

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management and Housing Options

1. SUMMARY

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

2. RECOMMENDATION

That the Operational Board notes the report.

3. MATTER FOR CONSIDERATION

- 3.2 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.

3.3

PI No	Performance Indicator	Quarter 1
1	Number of new ASB cases opened	279
2	Number of live ASB cases at the end of the quarter	264
3	Number of closed resolved ASB cases during the quarter	213
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of early intervention actions taken	815
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions.	3
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	145
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	95%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	89%

10	Number of perpetrators evicted for ASB	0
11	Average cost of an ASB case not including legal costs.	£309
12	Number of contacts made to complainants in Qtr 4	2144

- 3.4 PI 2 shows that at the end of the first quarter we had 264 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months. Around half of those are noise nuisance cases.
- 3.5 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.6 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, and also where sometimes complainants have unrealistic expectations, either in terms of what we can do, or in terms of what they can expect from their neighbour. To achieve zero for this is really pleasing.
- 3.7 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 825 early intervention actions carried out during the quarter. These break down as follows:

Action	Number
Verbal and written warnings	122
Other contact with alleged perpetrator	344
Cases where CCTV , noise monitoring equipment and Noise App have been used	191
ABC's and Parenting Contracts	12
Complex Needs referrals	14
Mediation referrals	3
Family Intervention Project / Priority Families referrals	0
Junior Wardens (Mash Up) and Enthusiasm referrals	2
Police referrals	123
Contacts made with Adult Social Care	14

- 3.8 As explained in 3.7, 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	1
Extentions of Tenancy	2

The above table is formal action initiated during the quarter.

- 3.9 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.
- 3.10 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. PI 8 and PI 9 show satisfaction levels for the quarter. Our performance on satisfaction is now amongst the best in the Country.
- 3.11 PI 11 shows the total staffing cost per case for the quarter. Derby Homes is actually one of the best value for money ASB services in terms of direct staffing costs when compared to our comparitors on Housemark. This figure does not include legal costs.
- 3.12 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 intitial risk a assessment is carried out which is reviwed 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 have 264 cases live at the end of the quarter, I would expect the total number of contacts in a month to be very much higher than one per case. PI 12 shows that there were 2144 contacts with complainants during the quarter. Tthis equates to an average of over 8 contacts per case each month. As explained, some complainants will have a lot more than 8 in the month, some will have less but none will have less than one.

- 3.13 We received some compliments for our ASB service during quarter 1 and a small selection of those comments are listed below:

- Mrs K wanted to thank Alison and said she was really pleased. She also

said that she appreciated the way that Alison dealt with her case and that her case was all good once resolved.

- Anthony Jones is the best ASB officer I have had. He always takes the time to listen and try to help me. I recently made a complaint regarding a neighbour making too much noise. I was in tears when he came to my address, I feel I was suffering from an anxiety attack, as my mother had just passed, and the added stress from my neighbours was too much to handle. He calmed me down, asked me to sit down and to talk about everything when I feel ready. Making sure there wasn't any pressure to rush though it as he made the time for me. He was really understanding and within just a few days I noticed results from my neighbours, which proves that he is proactive. He is a really supportive ASB officer and I could not be happier with him. He makes you feel like he would go out of the way for you. Such a good officer, I could not thank him enough.
- Miss S called to say thank you to Jenna Jeffery in the ASB team for sending a letter to her neighbour, who was playing their music loud till the early hours of the morning, asking them to keep the volume down on their music or stop playing it in the early hours of the morning. Miss S says because of the loud music she was unable to sleep which was affecting the medication that she needs to take. Miss S says she has now had 2 night's sleep with no loud music playing so really appreciates what Jenna has done 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/ Housing Services Manager / 01332 888593 / murray.chapman @derbyhomes.org

Background Information: None

Supporting Information: None