

QUARTERLY ASB STATISTICS

Report of the Head of Operations (Housing Management)

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the 4th quarter of 2017/18.

2. RECOMMENDATION

Operational Board to note the report.

3. MATTER FOR CONSIDERATION

- 3.1 The attached table shows some key statistics for Derby Homes ASB service. These are based on the former RESPECT standard statistics, and also some other statistics which we hope Operational Board members will find useful.

3.2

PI No	Performance Indicator	Quarter 4
1	Number of new ASB cases opened recorded onOpen	257
2	Number of live ASB cases at the end of the quarter	193
3	Number of closed resolved ASB cases during the quarter	218
4	Number of closed unresolved ASB cases during the quarter	2
5	Number of early intervention actions taken	734
6	Number of enforcement actions taken	6
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	26
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with.	92.4%
9	Percentage of respondents satisfied with the outcome of their ASB complaint.	90.2%
10	Number of perpetrators evicted for ASB	1
11	Number of contacts made to complainants in Qtr 4	1031

- 3.3 PI 2 shows that at the end of the 4th quarter we had 193 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months, but remains roughly somewhere between 170 and 240 cases. Around half of those are noise nuisance cases

- 3.4 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped

- 3.5 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 only 2 cases closed unresolved during the quarter.
- 3.6 The vast majority of ASB is not resolved by the use of formal Court action. It is resolved by the use of a range of 'early interventions' which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 5 shows that there were 734 early intervention actions carried out during the quarter.

These break down as follows.

Action	Number
Verbal and written warnings	111
Community Protection Warning Notices	21
Other contact with alledged perpetrator	154
Cases where CCTV ,Crime prevention , noise monitoring equipment and Noise App have been used.	72
ABC's and Parenting Contracts	13
Complex Needs	10
Mediation referrals	3
Family Intervention Project / Priority Families referrals	1
Junior Wardens (Mash Up) and Enthusiasm referrals	6
Police referrals and liason	336
Contacts made with Adult Social Care	7

In February 2018, Derby Homes agreed a revised Memorandum of Understanding with Derby City Council's Enviromental Protection team. This enabled Derby Homes ASB Team to issue Community Protection Notice Warnings. We work in partnership with the City Council who would then issue a Community Protection Notice if the ASB continues.

This is a very effective tool within the available ASB legislation and the success rate is high. Derby Homes have issued 21 Community Protection Notice Warnings in quarter 4 for a variety of ASB related complaints. Examples of where these are used include barking dogs, noise nuisance, dogs mess and neighbour disputes.

- 3.7 As explained in 3.4, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However PI 6 shows the number of enforcement actions taken during the quarter. This breaks down as follows

Action	Number
Injunctions	0
Notices of Seeking possession	3
Notice of Possession Proceedings of an Introductory Tenancy	1
Notice of Demotion	0
Notice of extension of an Introductory Tenancy	2
Absolute Grounds for Possession	0

- 3.8 In addition to supporting victims of ASB, it is also very important to provide support to alleged perpetrators. Some have problems with mental health, drugs and alcohol and often the best way to resolve the ASB is to provide support and make referrals to other services who can help. PI 7 shows the number of these actions for the quarter
- 3.9 Operational Board approved a report 'Step Change in ASB' on 24 October 2013 which had an action plan aiming to greatly improve customer satisfaction levels. At that time satisfaction levels were running at approximately 65%. PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently much better
- 3.10 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. This was one of the former 'tenants top ten targets' and 'local offers'. 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

This means that although we may have around 170 -240 live cases at any one time, 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 1031 contacts with victims during the quarter. As the total number of cases was 193 at the end of the quarter, this equates to an average of over 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.

- 3.11 We received 8 separate compliments for our ASB service during quarter 1 and these are below

Miss H, 3 - was delighted with X and how she approached it and wanted me to pass on and mention as she couldn't fault anything and was really impressed.
Miss H, of Cotton Lane - X kept me well informed.
Mr I – Spot on from start to finish
Ms M - Very impressed with how efficient X is with her job
Mr M - X never took "next steps" without consulting me for my buy in. Derby Homes is very fortunate in having a very efficient ASB Team.
Mrs A - Impressed with how efficient X was and the way he dealt with the case
Mr C - X went above and beyond to resolve this
Mr G - Thank You very much. X went above and beyond with the case and dealt with it in a way I couldn't. If X went for Prime Minister I would definitely vote for her!!

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:

Murray Chapman / Operations Manager / 01332 888593 / [murray.chapman @derbyhomes.org](mailto:murray.chapman@derbyhomes.org)

Background Information: None

Supporting Information: None