

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the first quarter of 2019/20

2. RECOMMENDATION

For the Operational Board to note 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 – recorded on Open	266
2	Number of live ASB cases at the end of the quarter	190
3	Number of closed resolved ASB cases during the quarter	230
4	Number of closed unresolved ASB cases during the quarter	2
5	Number of early intervention actions taken overall	1199
6	Number of enforcement actions taken including Evictions, NOPPs / NOEs / NOSP's / Demotions and Injunctions.	3
7	Percentage of respondents satisfied with the way their	

	ASB complaint was dealt with	93.83%
8	Percentage of respondents satisfied with the outcome of their ASB complaint	92.59%
9	Number of perpetrators evicted for ASB	0
10	Number of contacts made to complainants in the Qtr	2729

- 3.1 PI 2 shows that at the end of the quarter we had 190 cases being worked on at the end of the quarter. That figure fluctuates throughout the year and is higher in the summer months. Around half of those are noise nuisance cases
- 3.2 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.3 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 5 closed unresolved during the quarter. A figure of 99% closed resolved is very good.
- 3.4 PI 7 and PI 8 show satisfaction levels for the quarter. Satisfaction levels are now consistently good
- 3.5 The vast majority of ASB is not resolved by the use of formal 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 1199 early intervention actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	244
Community Protection Warnings and Community Protection Notices	21
General contact with alleged perpetrators including supportive actions	176
General contacts with complainants including supportive actions	127
Cases where CCTV, Crime Prevention, noise monitoring equipment and noise app have been used	111
Liaison & joint work with Environmental Protection	3
ABC's and Parenting Contracts	8

Complex Needs / Tenancy Sustainability Referrals	4
Mediation referrals both internal and external	4
Contacts with Police and E-CINS referrals	480
Contacts made with Adult Social Care, Mental Health and Safeguarding	6
External Victim Support	15

- 3.6 As explained in 3.5, 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	1
Notices of Seeking Possession	1
Extensions of Tenancy	1
Notice of Demotion	0
Absolute Grounds for Possession	0
Evictions	0

- 3.7 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

I would expect the total number of contacts in a month to be very much higher than one per case. PI 10 shows that there were 2729 contacts with complainants during the quarter. As the total number of cases was 190 at the end of the quarter, this equates to an average of around 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.

3.10 Compliments received this quarter were

- Crime Prevention Officer advised after a visit that the lady was extremely grateful and was singing X praises for getting her issues sorted.
- Thanks for your help with this you have been brilliant.
- X dealt with it professionally. Tenant felt comfortable reporting it to Derby Homes.
- Very happy with X and thought she was brilliant
- X very good, she was on the situation straight away.
- Happy that I was constantly updated and kept informed
- Team worked well and hard on the case.
- X was on the ball, always kept in touch.
- X was absolutely lovely, she went above and beyond and made her feel loads better.
- X was very helpful
- Everything dealt with very well, always kept up to date
- Everything was top notch, everybody was lovely
- Really well done and quick, dealt with very well, very happy
- Went brilliantly
- X was really good and helpful, couldn't be more brilliant
- Can't improve, you listen to what people have to say, fantastic service
- Just to say I'm very pleased with the outcome of the case, I can now get to sleep at night
- Absolutely brilliant, all handled very well
- Amazing/Brilliant. The service was brilliant, easy to access. Outcome was fabulous. X made everything easy and put mind at rest.

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:

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Background Information: None

Supporting Information: None