



**North East
Derbyshire**
District Council

**North East Derbyshire District Council
Clay Cross Anti-Social Behaviour Consultation
Response Report
March 2024**

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March 2024

Contents	Page
Introduction	03
Methodology	03
Response Summary	03
Executive Summary	04
Respondent Profiling Information	05-06
Survey Response Detail	07-14
Conclusions / Recommendations	15-16
Appendices (Respondent Comments)	17-20

Distribution	Issue	Date
Faye Green	Final Report	06/03/24
Kath Drury	Final Report	06/03/24

Introduction

North East Derbyshire District Council are putting extra resources into helping our communities and tackling anti-social behaviour by appointing a new ASB officer. This new officer will be a visual presence working alongside the police and other partners to work with residents, businesses and communities to help tackle issues in that area, undertake low level enforcement and look at education and diversionary activities.

NEDDC has a wide range of powers available to help address anti-social behaviour and the ASB Officer has the responsibility to deal with nuisance behaviour that is not criminal, tackling things like noisy neighbours, abandoned cars, vandalism, graffiti, litter and youth nuisance.

The consultation was aimed at Clay Cross residents and businesses, with a view to ascertain how safe people are feeling in their local area, whether they have witnessed anti-social behaviour themselves and if they are aware how to report incidents to the council.

Methodology

A consultation survey was created, and this was made available to all relevant stakeholders with options to complete online, via the NEDDC website and through survey links via a social media campaign (paper copies of the survey were available upon request). The survey was open for 4 months with a closing date of Wednesday 31st January 2024.

Response Summary

In total 172 responses to the survey were received prior to the return deadline, all of which were completed online.

The percentages throughout the report may not always add exactly to 100% due to rounding.

Executive Summary

- Of the 172 responses received, 151 responses (87.8%) were from Clay Cross residents, 5 responses (2.9%) were from Clay Cross businesses and a further 16 responses (9.3%) were from both Clay Cross residents and businesses.
- 127 of the 172 respondents (73.8%) stated they felt either 'very' or 'fairly' safe in their local area during the day, 24 respondents (14.0%) felt 'neither safe nor unsafe' and 21 respondents (12.3%) felt either 'fairly' or 'very' unsafe.
- 48 of the 172 respondents (27.9%) stated they felt either 'very' or 'fairly' safe in their local area during the evening after dark, 38 respondents (22.1%) felt 'neither safe nor unsafe' and 86 respondents (50.0%) felt either 'fairly' or 'very' unsafe.
- 101 respondents (58.7%) were aware of how to report issues of anti-social behaviour to the council, with 71 respondents (41.3%) not aware.
- 115 respondents (66.9%) stated they had experienced issues with anti-social behaviour within their local area in the last 12 months, with 57 respondents (33.1%) stating they had not.
- Of the 115 respondents who had experienced issues of anti-social behaviour, the most common were youth nuisance (56.5%), vehicle nuisance (45.2%), noise nuisance (43.5%) and litter / fly tipping etc. (40.0%).
- 31 of the 115 respondents (27.0%) who had experienced issues of anti-social behaviour reported the issue(s) to the council, 84 respondents (73.0%) did not do so.
- In terms of levels of satisfaction with aspects of the council's service, the 3 areas where respondents were most satisfied were 'written communications ease to understand', 'initial explanation by the officer of what could or could not be done', and 'enquiry dealt with fairly / with respect'.
- The 3 aspects of the council's service that received the lowest levels of satisfaction were 'kept informed of progress', 'overall service received from the council' and 'enquiry dealt with in a sensitive manner'.
- Of the 31 people who reported their issues, 4 people (13.0%) were either 'very' or 'fairly' satisfied, 2 people (6.5%) were neither satisfied nor dissatisfied, 19 people (61.2%) were either 'fairly' or 'very' dissatisfied, with a further 6 people (19.4%) not yet far enough through the process to comment.
- Of the 143 respondents who expressed an opinion, 53 people (37.1%) felt anti-social behaviour was now more of a problem in their local area than 12 months ago, 80 people (55.9%) felt it was about the same, with 10 people (7.0%) feeling it was now less of a problem.

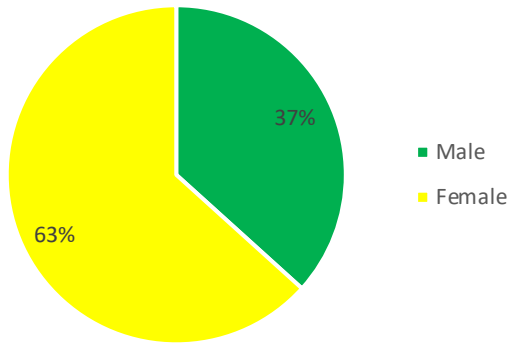
Respondent Profiling Information

Key demographic information was captured in the survey to help build a respondent profile and assist with equalities monitoring. A table of results is included below together with the summary of key points below which compares this information to the district's profile taken from the 2021 Population Census.

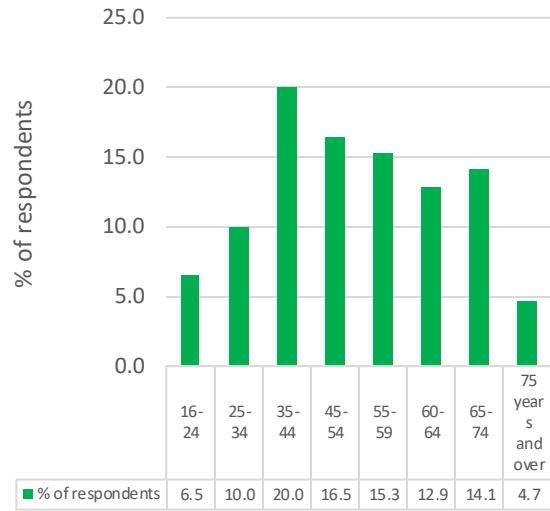
Respondent Characteristic	Overall Respondent Profile %	% Population Figures (2021 Census)
Gender		
Male	37	49
Female	63	51
		-
Age Group		
		(age % as proportion of 2021 population aged 16+)
16-24 years	7	10
25-34	10	13
35-44	20	13
45-54	17	17
55-59	15	9
60-64	13	8
65-74	14	16
75 & over	5	14
Ethnicity		
White British or Irish	98	96
Ethnic Minority (including white-other)	2	4
Disability		
Yes, limited a lot	9	11
Yes, limited a little	26	11
No	65	78

The profile of respondents was over representative of females and under representative of males when comparing to % population 2021 census figures. The survey was over representative of age categories 35-44 years, 55-59 and 60-64 and under representative of age categories under 24 years, 25-34, 65-74 and 75 & over. Ethnic minorities are underrepresented within the survey, whilst people who stated they had disability limitations to a lesser and greater extent are over represented and no disabilities under represented when benchmarked against the 2021 census.

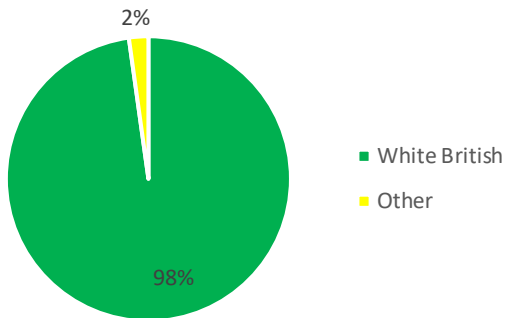
Gender profile



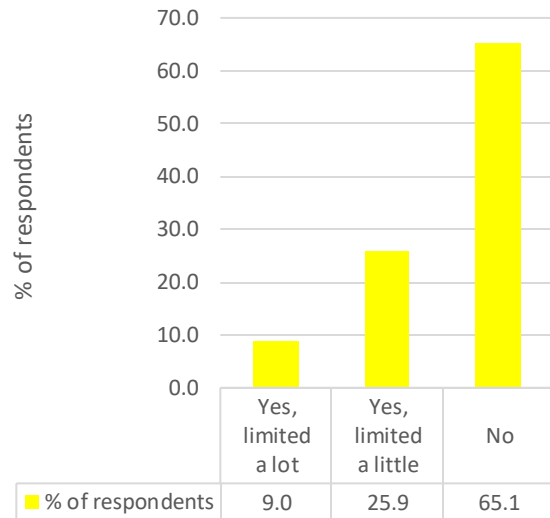
Age profile



Ethnicity profile

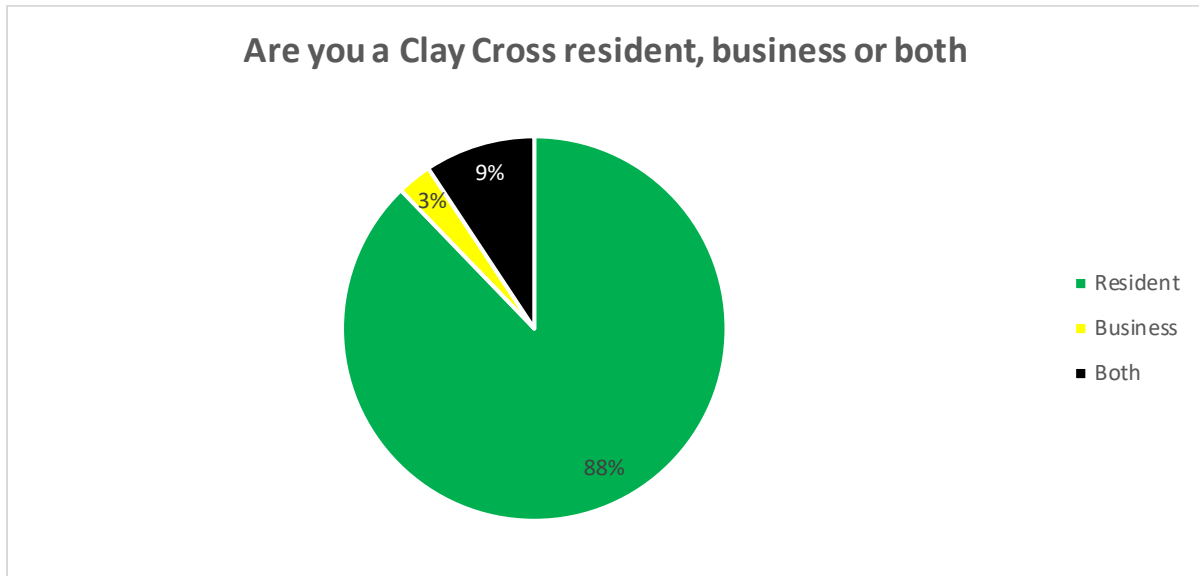


Disability profile

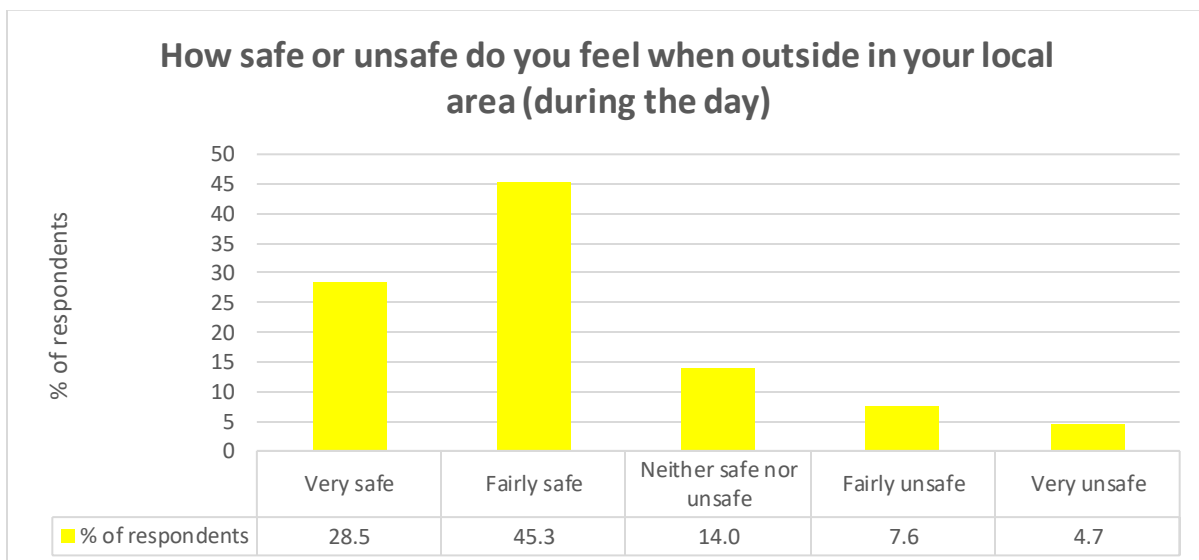


Survey Response Detail

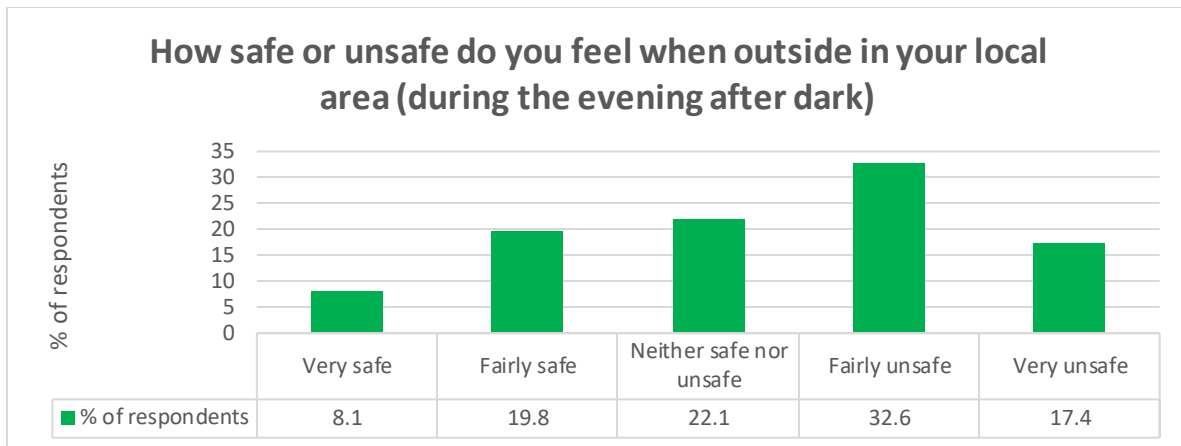
Of the 172 responses received, 151 responses (87.8%) were from Clay Cross residents, 5 responses (2.9%) were from Clay Cross businesses and a further 16 responses (9.3%) were from both Clay Cross residents and businesses.



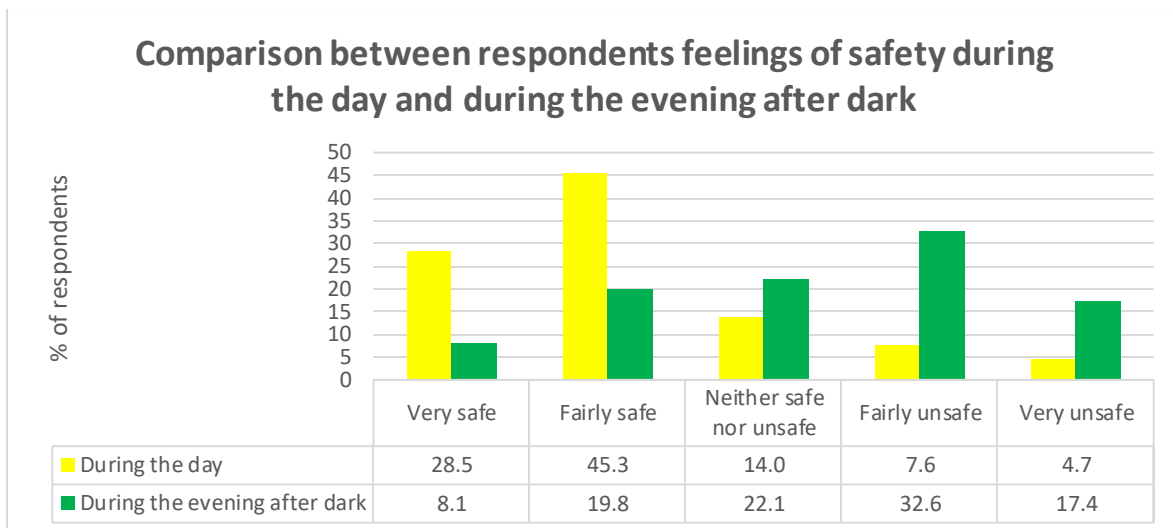
127 of the 172 respondents (73.8%) stated they felt either 'very' or 'fairly' safe in their local area during the day, 24 respondents (14.0%) felt 'neither safe nor unsafe' and 21 respondents (12.3%) felt either 'fairly' or 'very' unsafe.



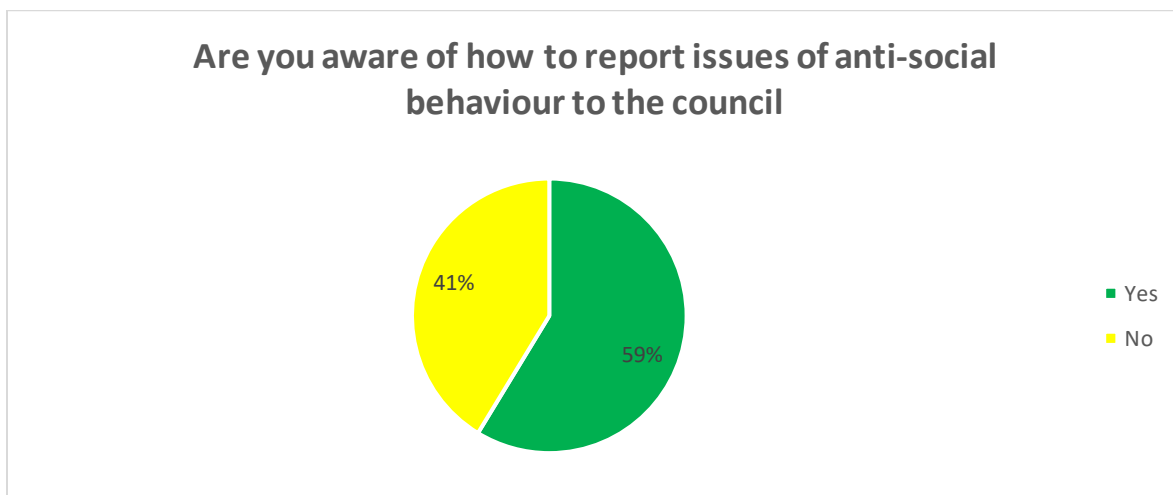
When asked a comparable question, 48 of the 172 respondents (27.9%) stated they felt either 'very' or 'fairly' safe in their local area during the evening after dark, 38 respondents (22.1%) felt 'neither safe nor unsafe' and 86 respondents (50.0%) felt either 'fairly' or 'very' unsafe.



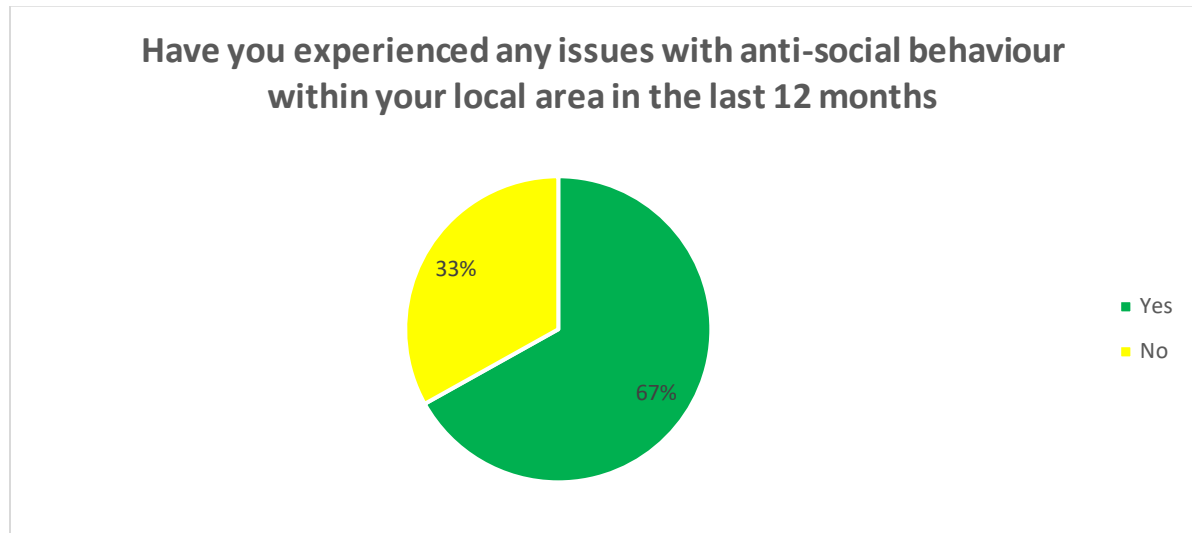
The graph below shows a comparison between respondents' feelings of safety during the day and during the evening after dark, which clearly shows quite a variance in this regard.



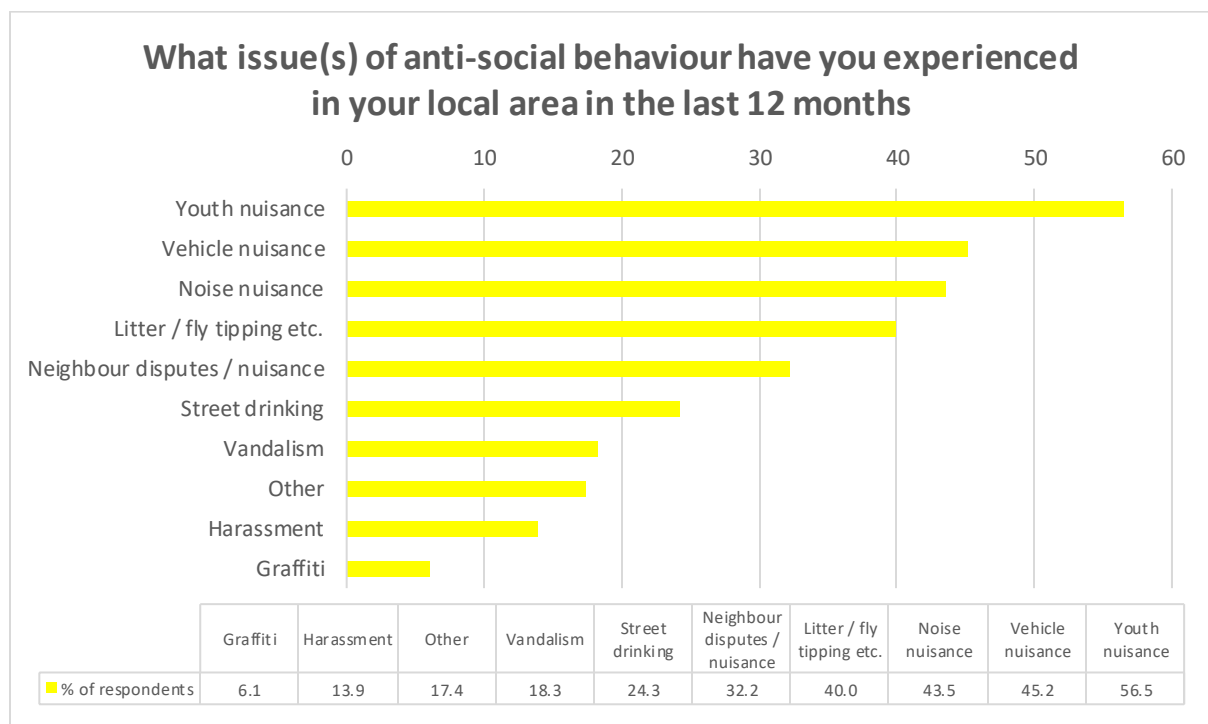
Looking at awareness of how to report issues and concerns, 101 respondents (58.7%) were aware of how to report issues of anti-social behaviour to the council, with 71 respondents (41.3%) not aware.



In regard to experiences of anti-social behaviour, 115 respondents (66.9%) stated they had experienced issues with anti-social behaviour within their local area in the last 12 months, with 57 respondents (33.1%) stating they had not.

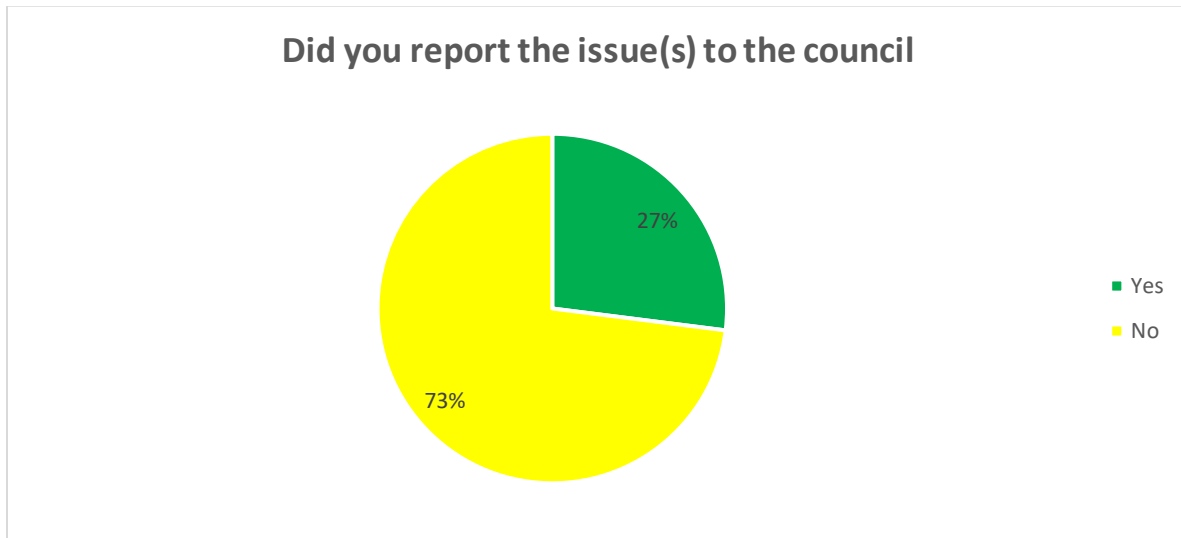


Considering the various types of anti-social behaviour experienced, of the 115 respondents who had experienced issues, the most common were youth nuisance (56.5%), vehicle nuisance (45.2%), noise nuisance (43.5%) and litter / fly tipping etc. (40.0%).



Of the respondents who selected 'other', these included issues with 'drug dealing', 'drug usage in public', 'misuse of fireworks' and 'dog fouling'.

Looking at anti-social behaviour reporting levels, 31 of the 115 respondents (27.0%) who had experienced issues of anti-social behaviour reported the issue(s) to the council, 84 respondents (73.0%) did not do so.

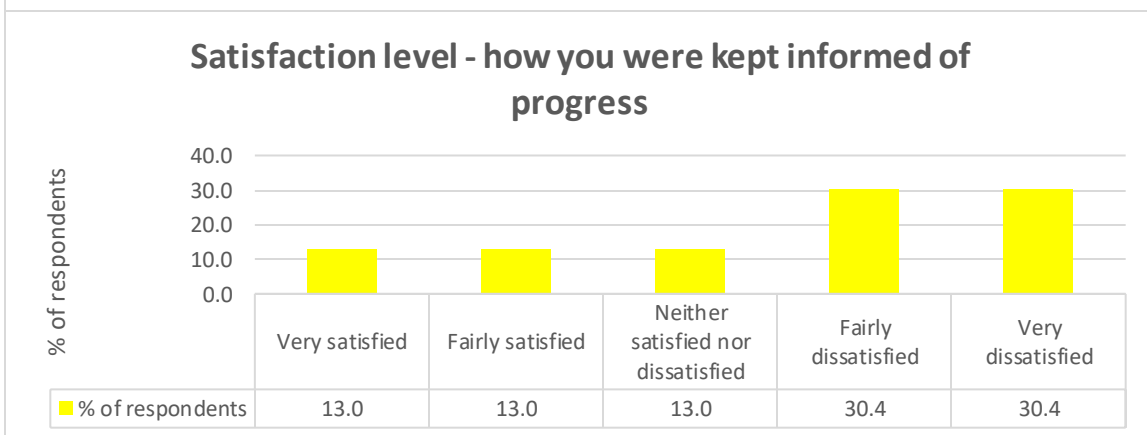
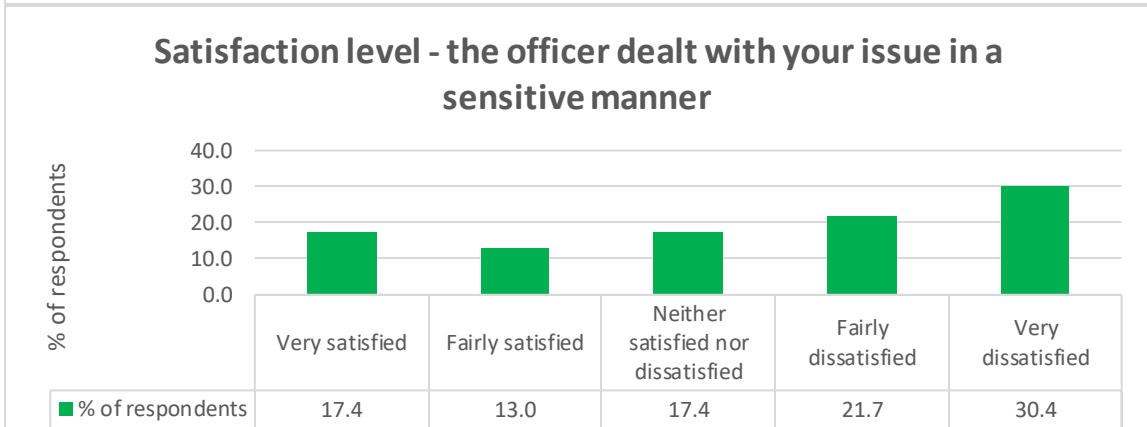
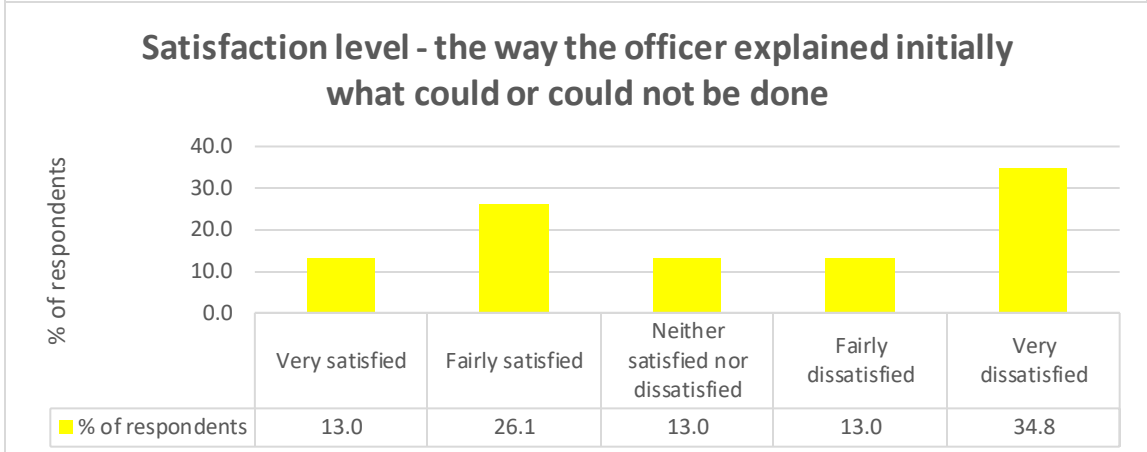
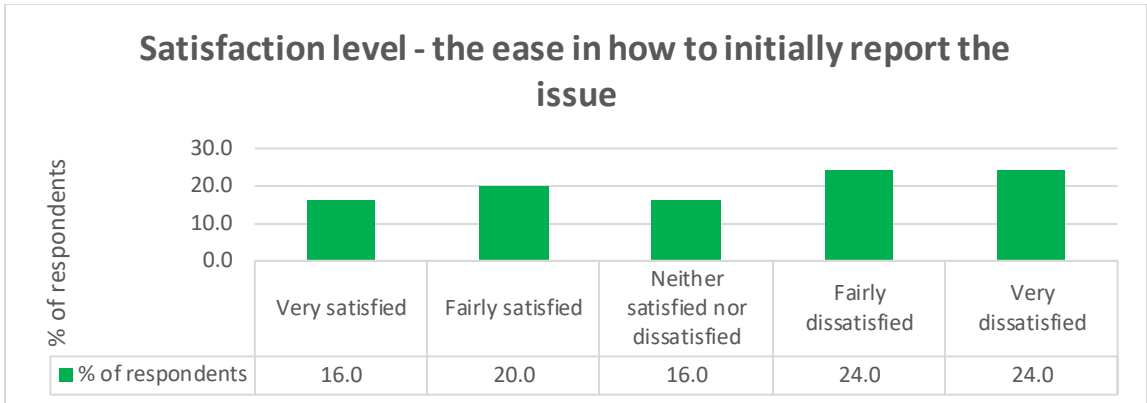


The consultation asked respondents who did not report the issue(s) to the council their reasons for this, comments regarding ‘a lack of confidence in anything being achieved’, ‘respondents had contacted the police instead’ and ‘not being aware of how to report anti-social behaviour to the council’ being the most frequently cited: -

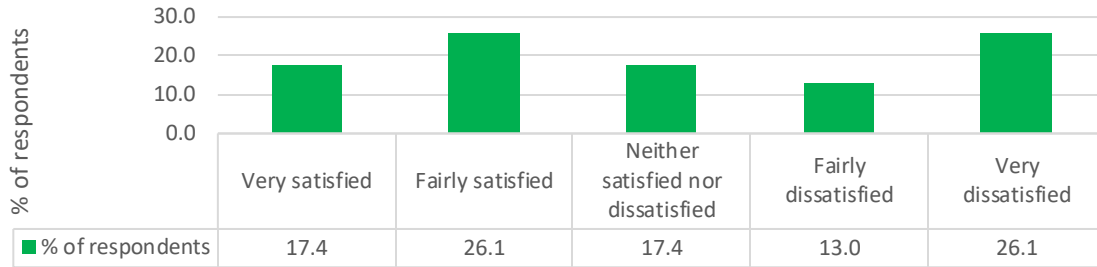
Consultation response category	No. of comments
A lack of confidence in anything being achieved	37
Contacted police instead	16
Not aware of how to report any issues	15
Low level issue so not worth it	7
Concerns of repercussions from perpetrators if reported	4
Dealt with issue directly	2
Didn't have time / forgot to report	2

See Appendix 1 for comment details.

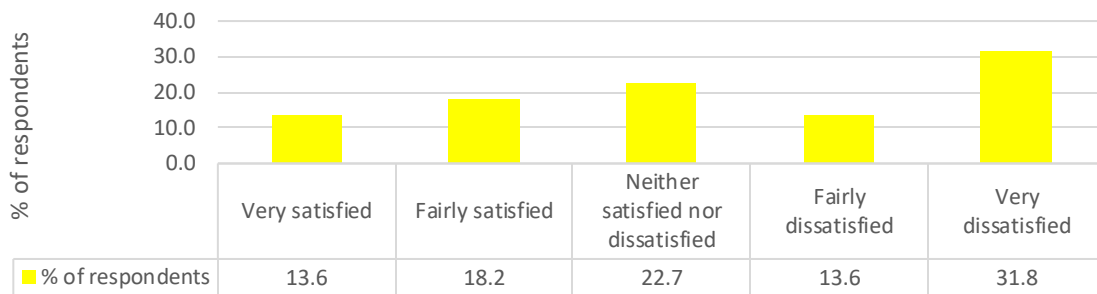
Respondents were asked to consider their satisfaction with various aspects of the service they received from the council in regard to their reported anti-social behaviour issue. Of the respondents who expressed an opinion, the results were as follows: -



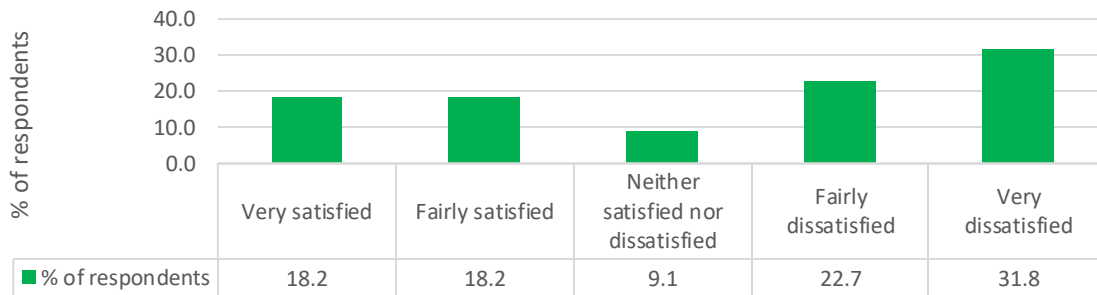
Satisfaction level - written communications were easy to understand



Satisfaction level - verbal communications were easy to understand



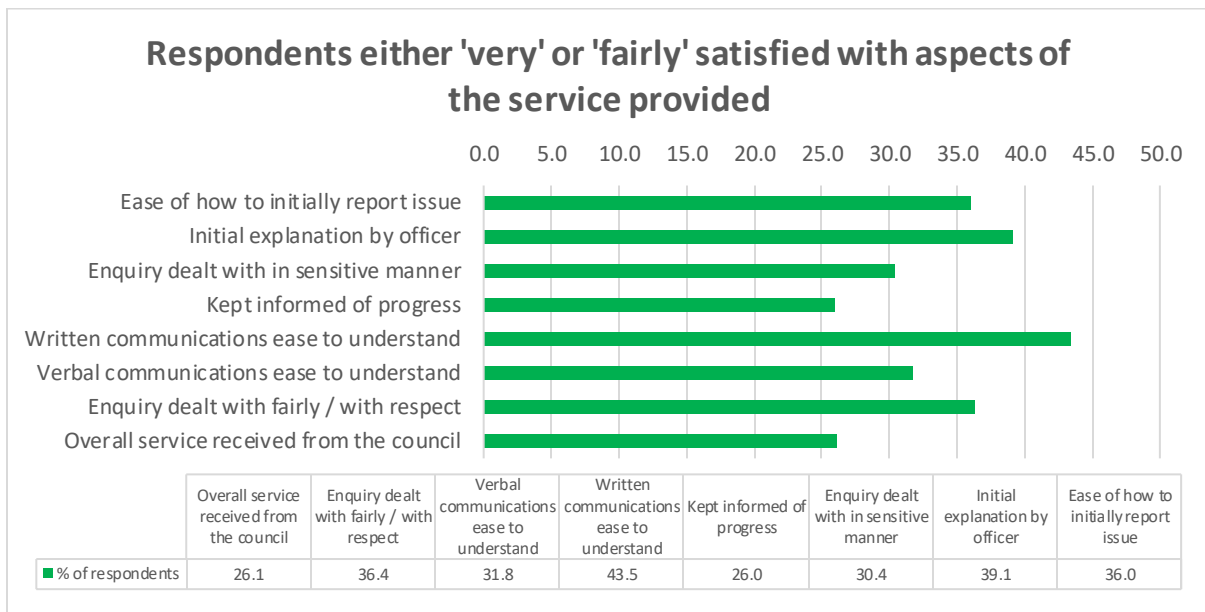
Satisfaction level - your enquiry was dealt with fairly and with respect



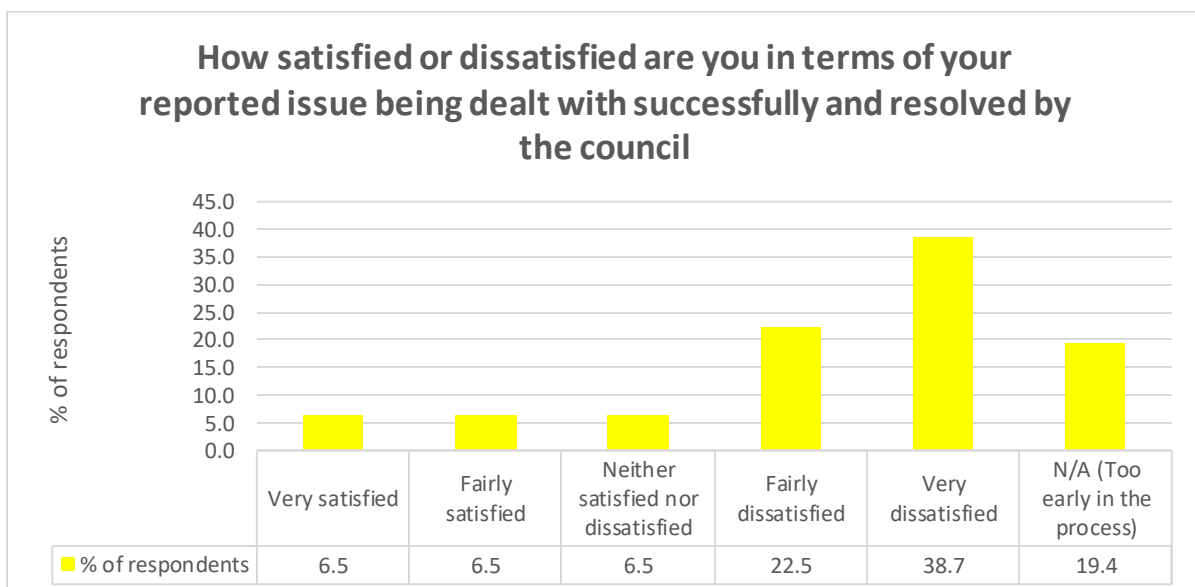
Satisfaction level - the overall service you received from the council



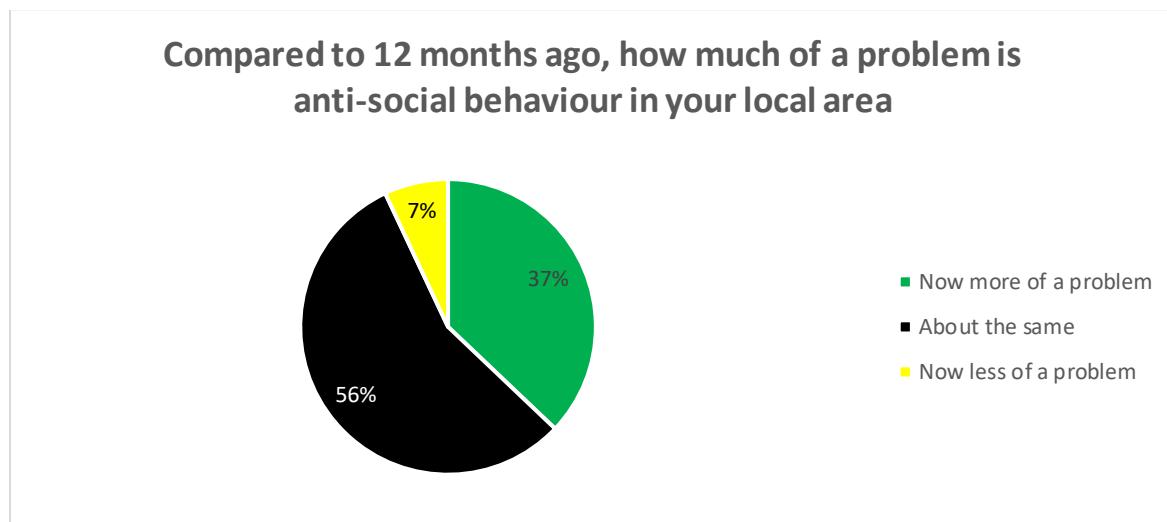
As an overview, in terms of levels of satisfaction with aspects of the council's service, the 3 areas where respondents were most satisfied were 'written communications ease to understand' with 43.5% being satisfied, 'initial explanation by the officer of what could or could not be done' (39.1%), and 'enquiry dealt with fairly / with respect' (36.4%). Conversely, the 3 aspects of the council's service that received the lowest levels of satisfaction were 'kept informed of progress' (26.0%), 'overall service received from the council' (26.1%) and 'enquiry dealt with in a sensitive manner' (30.4%).



In regard to satisfaction with issue resolution by the council, of the 31 people who reported their issues, 4 people (13.0%) were either 'very' or 'fairly' satisfied, 2 people (6.5%) were neither satisfied nor dissatisfied, 19 people (61.2%) were either 'fairly' or 'very' dissatisfied, with a further 6 people (19.4%) not yet far enough through the process to comment.



When asked to compare the situation with anti-social behaviour in their local area, of the 143 respondents who expressed an opinion, 53 people (37.1%) felt anti-social behaviour was now more of a problem in their local area than 12 months ago, 80 people (55.9%) felt it was about the same, with 10 people (7.0%) feeling it was now less of a problem.



Finally, respondents were given the opportunity to comment as to what they feel North East Derbyshire District Council could do to address anti-social behaviour in their local area. The responses broke down into the following categories: -

Consultation response category	No. of comments
Increased Police or Anti-Social Behaviour Officer patrols	28
Increase activities for young people / alleviate boredom	8
Take decisive action / follow-up on complaints	8
Reduce littering / fly tipping	8
Reduce anti-social use of vehicles	8
Increase evictions / bans etc.	7
Introduce stricter rules for landlords / tenants	7
Increase / improve security cameras and CCTV	6
Improve speed reduction measures	5
Stronger punishments for offenders / parents etc.	5
Deal with drug related problems more effectively	4
Reduce youth nuisance / dispersal of large groups	4
Reduce dog fouling / irresponsible dog ownership	3
Reduce the ownership of knives / knife crime	2
Improve street lighting	2
Other comments	2
Restrictions on firework sales	1
Restrictions to 24hr retail / fast food opening	1
Introduce anonymous reporting	1
Improve safety on public transport / bus station	1
Increase awareness of how to report ASB issues	1
Positive ASB Officer comment	1

See Appendix 2 for comment details.

Conclusions / Recommendations

The survey results identified that 115 respondents of the 172 people who completed the survey (66.9%) had experienced issues with anti-social behaviour within their local area in the last 12 months. Additionally, whilst 73.8% of respondents felt safe during the day, this reduces considerably to only 27.9% of respondents during the evening after dark. These figures would certainly suggest that the appointment of an anti-social behaviour officer will be a welcome addition within North East Derbyshire.

- *'I am pleased to hear an ASB Officer has been appointed. Hopefully they can help with our ongoing problems'.*

The survey results highlighted that whilst 58.7% of respondents are aware of how to report issues of anti-social behaviour to the council, 4 out of 10 respondents (41.3%) did not know how to do this and several comments in this respect were received when respondents were asked why incidents had not been reported: -

- *'Didn't know how to report it to'.*
- *'Not sure how to do this'.*
- *'I didn't know how to, or even that it was something to report to the council'.*
- *'Because I don't know how to report it'.*
- *'Wasn't aware we could, did report things to the police when applicable'.*

Recommendation

The Community Safety Team should work at increasing public knowledge of how to report incidents of anti-social behaviour to the council, either through direct engagement within communities or through increased communications via NEDDC communications channels such as The News magazine, the council's website, the council's email bulletin and the council's social media channels.

Of the 115 respondents who had experienced issues of anti-social behaviour in the last 12 months, only just over a quarter (27%) reported the issue(s) to the council. The consultation asked respondents who did not report the issue(s) to the council their reasons for this, with comments regarding 'a lack of confidence in anything being achieved', being the most frequently cited: -

- *'Been reported before but nothing changes'.*
- *'Waste of time, nothing is ever done'.*
- *'Seems pointless'.*
- *'Nothing will get done about it'.*
- *'What's the point? I feel like it is a waste of time and effort'.*

Recommendation

Clearly there is some work to do to increase public confidence, so the appointment of an ASB Officer is without question a welcome addition. It will be important that the Officer is seen out in the community engaging with the public and listening to their concerns. It is also extremely important that reported issues are dealt with effectively

(within the council's powers) so that members of the public can see positive change which in turn will help to increase confidence and encourage additional reporting of anti-social behaviour issues.

Respondents were given the opportunity to comment as to what they feel North East Derbyshire District Council could do to address anti-social behaviour in their local area, by far the most popular response was 'increase police and ASB Officer patrols / involvement': -

- *'More police involvement required'*.
- *'More police patrols on foot as a deterrent'*.
- *'Increased police/PCSO patrols and more CCTV please'*.
- *'Patrol more, there a lot of elderly about who feel unsafe'*.
- *'Police beat officer'*.
- *'Actually, get out and about in areas (including weekends) with the local SNT and patrol around and engage, get a real understanding, the right people must physically be out and about to see ASB'*.
- *'More local patrols from officers'*.

Recommendation

As referenced previously, the appointment of an ASB Officer who is seen out in the community providing a real presence and developing a greater understanding of local issues through engaging with the public and listening to their concerns, will be extremely important in enhancing public confidence. The council should also work closely with the police and other key partners, where possible sharing local intelligence and best practice, with the mutual goal of reducing incidents of anti-social behaviour.

Another area that was cited several times by respondents was 'Increase activities for young people / alleviate boredom': -

- *'Do all you can to support diversionary activities for young people'*.
- *'More clubs and support for disruptive adolescents and their families'*.
- *'More youth clubs & incentives to join clubs/workshops to keep kids out of trouble'*.
- *'Provide more activities for teens'*.
- *'There also seems to be a shortage of clubs and activities for teenagers to get involved in. The reintroduction of youth clubs could assist with this'*.

Recommendation

Clearly there are budget implications here, but anything the council can realistically do to provide diversionary activities for older children / teenagers would provide a welcome distraction and potentially give this group a greater purpose, a safe environment in which to socialise with positive role models to encourage improved behaviour.

Appendices

Please note: - it is not practical to include every comment within the report appendices, however, the comments below reflect the general feeling of the respondents with positive and negative responses (where applicable) for balance and focus on the more popular response categories (top 8 from each question). A full list of comments has been sent to the stakeholder group and should be read in association with this summary report.

Appendix 1 – Why did you not report issues of anti-social behaviour to the council.

A lack of confidence in anything being achieved.

Waste of time going to council

What can you do nothing, same youths. Police and council can't do anything about them.

What's the point, nobody does anything.

Not convinced any action would be taken

Waste of time, nothing is ever done

Didn't think it would make any difference

Last time I did, no one did anything about it.

Because I have done previously to council AND police on various issues. Nothing gets addressed and no one gets back in touch with me.

Contacted the police instead.

Got in touch with police.

I reported it to 101 as it was a major safety issue.

Reported to police

I reported the issue cars travelling substantially over the 30 mph to the police.

Reported to local police, nothing has been done.

Reported graffiti to the police, nothing done.

Advised the police as immediate danger to others

Not aware of how to report any issues.

Didn't know how to.

Unsure how to.

I didn't know how to, or even that it was something to report to the council.

Don't know who to report it to! And they probably wouldn't do anything anyway due to lack of resources.

Didn't know who to report to

Because I don't know how to report it.

Wasn't aware we could, did report things to the police when applicable.

Low level issue so not worth it.

Not overly serious.

Low level

Wasn't severe enough.

I didn't feel the need to.

Concerns of repercussions from perpetrators if reported.

He would defend back

It will get worse if they know who reported it

Didn't want to get involved

Will make matters worse if I do

Dealt with the issue directly.

We dealt with the graffiti ourselves.

Spoke to the neighbour involved directly.

Didn't have time / forgot to report.

Didn't have time.

Forgot

Appendix 2 – Is there anything else that you think North East Derbyshire District Council could do to address anti-social behaviour in your local area.

Increased police or anti-social behaviour officer patrols / involvement

More police involvement required.

More police patrols around the area on foot.

Increased police/PCSO patrols and more CCTV please.

Patrol more, there are a lot of elderly about who feel unsafe

Police on the streets and one thing I have not seen in years a traffic warden night and day.

More police on the beat, very rarely do you see a walking bobby.

Get more police on the beat and doing something be more visible

Actually, get out and about in areas (including weekends) with the local SNT and patrol around and engage, the right people must physically be out and about to see ASB

Police available to answer calls, more police needed quickly. See more police out and about getting trust of community.

Increased activities for young people / alleviate boredom.

Do all you can to support diversionary activities for young people.

More clubs and support for disruptive adolescents and their families.

Need more facilities for young teens in the area, boredom creates trouble.

More youth clubs & incentives to join clubs/workshops to keep kids out of trouble.

Provide more activities for teens.

There seems to be a shortage of clubs and activities for teenagers to get involved in. The reintroduction of youth clubs could assist with this.

Youth clubs need to be opened.

Take decisive action / follow-up on complaints.

Follow up on complaints to make sure the issue isn't persistent.

When a number of people have complained about certain people, make sure they are actually dealt with.

You're all too scared to do anything about it and the police do nothing.

Perhaps do something, anecdotal comments suggest all that is said is "keep a diary".

Do something about it to start with, not just ask them to stop and leave it at that.

Actually, be seen to be doing something.

Reduce littering / fly tipping.

Clamp down further on littering by working with local businesses such as shops and takeaways to put strategies in place to reduce it & clear it up.

Make people accountable for fly tipping, we shouldn't have to deal with neighbours who have fridge and freezers full of mouldy food and bags full of mouldy food, we will get rats.

Stop illegal littering.

I feel the amount of litter and the unkempt nature of certain public spaces and green spaces is a catalyst for anti-social behaviour. If these were better kept/monitored, it may reduce the level of anti-social behaviour and lead people to take more pride in the town.

The whole area looks and feels dirty and unloved, some people have no respect for the area because of this and causes more anti-social behaviour.

Reduce anti-social use of vehicles.

Confiscate noisy vehicles and scrap them.

Kids on motorbikes and the loudest car in Derbyshire.

Vehicles with noisy exhausts is a problem on certain roads in Clay Cross, especially after 6pm.

Locking gates to local parks at night to stop car meets.

e-scooters are an issue as young people dressed in black ride them all over the place in the dark. I have nearly hit several because they come out of nowhere.

Increase evictions / bans etc.

Make sure the same youths don't keep coming home, move their father elsewhere out of the area.

Move and ban a certain family or lock them away.

Relocate problem families.

Actually, listen to people when they desperately need help evict people that are causing the area absolute distress.

Move out persistent problem families.

Introduce stricter rules for landlords / tenants.

Stop letting folk rent out to drug users, who attract a load of riff raff to their door.

Stop putting ex drug takers in bungalows, have respect for the older generation.

Bad private landlords being held responsible for their bad tenants who have a negative effect on decent people's lives.

Sort out the problem tenants that you house, get them to tidy up the tips they call gardens.

Stop rehousing drug users / dealers so close to OAP bungalows.

Increase / improve security cameras and CCTV.

Have the CCTV cameras ever been renewed in the town centre? They look the same as when they were installed, so I do worry they may be unfit for purpose.

More CCTV please.

More cameras around parks and playing fields where children/youths might congregate.

Put cameras back up.

CCTV in lit areas in parks to catch anti-social behaviour.