reasons for reporting ASB during quarter one by Case type



A total of 259 new ASB cases were opened during quarter one, which is equal to 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 animal / pet noise, threatening / intimidating behaviour, and nuisance youths.

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 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 – 2022/23

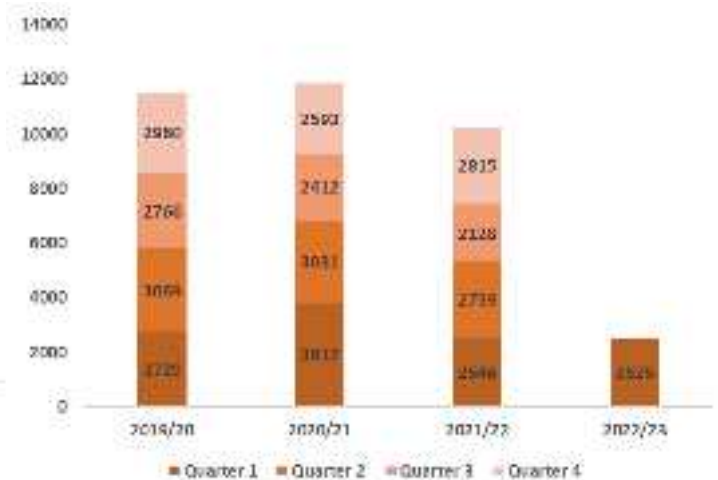


There were 219 closed resolved cases during quarter one compared to 215 in the same period in 2020/21. Unresolved cases are where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in ‘clash of lifestyle’ cases. There were no cases closed unresolved during quarter one.

Number of contacts made to complainants Qtr. 1



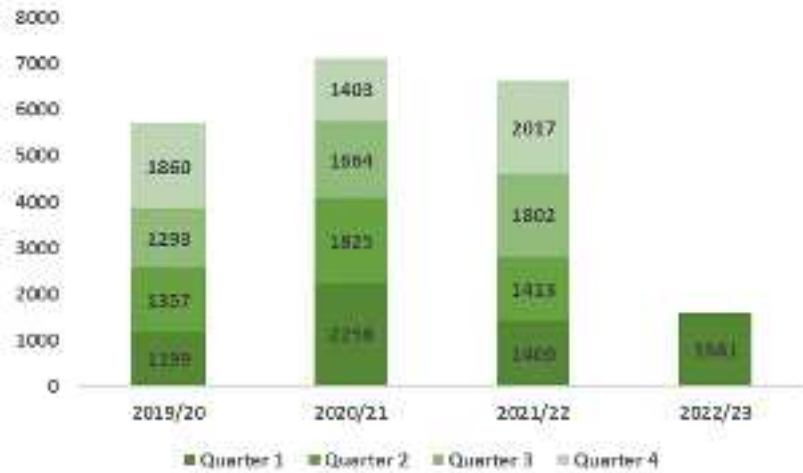
Number of contacts made to complainants during the previous Qtrs. in years 2019/20 – 2022/23



A total of 2,525 contacts were made 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 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 one there were 1,581 non-legal actions taken and 1 enforcement action taken. 586 of the total non-legal actions were for contacts with police and E-CINS referrals. This is a fairly typical output, however each year is different as each case is different.

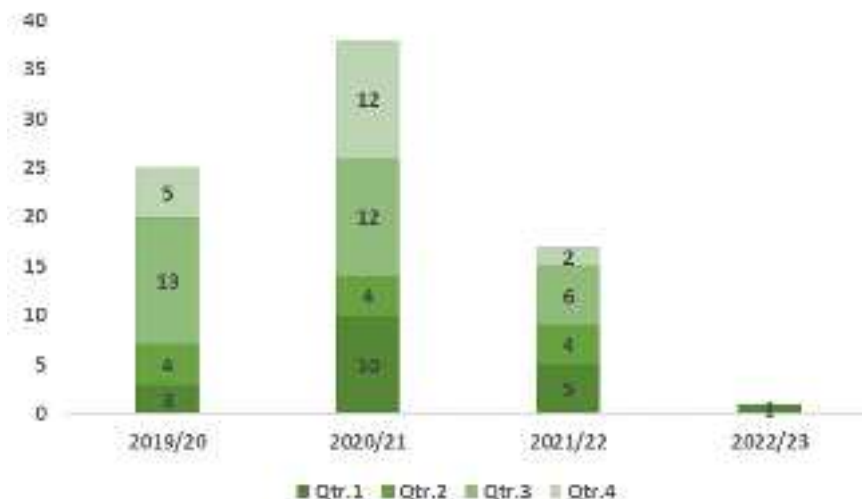
Non-legal actions included various contacts and interactions with the police and referrals to other agencies as well as low level interventions by Derby Homes. Other actions included contacts with Adult Social Care, Mental Health and Safeguarding, referrals to Victim Support and CPWS and CPNS Abatement 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 Extension / Possession proceedings during quarter one.

Non-legal actions taken – Qtr.1

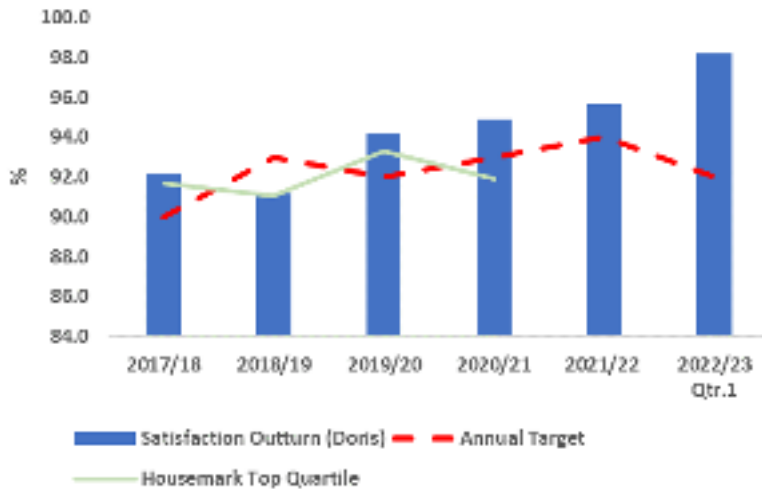


Number of enforcement actions taken during the previous Qtrs. in years 2019/20 – 2022/23



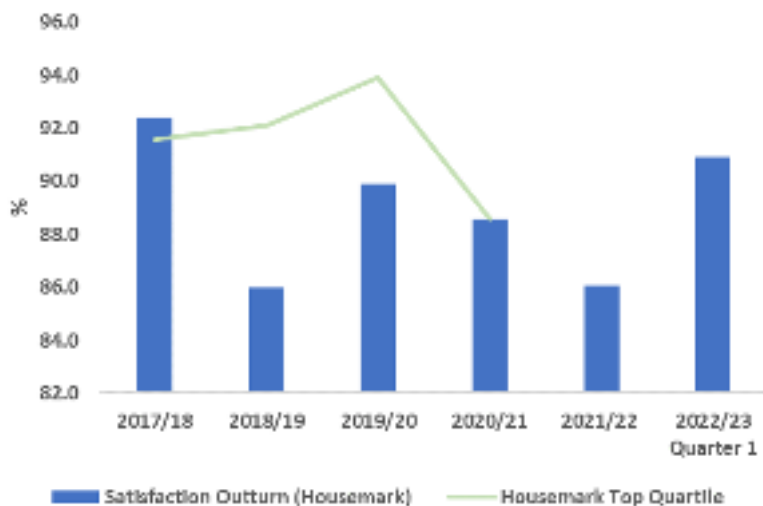
ASB Satisfaction

Satisfaction with the way ASB case was handled annual trend



98% of respondents were satisfied with the way that their case was handled during quarter one which is a 3% increase on the 2021/22 outturn figure. Housemark benchmarking data is not yet available for 2021/22.

Percentage satisfied with the way ASB case outcome annual trend



91% of respondents were satisfied with the outcome of their ASB case during quarter one which is a 5% 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.