

## **TENANT PANEL REVIEW OF DERBY HOMES ANTI SOCIAL BEHAVIOUR SERVICE**

Report of Derby Homes Tenant Panel

### **1. SUMMARY**

This report gives the findings of the Tenant Panel's review of the Anti-Social Behaviour Service within Derby Homes. Anti-Social Behaviour is a broad term which describes many incidents such as crime, nuisance and disorder which negatively affect people, such as noisy neighbours, noisy dogs, litter, crime and vandalism amongst others.

### **2. RECOMMENDATION**

To note and comment on the information as detailed in appendix 1.  
To approve the recommendations.

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

- 3.1 This has been a complicated and detailed review involving many staff and customers resulting in the review being carried out over a four month period from July 2016 - October 2016.

At the start of our review we highlighted key areas to inspect:

- The Management and Officers from within the Anti-Social Behaviour Service
- How complainants of recently closed ASB cases experienced the service
- How the Customer Service Team handle ASB calls as the first point of contact

We carried out meetings with:

- The Anti-Social Behaviour Manager
- Two long serving Anti-Social Behaviour Officers
- One recently recruited Anti-Social Behaviour Officer
- A Customer Service Advisor
- We observed a group meeting with complainants of recently closed ASB cases and the ASB Team; we then held a separate meeting with the same complainants without any Derby Homes staff present.

### **Conclusion**

Derby Homes ASB Service has recently achieved a HouseMark accreditation. This

is an excellent achievement for the team and Derby Homes. The ASB Team are now implementing the recommendations put forward by HouseMark. We found that the ASB Team works very well together and our review only validated what HouseMark had found in awarding such a high achievement. We also established through our review that the team are well supported by their Manager and that they have an excellent team spirit.

## **Recommendations**

**Recommendation:** To discuss with Derby City Council (DCC) options for implementing Community Protection Notices (CPNs) at Derby Homes, allowing the ASB Team to deliver a better service.

**Recommendation:** We recommend that the information that is available on the Derby Homes website is also available to tenants who are unable to use the internet. Our findings were that ASB information is not as available to those who do not use the internet. For example, a Derby Homes News campaign to include information on the ASB email address, options for reporting ASB, how cases are managed, what Derby Homes and partner agencies can do to help and what their limitations are.

**Recommendation:** To discuss with the Customer Services Team potential options for improving Derby Homes' telephone system.

## **Manager's Comments**

### **CPN Delegated Powers**

Derby Homes ASB Manager and Senior Management Team are continually raising this through various channels at DCC – Legal Services and Neighbourhoods Directorate.

### **ASB Information**

Derby Homes have adopted a number of HouseMark recommendations around the website and general ASB information and are working to a timetable with Customer Engagement to achieve this. We are putting a lot of ASB related information out through as much social media and other channels as possible and this is ongoing.

### **Enquiry Centre**

This will be looked at as part of the review of the Customer Service's strategy.

## **4. COUNCIL IMPLICATIONS**

To discuss with Derby City Council options for implementing Community Prevention Notices (CPNs) at Derby Homes allowing the ASB Team to deliver a better service.

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

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
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:

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Background Information: None

Supporting Information: None