

## QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

### 1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the fourth quarter of 2020/21.

### 2. RECOMMENDATION

Operations Board note the report

### 3. REASON FOR RECOMMENDATION

3.1 This is a part B report for information and noting

### 4. MATTER FOR CONSIDERATION

4.1

PI No	Performance Indicator	Quarter 4
1	Number of open cases at the beginning of the quarter	190
2	Number of new ASB cases opened during the quarter	256
3	Number of closed resolved ASB cases during the quarter	276
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of live ASB cases at the end of the quarter	170
6	Number of non-legal actions taken	1403

7	Number of enforcement actions taken	12
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	95.65%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	92.75%
10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr	2593

- 4.2 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped or improved sufficiently to enable closure of the case. This also links into the compliments at the end of this report.
- 4.3 PI 4 shows cases which we have had to close 'unresolved'. This is where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases. There were no closed unresolved during the quarter, however.
- 4.4 PI 5 shows that we had 170 cases being worked on at the end of the quarter. That figure fluctuates throughout the year and is generally higher in the summer months, and towards the end of Qtr 1. Around half of those are noise nuisance cases. We have noticed a higher than normal level of cases during the lockdown which is in common with other organisations.
- 4.5 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good.
- 4.6 The vast majority of ASB is not resolved by the use of formal legal action. It is resolved by the use of a range of non legal actions which are informal warnings, letters, Community Protection Warnings and visits carried out by the ASB team and other staff who support the process. PI 6 shows that there were 1403 non legal actions and support-based interventions carried out during the quarter. These break down as follows.

<b>Interventions / Support</b>	<b>Number</b>
Verbal and written warnings	77
Community Protection Warnings and Community Protection Notices	5
General contact with alleged perpetrators including supportive actions	148
General contact with complainants including supportive actions	475

Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	88
Joint work with Environmental Protection and Public Protection Team Referrals	22
Acceptable Behaviour Contracts's and Parenting Contracts / Diversionary Activities = 1 (Youth Alliance Referrals = 0)	1
Complex Needs / Tenancy Sustainability Referrals	6
Mediation referrals both internal and external	0
Contacts with Police and E-CINS referrals	564
Contacts made with Adult Social Care, Mental Health and Safeguarding	6
External Victim Support	11

4.8 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. Whilst this remains in Derby Homes ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected, and that this must be agreed with the complainant in the action plan. The frequency and type of contact depends on a number of factors but particularly

- The level of vulnerability of the complainant. An initial risk assessment is carried out which is reviewed throughout the case.
- The nature and seriousness of the case itself and the risk to the complainant.
- The wishes of the complainant – they can request how they want feedback and contact with us, often though some complainants are happy to just be contacted by email or say that they will contact us if the situation worsens.

I would expect the total number of contacts in a month to be very much higher than one per case. PI 11 shows that there were 2593 contacts with complainants during the quarter. As the total number of cases was 170 at the end of the quarter, this equates to an average of around 5 contacts per case each month. As explained, some complainants will have a lot more than 5 in the month, some will have less but none will have less than one.

4.9 Approximately half of all ASB cases involve or are entirely noise nuisance typically throughout any Qtr. In Qtr 4 of the 256 cases opened 136 of those were noise nuisance cases. Derby Homes ASB team continues to work very closely in partnership with the Council's Environmental Services Team through our Memorandum of Understanding. We are seeing an increase in referrals to Environmental Services with more cases being referred over to them.

4.10 The table in 4.6 shows that there were 5 Community Protection Warnings and Community Protection Notices (CPN's served during the quarter. Those tenants breaching CPNs are then served Fixed Penalty Notices (FPN's). At present where tenants breach CPNs and then FPN's, the seizure of their audio equipment is the next legal step. This is seen as a more effective sanction by Environmental Services. We anticipate seizures to be more frequent in the future and have completed a number in Qtr3. We are still working in partnership on a number of

cases that are in the legal arena both from an Environmental Services and from a Derby Homes perspective. Increasingly we are seeing that even where audio equipment is ceased from tenants through a court order often this does not stop the behaviour this has certainly been proven in a number of recent cases.

- 4.11 Derby Homes ASB Team continues to work with the Intensive Intervention Services and other inhouse Support Services, and those cases being worked jointly are increasing all of the time.
- 4.12 Derby Homes ASB Service are still working closely with the Public Protection Officers (PPO's) and we are making regular referrals to them. They are carrying out patrols on our behalf in identified ASB Hotspots and we continue to work in partnership and share relevant intelligence. In time we hope to be able to bring some more meaningful specific PPO data to the Board.
- 4.13 Derby Homes ASB Manager in conjunction with RESOLVE ASB is working on a number of projects at present. These also include a small number of other ASB - Housing Providers and Community Safety Partnerships from around the UK.

### **ASB Apprenticeship**

We have already reported that we have been working on a proposal to develop an ASB Officer Apprenticeship, the first of its kind in the industry.

The Institute of Apprenticeships have now approved the standard for knowledge, skills and behaviours and this can be seen at -

<https://www.instituteofapprenticeships.org/apprenticeship-standards/anti-social-behaviour-and-community-safety-officer/>.

The next and final step is to agree on method of assessment, funding, and training providers. This is now with the Institute to approve. Once the funding band is approved the apprenticeship will be available for employers. Prior to commencement, the Training providers will need to create the infrastructure for delivery, therefore it could be several months before employers can start to think about recruitment. Once everything is in place, Derby Homes are hoping to be one of the first organisations to take on an apprentice. Due to the situation with COVID 19 this whole process has taken longer than usual with meetings happening remotely.

### **ASB Accreditation/ RESOLVE Standard**

Derby Homes are involved in developing the new RESOLVE standard along with various other partners from around the UK. It is still early days, but we are working on an ASB Standard that will highlight the important elements that an organisation should have in place to deliver a high quality ASB service. It will provide a framework for organisations to follow and award recognition to organisations that can demonstrate they meet the requirements.

### **Policy and Advisory Group - PAG**

Derby Homes are involved with RESOLVE and others looking at ASB national Policy and good practice and promoting this through the RESOLVE membership .

## **Criminal Justice Council - CJC**

Derby Homes are involved with RESOLVE and others working on implementing changes to meet the 15 recommendations made in a recent report published by the CJC. The recommendations include work around Injunctions, Criminal Behaviour Orders and other similar legal actions. We are looking at this from a good practise perspective nationally and will be promoting this through RESOLVE membership once completed.

- 4.14 Compliments received this quarter are highlighted below. These are excellent testament to the staff and show that despite working more remotely they can still achieve some good outcomes.

<b>Compliments received in Quarter 4</b>
She said you have done a great job
Thanks for all your help making our life more liveable, It's nice to have our home back.
Felt the officer dealt with it very well and the Council have been good
I am happy for this to be closed as you are correct, I believe you're interventions have had the desired effect. Thank you very much for your help, we're very grateful.
Very happy with the entire case and the outcome
Had a very positive experience with the DH staff. Happy with the outcome of the case but expects there will be issues in the future as the flat is used by the prison service to temporarily rehouse people, but is happy with the outcome of this case and is happy to report again in the future if any more issues.
Had a very positive experience with the DH staff Happy with the outcome of the case but expects there will be issues in the future as the flat is used by the prison service to temporarily rehouse people, but is happy with the outcome of this case and is happy to report again in the future if any more issues
Happy at the moment but the cars are still there so if it gets worst may have to report again and would be happy to do this
Happy with the ASB Officer
Happy with the case but is unhappy that the same tenant now has people round her house during lockdown - tenant is happy to report ASB again or report this incident herself.
Happy with the officer who dealt with this case
Happy with the outcome
Happy with the outcome just would have liked the updates to be more frequent as sometimes she felt out of the loop.
Happy with the outcome officer very pleasant
Happy with the service provided by Sarah
Happy with their ASB officer. Very quiet now
Miss A is satisfied with the customer service from Emma and feels that not much can be done about the issues but really appreciates DH support through the case.
Mrs A felt that he was satisfied with Sarah and her customer service but felt more could of been done.
Ms Awas happy with the officer which dealt with this
No more comments - happy with everything

Happy with everything
Overall happy with how things were dealt with - though did say the perp had a loud party at the weekend and was going to call again, will notify ASB Officer.
Satisfied with Emma and the process
Passed back to ASB officer as there is still an ongoing issue. Still was very satisfied with the customer service from Emma.
Tnt was happy with communication.
Tenant was happy with the outcome of her case but found the process difficult due to her not being tech savvy and unable to use her phone for noise monitoring and there being a short wait on Derby Homes noise recorders. Tenant would report again however if needed to and is happy with the outcome
Overall happy with how ASB case was dealt with
Tnt said the noise has been a lot better since getting in touch with the team
Very good service, was very happy and pleased with the whole process and outcome
Very happy that the case is closed
Very happy with how the case was dealt with by the officer
Very Happy with the entire case and the outcome
Very satisfied with DH and feels everything was taken into account and was very pleased with the treatment from Ali and DH. She does think that another issue will rise in the future.
Very satisfied with the customer service from Ali, realises that the people causing the noise will keep doing what they do and isn't bothered anymore but will report if it gets bad.
Very satisfied with the level of customer service from Emma and felt she kept in touch on a regular basis, giving updates on the case.
Very satisfied with the procedure that was followed and Emma keeping Mr S updated.
Was happy that Richard and the police have gotten involved but I am wary this will happen again once lockdown is over.
Was happy with the outcome and officer
Was very happy with the officer who dealt with this case

## 5. OTHER OPTIONS CONSIDERED

### 5.1 None, this is a part B report for noting

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Council
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Nick Bale / ASB Manager / 01332 888485 / nicholas.bale @derbyhomes.org

Background Information: None

Supporting Information: None

**This report has been approved by the following officers:**

<b>Finance Director/Derby Homes Accountant</b>	Michael Kirk	12.04.2021
<b>Company Solicitor</b>	[Name]	[Date]
<b>Head of Service</b> (Operational Board reports)	Lorraine Tetsro	12.04.2021
<b>Other(s)</b>		[Date]