

ASB Analysis – Internal Complaints to WLDC

Volume of received ASB complaints

Between 2016 and 2019 (YtD), WLDC received a total of 282 ASB related complaints.

In 2017, the ASB team received their highest number of ASB related complaints in the reporting period (RP) with a total of 98 complaints. This was a 53% increase in the volume received in 2016 when a total of 64 complaints were received; the lowest volume in the RP. The volume of received complaints then fell by 13% in 2018 with a total of 85 complaints received; 13 fewer than 2018. This is shown in Chart 1.

2019 performance data shows the volume of received complaints between January and September. There is no forecast data available to show if the trend in decreased complaints is expected to continue as no forecast data is available. However; ASB complaints will continue to be monitored throughout the remaining months of 2019.

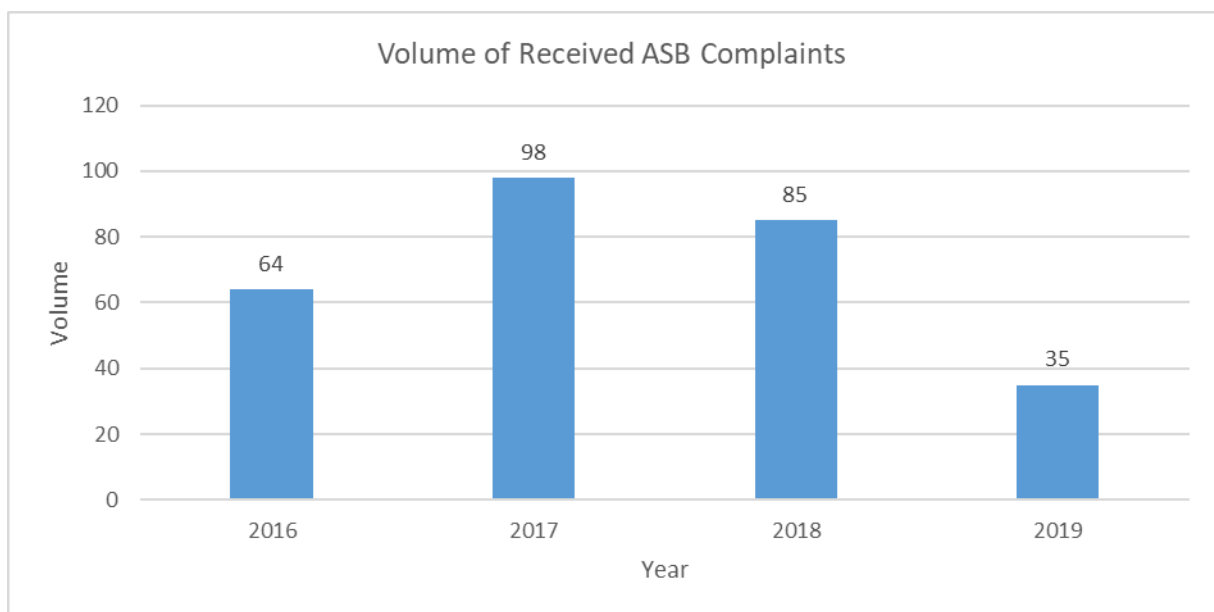


Chart 1: Volume of received ASB complaints

Type and frequency of received ASB complaints (2016 to 2019 YtD)

Chart 2 shows the type and frequency of reported ASB complaints within the RP. The code of 'general' returned the highest volume of complaints with a total of 139 in the period; 49.3% of received complaints.

The second highest category of received ASB complaints within the RP is 'littering' which made up 7.8% (22) complaints followed by 'waste on private property' and 'vandalism/graffiti' both with 6% of total complaints.

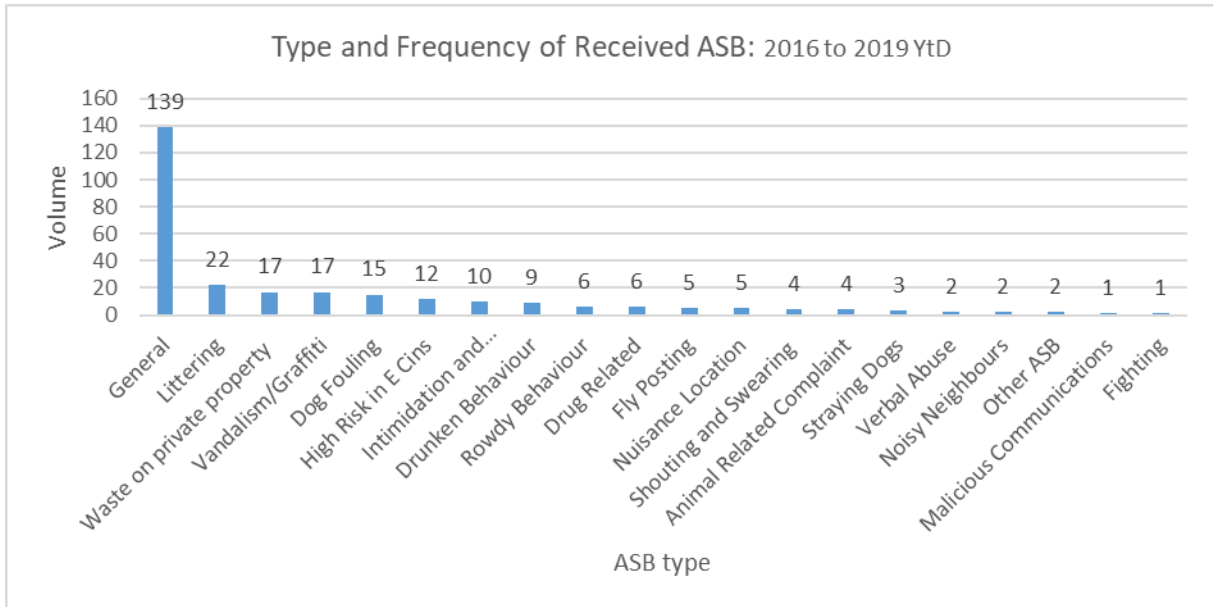


Chart 2: Type and frequency received ASB complaints (total)

Type and frequency of received ASB complaints by year

As previously discussed, 'general' is the highest category of received ASB complaints within the RP. In 2016 the service received a total of 45 complaints which increased by three complaints in 2017 to 48. 2017 was the highest volume of received 'general' ASB complaints as the figure decreased by 17 (35%) in 2018 when the service received 31 'general' complaints. This is shown in Chart 3.

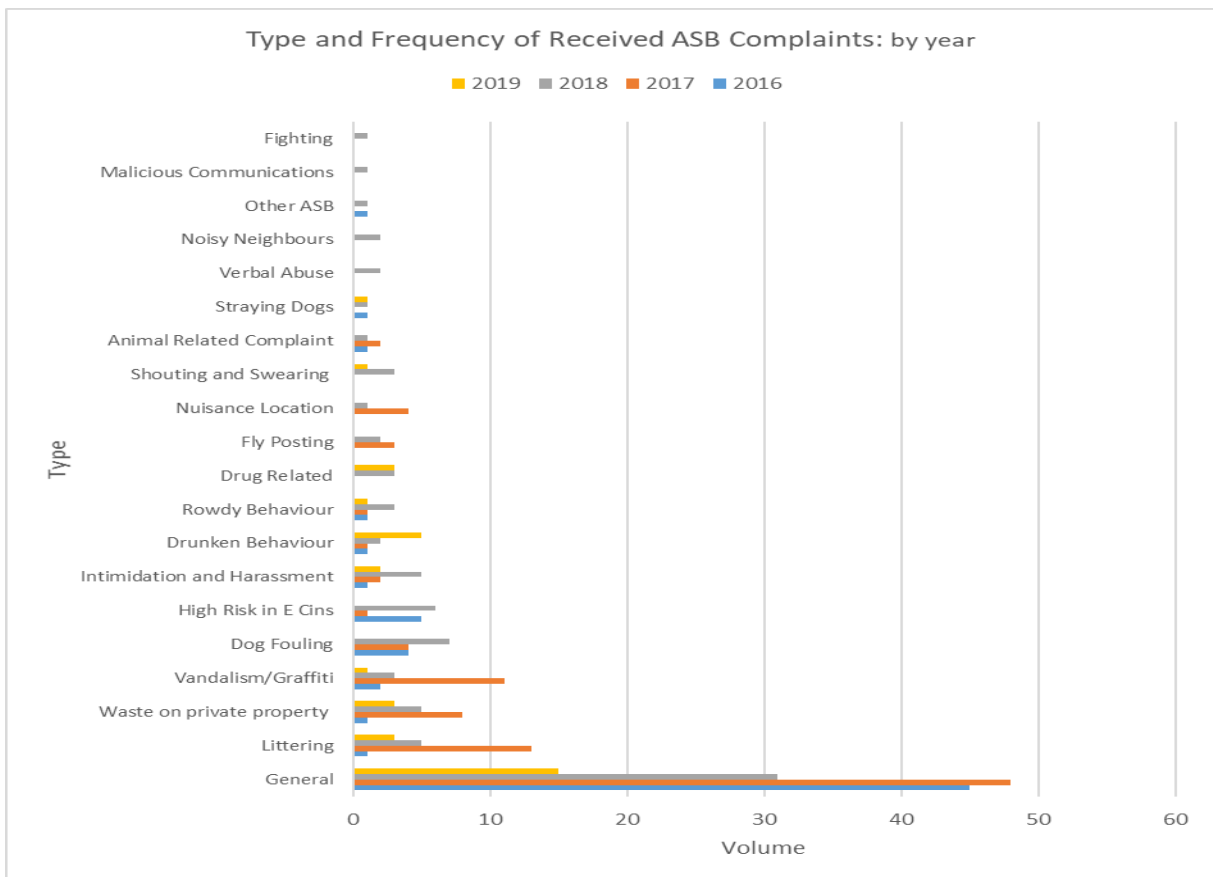


Chart 3: Type and frequency received ASB complaints (by year)

In 2018; the service received five complaints in regards to 'littering'; a 62% (8) decrease from the volume received in 2017 (13). The number of received complaints regarding 'vandalism/graffiti' also decreased from 2017 to 2018 with the service receiving 11 and 3 complaints respectively; a decrease of 73% (8).

Of the 37 complaint categories the Council witnessed an increase in complaints in 13 categories. The volume of these complaints represent a minor total of the overall total and is shown in Table 1. It is however worth continuing to monitor these complaint categories to ensure that this doesn't lead to a trend in ASB within the area.

Category	2017 Vol	2018 Vol	2017 to 2018 increase	2019 Vol
Dog Fouling	4	7	+3	0
High Risk in E Cins	1	6	+5	0
Intimidation and Harassment	2	5	+3	2
Drunken Behaviour	1	2	+1	5
Rowdy Behaviour	1	3	+2	1
Drug Related	0	3	+3	3
Shouting and Swearing	0	3	+3	1
Straying Dogs	0	1	+1	1
Verbal Abuse	0	2	+2	0
Noisy Neighbours	0	2	+2	0
Other ASB	0	1	+1	0
Malicious Communications	0	1	+1	0
Fighting	0	1	+1	0

Table 1: ASB increases