

## ANTI- SOCIAL BEHAVIOUR STATISTICS

Report of the Director of Housing and Customer Service

### 1. SUMMARY

- 1.1 This report provides performance management information on Anti-Social Behaviour (ASB) for quarter one, April to June 2010, in areas that are of most concern to our tenants and leaseholders.
- 1.2 Comparative analysis between the previous quarters is provided in order to monitor trends and emerging patterns. This analysis helps to identify where best to focus resources.
- 1.3 Full detail on all local performance indicators is collected and available on request.

### 2. RECOMMENDATION

The Local Housing Board North notes the report.

### 3. MATTER FOR CONSIDERATION

- 3.1 Following consultation with tenants and leaseholders the Local Performance Indicators (LPI) shown below were agreed as most meaningful for reporting purposes.

<b>LPI No.</b>	<b>Local Performance Indicator</b>
1.	Number of ASB cases by management area and ward.
2.	Types of ASB by management area and ward.
3.	Age banding of ASB cases.
4.	Issues and challenges on ongoing ASB cases – case studies
5.	ASB cases passed to Legal Services for court action.

## **LPI 1 – Number of ASB Cases by Management Area and Ward**

- 3.2 Appendix 1, chart 1 show the number of 'live' cases by management area over three quarters. This information shows a consistent rise in the number of ASB cases being worked on by staff with the largest increase occurring during Quarter 4 (January to March). Sussex Circus shows a significant rise in the number of live cases worked on in this quarter.
- 3.3 Chart 2 shows the same information as above in relation to electoral wards. Alvaston, Mackworth and Sinfen are consistently showing the highest number of live cases for all three quarters.

## **LPI 2 – Types of ASB by Management Area and Ward**

- 3.4 Chart 3 shows the types of ASB being reported to Derby Homes on a city wide basis. Tables 3, 4 and 5 show this same information but in relation to management areas.
- 3.5 On a city wide basis, noise and verbal abuse continue to be our largest area of complaint. This is consistent with the regional and national picture and is seasonal due to the better weather.
- 3.6 Stockbrook Street and the Sussex Circus areas show the higher level of noise complaints consistently against all three quarters. This could partially be attributed to the numbers of flats in these areas.
- 3.7 Use of the noise monitoring units and our close working arrangements with the Environmental Health Department helps us to filter statutory noise nuisance cases.

## **LPI 3 – Age banding of ASB cases**

- 3.8 This indicator shows the number of live cases and how long they have been live with us. In quarter four we had a large number of live cases in the less than 3 months old stage. This indicated the number of cases that have recently been reported to us. In this quarter, the largest number of live cases is within the 3 – 6 months old stage. This indicates that some of these cases may be complex in nature and a multi-agency approach is being taken.
- 3.9 The cases within the 3 – 6 month old stage will now be prioritised for case review and scrutiny at the next ASB Managers meeting to ensure prompt and timely actions are being taken to resolve the case.

## **LPI 4 - Issues and Challenges in Resolving Cases**

- 3.10 The purpose of this indicator is to demonstrate some of the issues and challenges faced by staff when working to tackle and resolve ASB complaints.
- 3.11 As part of the Neighbourhood Safety Team's Service Plan for 2010/11, we have committed to overhauling our training to staff in dealing with ASB.

- 3.12 The team have completely reviewed the ASB training and focused on current practices as opposed to the legislative framework. We have focused on showing staff how to identify the subtler signs and indicators of someone suffering ASB and effective case management through using the right tool at the right time. An assessment through a multiple choice test has also been built into the training at the end of the session.
- 3.13 This training consists of three levels that staff have to pass in order to progress onto the next level. The team intend to link up with Derby College in order to explore the feasibility of getting this training accredited which will result in a recognised qualification.

**3.14 LPI 5 – Cases referred to Legal Services**

During quarter 1 a total of 15 cases were referred to Legal Services. These are cases where all other interventions have failed or are not appropriate and the enforcement route is now being pursued.

**4. CONSULTATION IMPLICATIONS**

Consultation has been completed with various stakeholders, including tenants and leaseholders on the content of these local performance indicators.

**5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

Development of the Respect Tool Kit and production of meaningful information on the instances of and actions taken in respect of ASB is contained with the Delivery and Business Plan, Strategic Aim 4, Excellent Customer Services.

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

- 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 the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None.

**Supporting Information:** None.

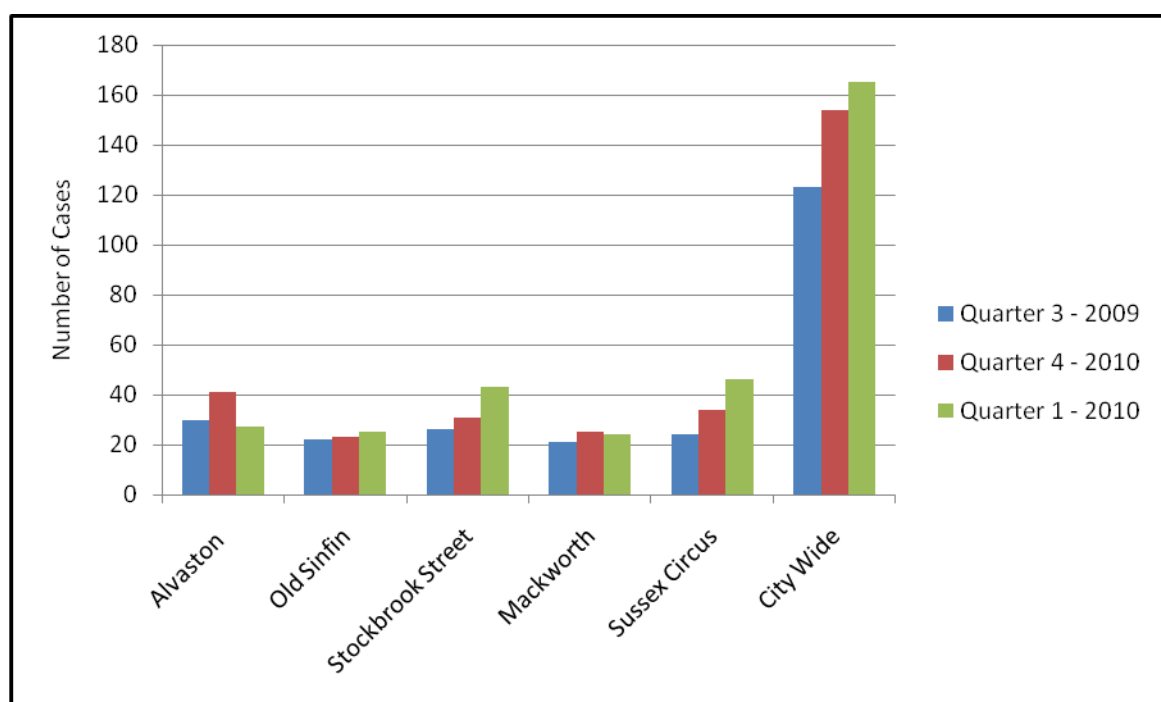
Chart 1 – ASB Live Cases by Management Area for **QUARTERS 3, 4 & 1**

Table 1

Management Area	Number of Live ASB cases - Quarter 3	Number of Live ASB cases – Quarter 4	Number of Live ASB cases – Quarter 1
Alvaston	30	41	27
Old Sinfen	22	23	25
Stockbrook Street	26	31	43
Mackworth	21	25	24
Sussex Circus	24	34	46
City Wide	123	154	165

Chart 2 – ASB Live Cases by Electoral Ward for **QUARTERS 3, 4 & 1**

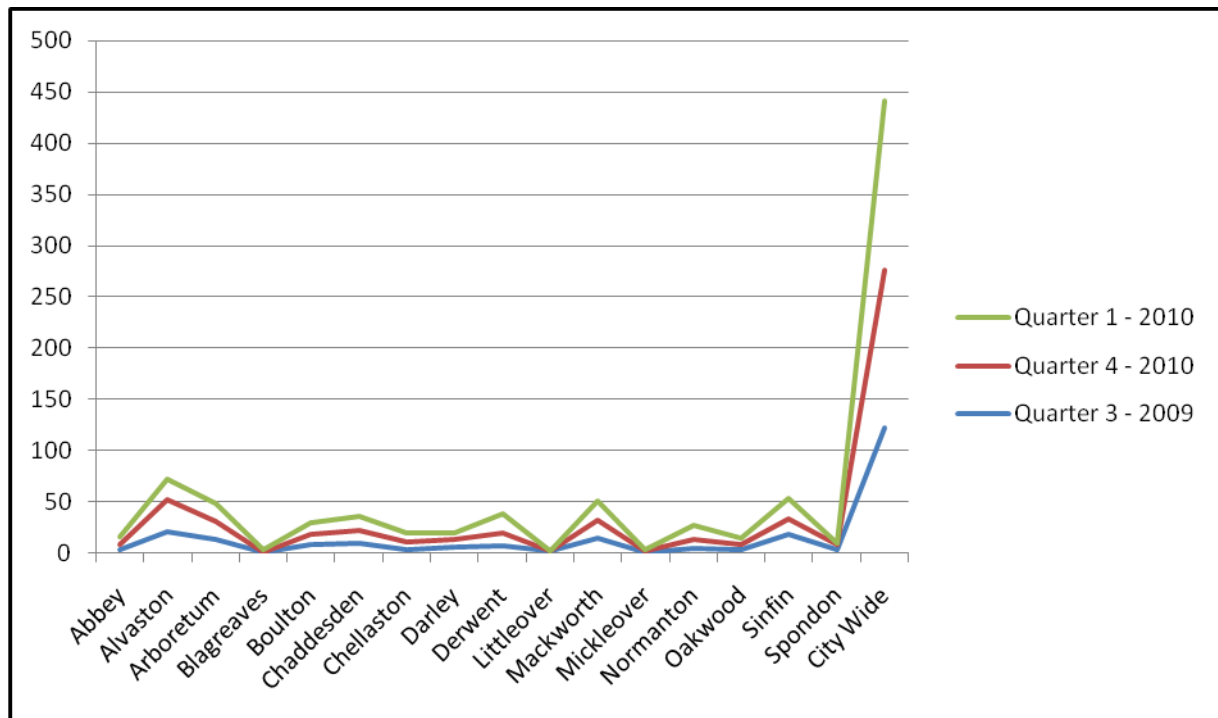


Table 2

Ward	Number of Live ASB cases – Quarter 3	Number of Live ASB cases – Quarter 4	Number of Live ASB Cases – Quarter 1
Abbey	4	4	8
Alvaston	21	31	20
Arboretum	13	18	17
Blagreaves	1	0	2
Boulton	9	10	10
Chaddesden	10	12	14
Chellaston	4	7	9
Darley	6	8	5
Derwent	7	13	18
Littleover	2	0	0
Mackworth	15	17	19
Mickleover	1	1	1
Normanton	5	8	14
Oakwood	3	5	7
Sinfen	18	16	19
Spondon	4	4	2
City Wide	123	154	165

Chart 3 – Types of ASB Cases City Wide for **QUARTERS 3, 4 & 1**

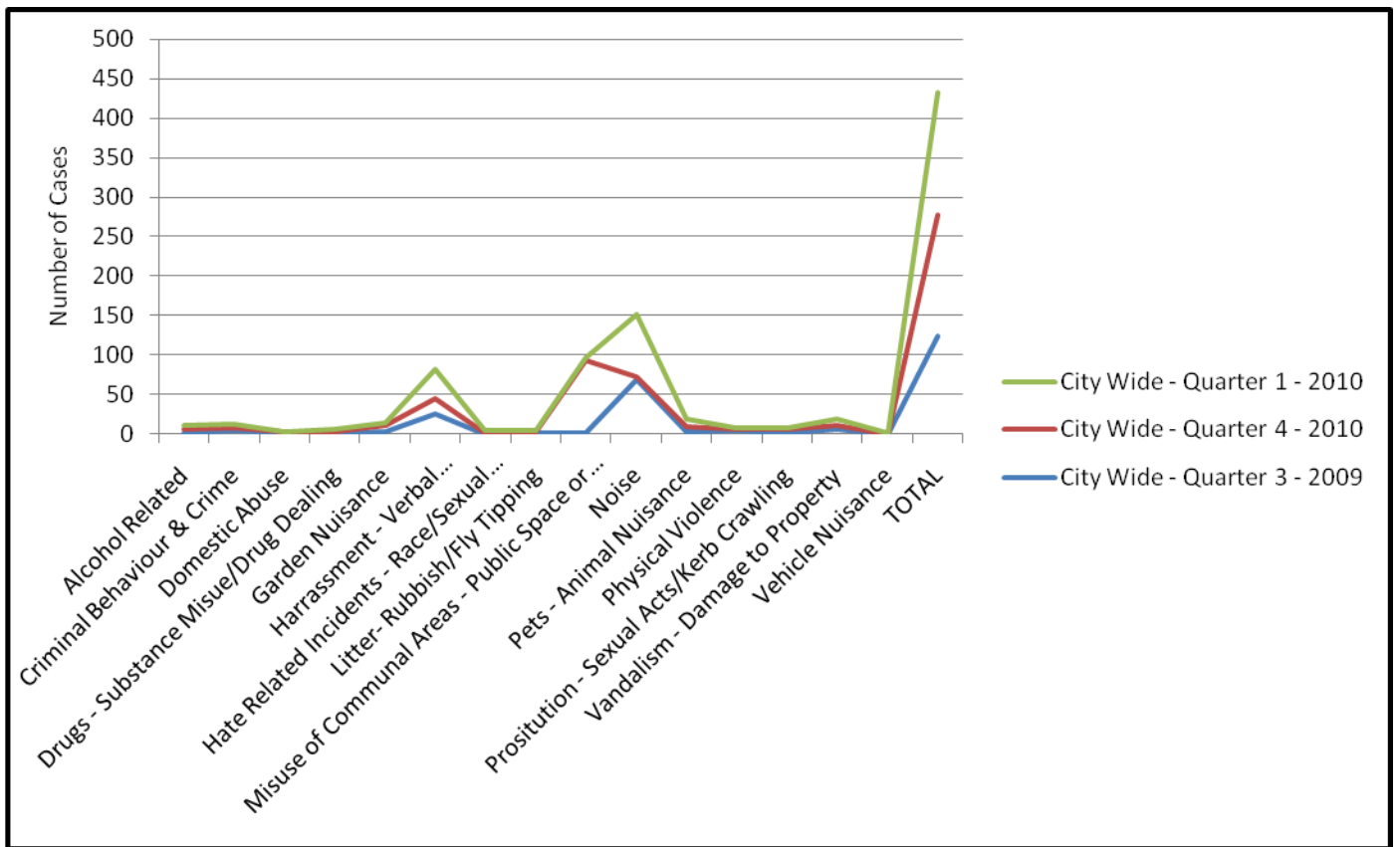


Table 3 – Types of ASB Cases by Management Area **QUARTER 3 – 2009**

	SMD					
Live ASB Cases	Alv	Old Sinfin	Stockbrook Street	Mack	Sussex Circus	City Wide
Alcohol-related	2					2
Criminal behaviour - crime		2	1	1	1	5
Domestic abuse			1			1
Drugs - substance misuse/drug dealing				1		1
Garden nuisance	1	1		1		3
Harassment - verbal abuse/intimidation/threatening behaviour	9	9	2	1	5	26
Litter- rubbish/fly tipping	1		1			2
Misuse of communal areas - public space or loitering				1		1
Noise	12	9	15	16	16	68
Pets - animal nuisance			2		1	3
Physical violence	3		1			4
Prostitution - sexual acts/kerb crawling			1			1
Vandalism - damage to property	2		3		1	6
TOTAL	30	21	27	21	24	123

Table 4 – Types of ASB Cases by Management Area **QUARTER 4 – 2010**

	SMD					
Live ASB Cases	Alv	Old Sinfin	Stockbrook Street	Mack	Sussex Circus	City Wide
Alcohol-related	2	2	1			5
Criminal behaviour - crime	1		1		1	3
Domestic abuse				2		2
Drugs - substance misuse/drug dealing	1			1		2
Garden nuisance				1	7	8
Harassment - verbal abuse/intimidation/threatening behaviour	12	4	3			19
Hate Related incidents – race/sexual orientation/gender/disability/religion/age		2				2
Litter- rubbish/fly tipping	1				1	2
Noise	17	13	21	19	23	93
Pets - animal nuisance	1	1	1	1		4
Physical violence	3	1	2			6
Prostitution - sexual acts/kerb crawling			1	1	1	3
Vandalism - damage to property	3		1		1	5
TOTAL	41	23	31	25	34	154

Table 5 – Types of ASB Cases by Management Area **QUARTER 1 – 2010**

	SMD					
Live ASB Cases	Alv	Old Sinfin	Stockbrook Street	Mack	Sussex Circus	City Wide
Alcohol-related	1	1		1		3
Criminal behaviour - crime			2		2	4
Drugs - substance misuse/drug dealing			2		1	3
Garden nuisance			2	1	3	6
Harassment - verbal abuse/intimidation/threatening behaviour	9	6	7	5	9	36
Hate-related incidents - race/sexual orientation/gender/disability/religion/age		1	1		1	3
Litter- rubbish/fly tipping						0
Misuse of communal areas - public space or loitering		1	1	1	1	4
Noise	16	11	19	14	25	85
Pets - animal nuisance		3	4	1	2	10
Physical violence			1			1
Prostitution - sexual acts/kerb crawling			1			1
Vandalism - damage to property	1	2	3	1	1	8
Vehicle nuisance					1	1
TOTAL	27	25	43	24	46	165



Chart 4 – Age Banding of Live ASB Cases – **QUARTER 3, 4 & 1**

