

## **ASB STATISTICS QUARTER 3**

Report of the Head of Operations (Housing Management and Housing Options)

### **1. SUMMARY**

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

### **2. RECOMMENDATION**

Operational Board to note the report.

### **3. MATTER FOR CONSIDERATION**

- 3.2 The 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. Operational Board is asked to note the fact that some statistics are not available for this quarter. This is because during the quarter, on October 25<sup>th</sup> 2017, we implemented the new Open Housing system. Some of the recording and reporting systems from Open Housing are still not fully in place although we do expect that to be fully resolved for the fourth quarter report to Operational Board.

#### **3.3**

PI No	Performance Indicator	Quarter3
1	Number of new ASB cases opened	263
2	Number of live ASB cases at the end of the quarter	197
3	Number of closed resolved ASB cases during the quarter	245
4	Number of closed unresolved ASB cases during the quarter	3
5	Number of early intervention actions taken	Not available
6	Number of enforcement actions taken including NOPPs / NOEs / NOSP's / Demotions & Injunctions.	7
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	Not available

8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	93%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	90%
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 the Qtr	1718

- 3.4 PI 2 shows that at the end of the first quarter we had 197 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. A figure of only 3 out of a total of 248 closed cases or 98.8% closed resolved is very good.
- 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 statistics are not fully available as has been explained, however we do have some figures on this as follows.

Action	Number
Verbal and written warnings	28
Other contact with alleged perpetrator	484
Cases where CCTV, noise monitoring equipment and Noise App have been used	70
ABC's and Parenting Contracts	12
Complex Needs	6
Mediation referrals	8
Family Intervention Project / Priority Families referrals	0
Enthusiasm referrals	5
Police and E-CINS referrals	Not available
Contacts made with Adult Social Care	6

- 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	5
Extensions of Tenancy	2
Notice of Demotion	0
Absolute Grounds for Possession	0

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. Unfortunately we don't have data for PI 7 for this quarter, however we expect to be able to report it for the fourth 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 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 have 197 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 1718 contacts with complainants during the quarter. This equates to an average of 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 As in previous quarters we have received a number of very pleasing compliments from people who have received the service, a sample is below:
- Mr M - X has restored faith in the system, she has kept me in the loop and has not suggested closing the case down until she was happy there were no further instances.

- Mrs A – X was extremely helpful. Couldn't thank X enough for how helpful and polite she was and listened to the complaint fully and dealt with the complaint very well. Thanks X very much for how everything was dealt with and couldn't be happier.
- Mrs C - Felt X has given her some life and happiness back and can now use her living room again.
- Couldn't thank X enough, Said X was lovely, caring and felt at ease and was made to feel comfortable reporting ASB.
- Ms B – Thank you for all your help in this case and for how quickly and efficiently you dealt with my complaints.
- Miss M - said X was really helpful and really quick.

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