

**ITEM No ...4.....**

**REPORT TO:** COMMUNITY SAFETY AND PUBLIC PROTECTION COMMITTEE – 10 JANUARY 2022

**REPORT ON:** ANTISOCIAL BEHAVIOUR – JULY – SEPTEMBER 2021

**REPORT BY:** EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

**REPORT NO:** 7-2022

**1 PURPOSE OF REPORT**

1.1 The purpose of this report is to provide an overview on the reporting figures to the Neighbourhood Services - Antisocial Behaviour (ASB) Team for the period 1<sup>st</sup> July 2021 to 30<sup>th</sup> September 2021.

**2 RECOMMENDATION**

2.1. It is recommended that Committee notes the report.

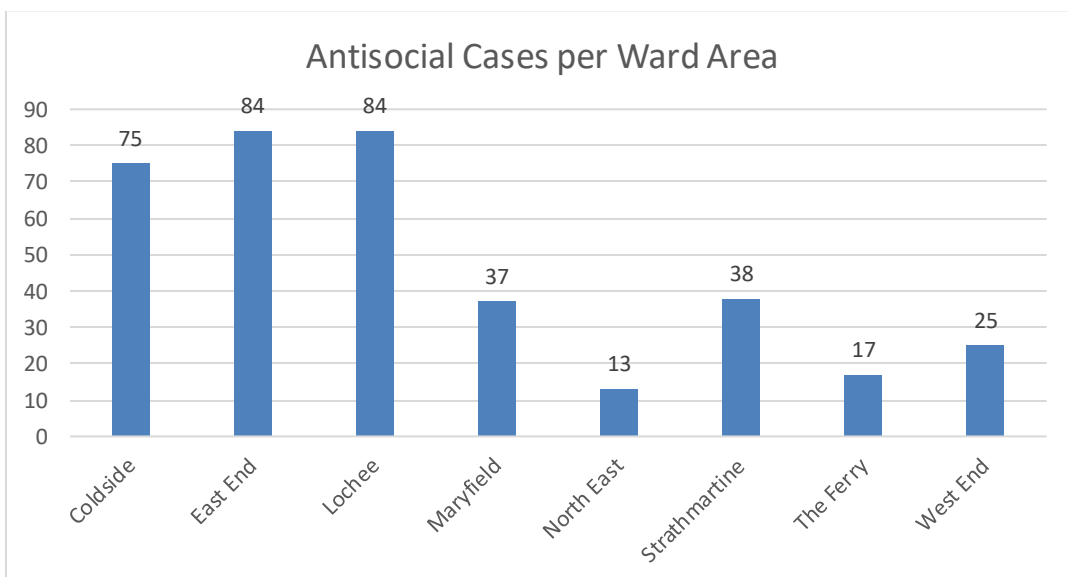
**3 FINANCIAL IMPLICATIONS**

3.1 There are no financial implications associated with this report.

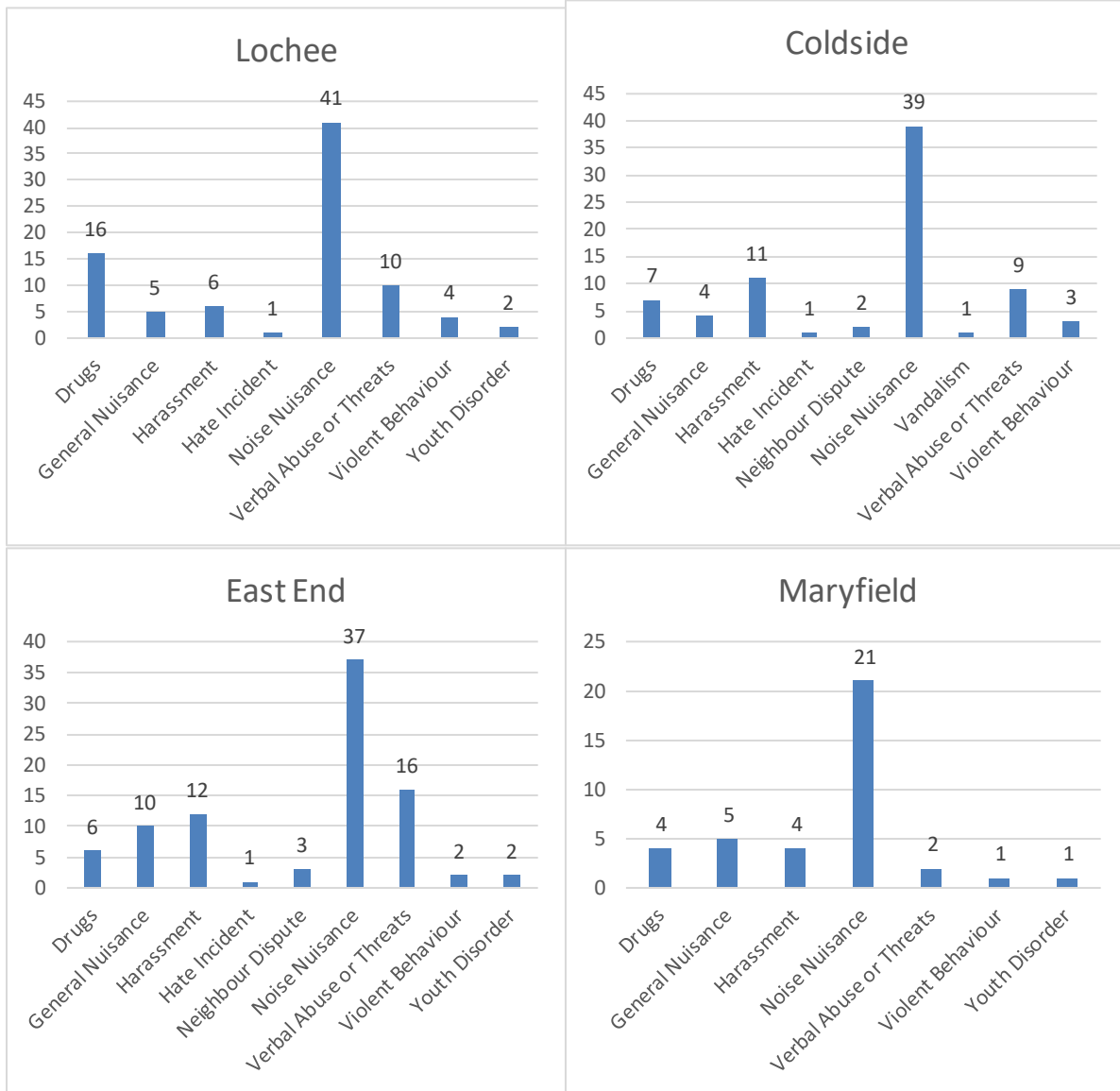
**4 DATA RELATING TO REPORTING PERIOD**

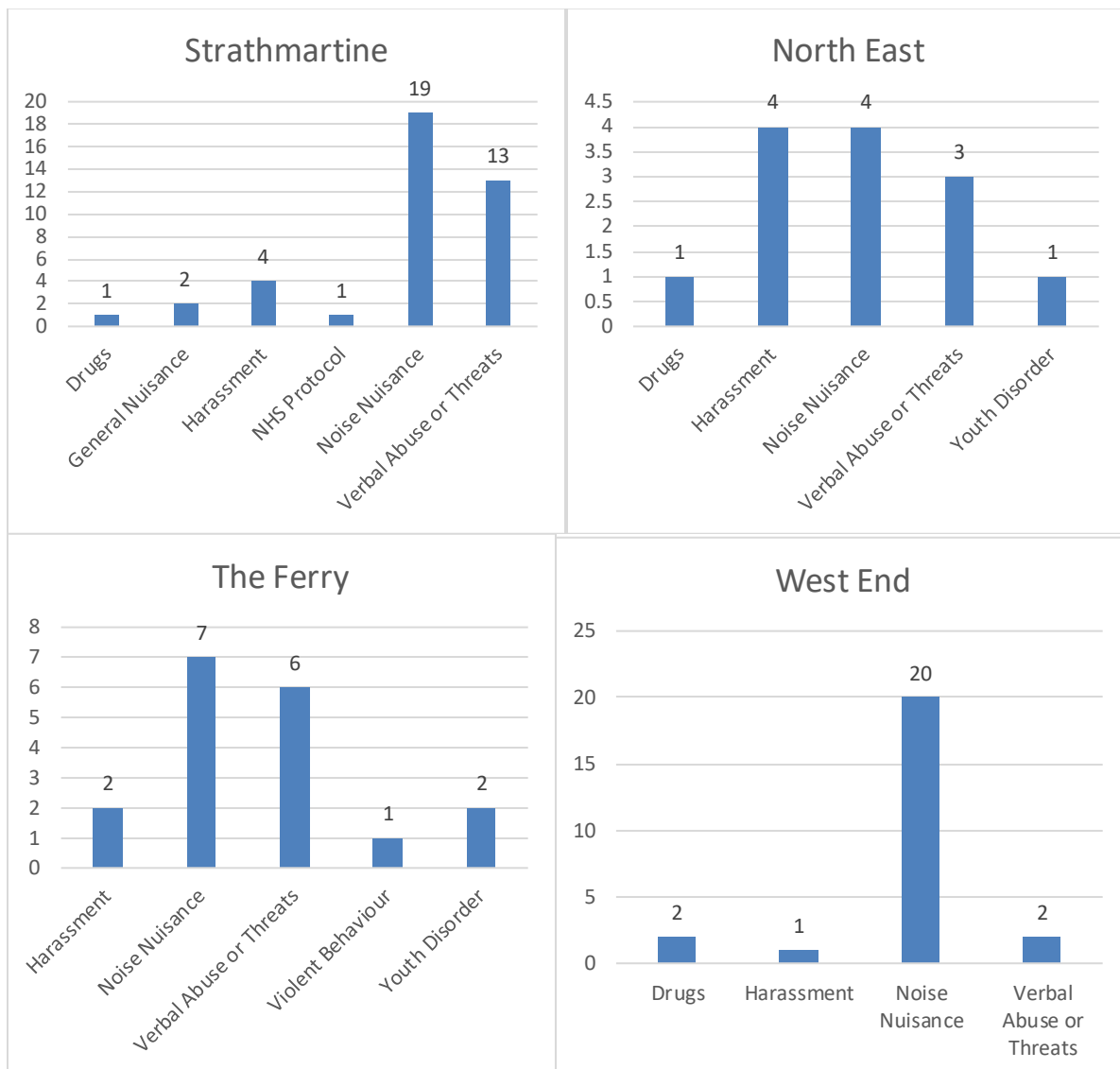
4.1 A total of 415 cases of antisocial behaviour have been recorded during this reporting period. Out of these 415 cases, 26 were cancelled leaving 389 to be dealt with by the Antisocial Behaviour Team. Out of the 389 cases, 16 are recorded as having no primary address which means the perpetrator is unknown. A request has been made to IT to record these complaints against the Complainer to allow these to be attributed to ward areas.

4.2 Number of cases recorded per multi member ward area between 1/7/21 – 30/9/21:



Types of complaints per multi member ward area between 1/7/21 – 30/9/21. Please note some cases have multiple categories applied, therefore the total numbers of categories are higher than the number of cases.





As in previous reporting periods noise nuisance accounts for the highest number of complaints in the majority of ward areas, with the North East and The Ferry wards having small numbers of noise complaint. Noise was the highest reported type of complaint in Lochee, Coldside, East End, Strathmartine, Maryfield and West End wards. There were a total of 188 noise reports this quarter. The charts below show the other sub-types which are recorded for noise and some of the other categories.

In order to assist further with Noise complaints, the team have very recently concluded a 4 week trial with the use of "The Noise App". This app has been developed by an external company and is used by several local authorities in Scotland, and a number of Registered Social Landlords to assist in dealing with noise complaints more efficiently. The app allows a resident to record noise on their smart phone or other compatible device. The recording is then submitted to the team via the app, with the officer receiving this immediately or the next working day. The officer can assess the recordings as they manage the case as opposed to potentially reviewing many recordings at once which can be extremely time consuming.

During the trial a small number of cases were identified to use the app. The results have been effective, with the majority of complainers using the app with ease and recordings provided being of good quality and allowing the officer to act.

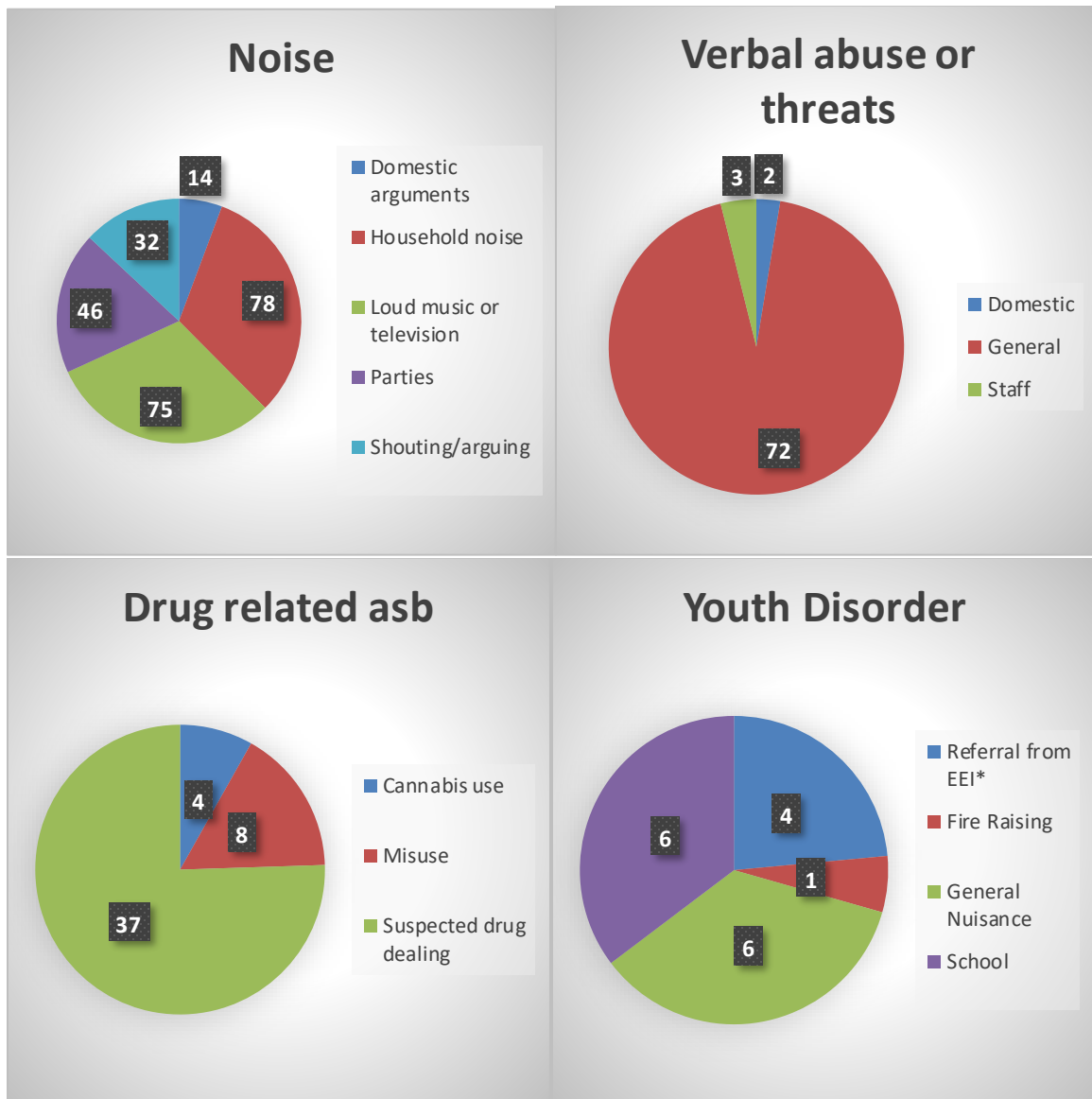
At the moment the app is only available to residents who have an ongoing case open with the Antisocial Behaviour Team, however, we are keen to explore further options for use of this app beyond the trial.

As we continue with use of the app, figures on its use and effectiveness will be shared within this report.

Sound recording equipment will remain available for those unable to use the app.

The second highest category varied by ward, however most of these categories were significantly lower than the noise complaints received in most ward areas.

The graphs below show further breakdowns of complaints received in terms of sub-categories:



\*EEI – the Early and Effective Intervention multi agency partnership

For noise complaints, the majority of these relate to excessive household noise, followed by loud music or television with the more serious issues accounts for a smaller number of complaints.

This breakdown also shows suspected drug dealing as being the most common drug related complaint received. This is the issue most likely to have an impact on other residents regarding drug use.

Verbal abuse and threats are other common complaints. This breakdown shows almost 100% of these complaints relate to general neighbour issues which was similar in last quarters report.

The Youth Disorder reports are fairly equally split with most being referred from our Early and Effective Intervention Partnership, Schools and Communities.

Along with various warnings issued by the team there were 19 instances where some form of legal action has been taken including 8 ASBOs.

## **5 POLICY IMPLICATIONS**

- 5.1 This report has been subject to an assessment of any impacts on Equality & Diversity, Fairness & Poverty, Environment and Corporate Risk. A copy of the Impact Assessment is available on the Council's website at [www.dundee.gov.uk/ia/reports](http://www.dundee.gov.uk/ia/reports).

## **6 CONSULTATIONS**

- 6.1 The Council Management Team were consulted on the preparation of this report and agree with its contents.

Elaine Zwirlein  
**Executive Director of Neighbourhood Services**

Tom Stirling  
**Head of Community Safety & Protection**

30 November 2021

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