

**OPERATIONAL BOARD**  
**THURSDAY 7 SEPTEMBER 2023**

### **QUARTERLY ANTI-SOCIAL BEHAVIOUR (ASB) REPORT**

Report of the Head of Housing Management

#### **1. SUMMARY**

- 1.1 This report provides some key statistics for Derby Homes ASB service, for the first quarter of 2023/24.

#### **2. RECOMMENDATION**

- 2.1 Operational Board to note the report.

#### **3. REASON(S) FOR RECOMMENDATION**

- 3.1 Part B report for information and noting.

#### **4. MATTER FOR CONSIDERATION**

- 4.1 The performance indicators are provided in a graph and pie chart in Appendix 1, for ease of reading; this shows comparisons from previous quarters of 2022/23 and previous years.
- The number of cases opened in the quarter.
  - Case numbers closed in the quarter which are resolved and unresolved.
  - Satisfaction levels for the quarter. Satisfaction levels are now consistently good.
  - Legal and non-legal interventions used within the quarter.
  - A new indicator that shows case types logged within the quarter.
  - Monthly and quarterly contacts on cases with customers on ASB cases.
- 4.2 The Anti-Social Behaviour team continue 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 involve the use of and sharing the noise app, as part of ongoing investigations that both Derby City Council (DCC) and Derby Homes are working on. We have also recently upgraded our noise app membership, which allows us greater investigative capabilities when using this facility in managing noise nuisance cases; this makes things easier for our customers and provides better evidence to help us tackle noise nuisance more effectively.
- 4.3 The ASB team continue to work closely with the other support teams within Derby Homes, to jointly work on cases, looking to try and resolve more cases and more complex issues. It has become an integral way of working combining both support and enforcement measures, where appropriate, including work with both complainants and perpetrators of ASB.

- 4.4 The ASB Service are still working with the Public Protection Officers Service, (PPO's), and there is now a full Service Level Agreement for all areas of Derby Homes business within Housing Management services. 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.

We have attached in Appendix 2, data they have prepared, which shows the work they have carried out 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 Studies

To provide further insight into the work the ASB team do, we have been sharing in previous quarters some typical case studies of work we have done; this gives Operational Board members more insight.

In the last quarter, we have had quite a few serious legal cases and issues to deal with which are detailed in summary below:

The first example focuses upon a series of serious incidents in June that occurred at Milestone House, whereby threats made to our staff working there. As we know, staff on the frontline, working with the client group accessing services provided by Milestone House, are faced with some of the most challenging and complex customers. However, Derby Homes will always act to try and safeguard staff, when they are faced with verbal abuse, intimidation, threatening, or violent behaviour and physical assaults.

A manager and other staff at Milestone House were repeatedly abused by a Milestone House customer in June, who had been booked out of his accommodation because of his previous behaviour. Despite warnings, this individual continued with his behaviour, and this escalated to the point that he was threatening staff and resulted with him spitting at one of them. The Police were called, and the individual was arrested but, unfortunately, released without charge. As a result, and to offer our staff the protection they deserve, the ASB team sought an emergency 'Civil Injunction.' We were in Derby County Court within 48 hours and the Court granted a 2-year injunction against the individual, which prevents them from contacting any staff either directly, or indirectly, at Milestone House, or any other employees; it prevents them from being within a certain radius of Milestone House. This injunction is in place for two years and carries a power of arrest, if breached, which is a contempt of Court charge. So, this action does offer as much protection to staff that is possible through Civil Proceedings.

This action reinforces our internal Violence and Aggression Policy in place, which states that we will take positive and appropriate action when our staff are abused in this way.

The other cases we wanted to highlight were two relating to Closure Orders. A Closure Order is a legal intervention that arises from the ASB, Crime and Policing Act 2014 and is a quick way of addressing very serious ASB and criminality.

In quarter one DCC, at our request, applied to the Magistrates Court to close two properties. One was in the West End, and the other was at St Clare's Close. Both properties were the subject of serious and ongoing ASB complaints, as well as complaints to the Police of criminal activity. The residents in both locations wanted and expected

something to be done as quickly as possible. Working with the Police and DCC, we were able to get both properties closed for a 3-month period, so no one is allowed to live there, offering much needed respite to the local community. We are now working on bringing those tenancies to an end.

Please see attached report which relates to compliments and observations made from the ASB surveys, conducted in this quarter, in Appendix 3. You will see that this quarter we have received 29 compliments on closed ASB cases, which is a good indicator of the quality of service provided.

## 5. OTHER OPTIONS CONSIDERED

None.

The areas listed below have no implications directly arising from this report:
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Consultation Financial and Business Plan Legal and Confidentiality Council Personnel Environmental Equalities Impact Assessment Health & Safety Risk Policy Review
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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:	Appendix 1 – Quarter 1 Appendix 2 – Quarter 1 Summary Appendix 3 - Feedback

**This report has been approved by the following officers:**

Managing Director	Maria Murphy	23.08.23
Head of Service	Carl Tring Willis	03.08.2023
Governance (checked)	Jane Haywood	21.08.2023

