

I would be grateful if you could help me with the following.

How many phone calls and online contacts did your local authority receive about anti-social behaviour from 1<sup>st</sup> October 2020 to 30<sup>th</sup> September 2021? Please provide separate figures for phone calls and online contacts.

Of these (giving answers for phone and online contacts):

- a. How many led to no action (no action means none of the actions in points b - e in the list below were taken)?
- b. How many were resolved at the time of contact by a call handler, or online at the time of contact by a member of staff on Live Chat?
- c. How many led to a member of staff being sent out?
- d. How many led to a member of staff making contact with the complainant or the person being complained about after the call or contact, but not visiting in person?
- e. How many were referred to another agency such as the police or a housing association (either by the council making the referral, or advising the complainant to make contact with the other agency themselves)?

If it is helpful, please feel to use this table:

	Phone calls	Online contacts
<b>Total number of contacts about ASB from 1<sup>st</sup>October 2020 to 30<sup>th</sup>September 2021</b>		
<b>How many resulted in no action (where no actions in rows below taken)?</b>		
<b>How many were resolved at the time of the call or contact by a call handler or person monitoring web chat?</b>		
<b>How many led to a staff member being dispatched?</b>		
<b>How many led to a member of staff contacting the complainant or person being complained about after the call or online contact?</b>		
<b>How many led to advice to contact another agency about their complaint?</b>		