

QUATERLY ANTI-SOCIAL BEHAVIOUR (ASB) STATISTICS

Report of the Head of Housing Management

This report contains confidential information as defined in Standing Order 20.2 of Part IV of the Derby Homes Governance Arrangements.

1. SUMMARY

- 1.1 This report gives some key statistics for Derby Homes ASB service for the fourth quarter of 2022/23.

2. RECOMMENDATION(S)

- 2.1 Operational Board notes the report.

3. REASON(S) FOR RECOMMENDATION

- 3.1 For information and noting.

4. MATTER(S) FOR CONSIDERATION

- 4.1 The performance indicators are provided in a graph/pie chart format, at **Appendix 1**, for ease of reading; this shows comparisons from the previous quarters of 2022/23, together with previous years.
- The number of cases opened in the quarter.
 - Case numbers closed in the quarter, which are either resolved or unresolved.
 - Satisfaction levels for the quarter. Satisfaction levels are now consistently good.
 - Legal and non-legal interventions used within the quarter.
 - A new indicator which shows case types logged within the quarter.
 - Monthly and quarterly contacts with customers, regarding ASB cases.
- 4.2 The Anti-Social Behaviour Team continues to work in close partnership with Environmental Services, in-line with the 'Memorandum of Understanding,' (MOU), we have with the Council. We have several ongoing joint cases which we are managing, currently, that involves the use, and sharing, of the noise app as part of ongoing investigations that both Derby City Council, (DCC), and Derby Homes are working on. We have recently upgraded our noise app membership, which allows us greater investigative capabilities when using this facility in managing noise nuisance cases, which makes things easier for our customers and provides better evidence to help us tackle noise nuisance more effectively.

4.3 Derby Homes ASB Team continues to work closely with the other support teams within Derby Homes, to jointly work on cases and resolve issues. It has become an integral way of working, combining both support and enforcement measures, where appropriate, including working with both complainants and perpetrators of ASB. Most of the joint working with other internal teams is with the Tenancy Sustainability Teams i.e., complex needs, intensive intervention, and intensive housing management. The numbers of joint cases within these teams are increasing all the time, as we work with more complex customers with challenging needs.

4.4 The ASB service are still working with the Public Protection Officers (PPO's). They are carrying out patrols on our behalf, in identified ASB 'hotspots' and we continue to share relevant intelligence and work together to resolve issues.

They carry out spot checks on flats, for example, where we have reports of ASB in communal areas, such as cannabis smoking, youths congregating, parking disputes, and illegal parking. The referrals we make to the PPO service are carrying out a lot of joint visits with us and issuing Community Protection Notices on ASB cases, where appropriate.

We have attached at **Appendix 2**, some data that they have prepared, which shows the work they have done relating to referrals made by the ASB Team, as well as more generic work and patrols carried out. This demonstrates an excellent joined up partnership working approach.

4.5 **Case Study**

To provide further insight into the work the ASB Team, we thought it would be useful to share some ASB cases with Operational Board members, each quarter, so they can further understand some of the work involved. The last few quarters we have focused upon, gives examples of actual ASB cases we have worked on and resolved. These have typically shown a customer's journey through an ASB case from start to finish.

In November 2022, Derby Homes received repeated noise nuisance complaints from a number of residents within a Derby Homes block; this was in relation to a resident who was continuously slamming internal and external doors and banging noise within their property. Residents within the block were concerned about the damage being caused and were affected by the noise they were experiencing at all hours of the day. This issue had previously been dealt with by other ASB Officers and had improved, however, the matter seemed to have escalated, significantly, since the last time it was reported. The ASB Officers dealing with the case visited the block and saw extreme damage to the exterior of the property but were unsuccessful in getting the tenant to engage on that occasion. Regular reports of issues continued coming into Derby Homes about the noise nuisance being caused from the property, so the ASB Officers visited the tenant again, to discuss the issues being raised. This time they were successful and when entering the property, the ASB Officers found significant damage to the interior of the property. The Officers quickly established that the tenant was very unwell and referrals to Safeguarding and Social Care were made, (which is normal practice). The residents continued to report ASB from the property, so another visit was made to the tenant. Upon arrival, the ASB Officers could hear the property being damaged, internally, with what sounded like excessive hammering. This made the ASB Officers very concerned, so they left the block and called Derbyshire Police and Ambulance Service, who

agreed to attend to complete a 'safe and well' visit. Contact was made with the Community Mental Health Team, in regard to what staff had witnessed and the concerns we had for our tenant, which had already been raised with other services previously. The Community Mental Health Team arranged to go to visit the tenant to complete a mental health assessment, and on doing so, they agreed that it was in the best interests of the tenant to seek help and section them under the Mental Health Act. The tenant remained hospitalised for a number of weeks under the care of mental health professionals. The tenant is now back home after receiving appropriate treatment and help, which has had a significant impact on the tenant's behaviour and there have not been any further complaints.

The complainants are now extremely happy with the outcome of the ASB case and very pleased that the ASB Officer was able to signpost the issues, and the tenant received the help and support they required.

- 4.6 Please see attached report which relates to compliments and observations made from the ASB surveys carried out within this quarter, at **Appendix 3**. You will also see, this quarter, we have received 44 compliments on closed ASB cases, which is a good indicator of the quality of the service provided.
- 4.7 In March 2023, the Government released its new **ASB Action Plan**, which was introduced to strengthen existing powers and legislation around ASB and crime, for a wide range of partner agencies; a brief summary of this is below:

Social Housing • Expand the closure powers to registered providers • Updated guidance on allocations, to deprioritise ASB perpetrators • Introduce a 'three strike' rule for evictions, where 3 proven incidents of ASB leads to possession ASB Tools and Powers • Expand dispersal orders to local authorities • Expand public spaces protection orders ("PSPO") to Police and increase their speed of use • Apply a power of arrest to all breaches of injunction • Lower the minimum age for the community protection notice ("CPN") • Increase fines for breach of CPN and PSPOs • Expand the powers given to those delegated under the Community Safety Accreditation Scheme to include more ASB tools • Expand the use of Transport Support Officers • The College of Policing to develop best practice for policing • Increased fines for fly-tipping • Increase use and amount of on the spot fines in hot spot areas • Create a new criminal offence for cuckooing Homelessness • Expand use and availability of positive pathways • Prohibit organised begging • Prohibit begging that is causing a nuisance • Introduce new powers to address rough sleeping.

5. OTHER OPTIONS CONSIDERED

5.1 None

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

For more information please contact:

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Background information: None

List of appendices: Appendix 1, 2 and 3 attached

This report has been approved by the following:

Managing Director	Maria Murphy	26.5.2023
Finance Director and Company Secretary	Michael Kirk	25.05.23
Company Solicitor	Taran Lalria	26.05.2023
Head of Service	Carl Tring-Willis	26.05.2023
Governance Services (checked)	Jane Haywood	16.05.2023