

## ANTI SOCIAL BEHAVIOUR STATISTICS QUARTER 3

Report of the Head of Housing Management and Housing Options

### 1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the 3rd quarter of 2016/17.

### 2. RECOMMENDATION

That the Operational Board notes the report.

### 3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on Derby Homes ASB service performance.

### 4. MATTER FOR CONSIDERATION

- 4.1 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.

4.2

PI No	Performance Indicator	Qtr 3
1	Number of new ASB cases opened	202
2	Number of live ASB cases at the end of the quarter	225
3	Number of closed resolved ASB cases during the quarter	206
4	Number of closed unresolved ASB cases during the quarter	3
5	Number of early intervention actions taken	595
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions	7
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB	214
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	96%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	94%
10	Number of perpetrators evicted for ASB	0

11	Average cost of an ASB case not including legal costs	£388
12	Number of contacts made to complainants in Qtr 3	1960

- 4.3 PI 2 shows that at the end of the quarter we had 225 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months, but remains roughly somewhere between 200 and 250 cases. Around half of those are noise nuisance cases.
- 4.4 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 4.5 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.
- 4.6 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 shows that there were 595 early intervention actions carried out during the quarter. These break down as follows

Action	Number
Verbal and written warnings	113
Other contact with alledged perpetrator	214
Cases where CCTV , noise monitoring equipment and Noise App have been used	96
ABC's and Parenting Contracts	6
Complex Needs referrals	20
Mediation referrals	2
Family Intervention Project / Priority Families referrals	0
Junior Wardens (Mash Up) and Enthusiasm referrals	32
Police referrals	106
Contacts made with Adult Social Care	6

- 4.7 As explained in 3.4, 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	3
Notice of Extension	3

- 4.8 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. PI 7 shows the number of these actions for the quarter.
- 4.9 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. Performance in this area is now consistently high.
- 4.10 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.
- 4.11 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 may have around 200 -250 live cases at any one time, 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 1960 contacts with victims during the quarter. As the total number of cases was 225 at the end of the quarter, this equates to an average of nearly 9 contacts per case each month. As explained, some complainants will have a lot more than 9 in the month, some will have less but none will have less than one.

- 4.12 We received 51 separate compliments for our ASB service during quarter 3 and a small selection of those comments, anonymised, are listed below:

- Mr D – Officer dealing was very good.
- Officer dealing couldn't improve - did really well .
- Mrs W - Everything done the best way it could.
- Miss G - Dealt with quite well - wouldn't normally,
- report ASB only reported now as it involved family.
- Mrs D – Officer dealing responded straight away
- Mrs S - everything was absolutely fine, couldn't ask for better,
- was terrified of reporting the issue. Thank you to Officer dealing for all his help.
- Mr C - Brilliant. Very happy with Officer, he went round
- straight away and whatever he said worked. He also always phoned to ask if any further issues.
- Mr J - very happy
- Mr S – Officer dealing was great. Handled the case very well.
- Officer dealing was very helpful and sorted in a couple of days.
- Mr G - Everything was great
- Mr T – Officer dealing was amazing and very supportive 'did a cracking job'
- Mr H - Officer dealt with the case straight away and sorted it straight away.
- Kept checking if any problems - very happy with her

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](mailto:murray.chapman@derbyhomes.org)

Background Information: None

Supporting Information: None