

## 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 fourth quarter of 2019/20

### 2. RECOMMENDATION

Operations Board note the report

### 3. MATTER FOR CONSIDERATION

3.1 The attached table shows some key statistics for Derby Homes ASB service.

PI No	Performance Indicator	Quarter 4
1	Number of open cases at the beginning of the quarter	159
2	Number of new ASB cases opened during the quarter	234
3	Number of closed resolved ASB cases during the quarter	189
4	Number of closed unresolved ASB cases during the quarter	3
5	Number of live ASB cases at the end of the quarter	201
6	Number of non-legal actions taken	1860
7	Number of enforcement actions taken	5
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	91.5%

9	Percentage of respondents satisfied with the outcome of their ASB complaint	81.7%
10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr.	2960

- 3.2 PI 5 shows that we had 201 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
- 3.3 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.4 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 3 cases closed unresolved during the quarter.
- 3.5 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good
- 3.6 The vast majority of ASB is not resolved by the use of formal action. It is resolved by the use of a range of non-legal actions which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 6 shows that there were 1860 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	217
Community Protection Warnings and Community Protection Notices	17
General contact with alleged perpetrators including supportive actions	257
General contact with alleged complainants including supportive actions	320
Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	164
Liaison and joint work with Environmental Protection,	14

PPOs and the REST Team	
ABC's and Parenting Contracts	2
Complex Needs / Tenancy Sustainability Referrals	8
Mediation referrals both internal and external	0
Contacts with Police and E-CINS referrals	838
Contacts made with Adult Social Care, Mental Health and Safeguarding	16
External Victim Support	7

- 3.7 As explained in 3.6, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However, PI 7 shows the number of enforcement actions taken during the quarter. This breaks down as follows

Action	Number
Injunctions	2
Closure Order	1
Notices of Seeking Possession	2
Extensions of Tenancy	0
Notice of Demotion	0
Absolute Grounds for Possession	0
Evictions	0

- 3.8 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. 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 11 shows that there were 2960 contacts with complainants during the quarter. As the total number of cases was 201 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.

- 3.9 Approximately half of all ASB cases involve or are entirely noise nuisance. This means that Derby Homes ASB team works very closely with the Council's Environmental Services team. We are seeing an increase in Community Protection Warning Notices (CPNW's) served by Derby Homes then escalated to Community Protection Notices (CPNs) by Environmental Services. Those tenants breaching CPNs are then served Fixed Penalty Notices. The table in 3.5 shows that there were 17 Community Protection Warnings and Community Protection Notices served during the quarter
- 3.10 Derby Homes ASB Manager in conjunction with RESOLVE ASB and a small number of other ASB - Housing Providers and Community Safety Partnerships have been working on a proposal to develop an ASB Officer Apprenticeship, the first of its kind in the industry. This has now passed the initial stages of scrutiny by the Institute of Apprenticeships and it was agreed to move to the next stage. At a Meeting in Manchester in February the ASB Providers agreed the next phase and that has now also been submitted for further approval.
- 3.11 Compliments received this quarter were
- X and Y were very helpful and worked well with the case.
  - Don't feel like it could've improved, happy constantly updated.
  - Brilliant.
  - Always kept updated.
  - X was spot on, kept updated.
  - Said both X and Y were really lovely and helpful.
  - X was very helpful and understanding.
  - Dealt with straight away, felt listened to.
  - 100% from X, first class. X or DH can't be faulted, very grateful for all help.
  - Very happy with the support and service I have received.
  - Process has improved over the last few years.
  - Outstanding handled very well, constantly kept update.
  - X was good and very understanding.
  - Wanted to thank X as he was excellent during the case.
  - X was excellent and dealt with the case brilliantly.

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

This report has been approved by the following

Managing Director	Maria Murphy	26/05/2020
Head of Service	Lorraine Testro	07/05/2020
Head of Service – Finance & Income	Michael Kirk	15/05/2020
Head of Governance and Corporate Services - Company Solicitor	Taran Lalria	18/05/2020