

35566 Antisocial Behaviour

For the period 01/01/2021 to 31/12/2021, how many complaints did the Anti-social Behaviour Team of the Edinburgh North Neighbourhood office in Pilton deal with relating to the EH4 area and how many of these complaints were actioned after the investigation stage?

For the same period, how many of these were finalised with a result as an outcome and what that result was?

Please refer to the table and explanatory notes below.

		Actioned After Investigation Stage		Total
		No	Yes	
No. of Complaints Received during 2021		23	112	135
No. of Complaints Closed during 2021	Advice Only	9	0	9
	Closed – Non-Enforcement Action	14	81	95
	Closed - Enforcement Action	0	6	6
	Total	23	87	110
Still Open		0	25	25

Points to note:

- The figures assume that a case being ‘actioned after the investigation stage’ means that it has been investigated after the initial screening and that contact has been made with the complainant. Depending on the nature of the complaint (and the Covid restrictions) this has been through e-mail, telephone or carrying out a stair investigation. In many cases, contact has been made with the Homeowner/Landlord managing the address where the complaint has been made.
- For the complaints that have not been actioned after the investigation stage, the reasons for not actioning the complaint include:
 - Unable to make contact with the complainant
 - Complaint withdrawn
 - Complaint referred to Housing Association as they were the landlords
 - Complaint referred to Temporary Accommodation as landlord
 - Complaint referred to Police Scotland Community Officers
 - Anonymous complainant
 - Police Scotland advised that no harassment

- Most of the complaints were closed as 'Non-enforcement Action'. In most cases this was due to the Noise/Nuisance behaviour ceasing once the perpetrator had been contacted, or where there was insufficient evidence to pursue the perpetrator with enforcement action. A number of cases were referred to Mediation and, in some cases, the ASB complaint was resolved by either the complainant or the perpetrator leaving their accommodation to reside elsewhere.
- The average time it took to resolve an ASB case was 80.3 days.
- Of the 25 cases still open as on 31 December 2021, 7 have subsequently been closed.